

Broome County
**Office for
Aging** 

...bringing seniors and services together

Plan for Services 2020-2024

December 2019

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State of New York County of Broome Government Offices

Office for Aging

Jason T. Garnar, County Executive · Lisa M. Schuhle, Director

Dear Colleague:

The *Broome County Office for Aging Plan for Services 2020 – 2024* outlines the identified needs of older adults and caregivers in our community and the activities that the Office for Aging plans to undertake during the next four years to address some of these needs.

The population trends in Broome County cannot be ignored. We have more older adults living in Broome County than the state's average. Between 1990 and 2016, the 60+ population in Broome County increased by 12.5%. Broome County's rural municipalities are experiencing significant increases in the 60+ population.

Additionally, Office for Aging staff reports that they frequently work with older adults in their late 80s and 90s with no local family supports. The lack of informal supports for this population make it difficult to age in place. Some older adults living on fixed incomes often have no additional resources to cover expenses associated with aging in the community.

These challenging demographic changes provide an opportunity for innovative programs and community collaborations to help older adults age successfully in their homes. National and state policy shifts such as Health Across All Policies and the Age-Friendly Initiative will require careful consideration of the current needs and issues experienced by Broome County older adults.

To define the most common issues and needs affecting the older population, we engaged in a needs assessment process that included a community wide survey, focus groups, survey of local professionals who work with older adults, and analysis of internal data. This data will define what improvements and changes are needed to support aging in place and to create a community where older adults can thrive. You can review a summary of the data in Section IV of this plan followed by Section V which defines unmet needs that currently exist in our community.

The Office for Aging, through funds received through the Older Americans Act (OAA), provides services that support older adults and caregivers to help them remain healthy, socially engaged and independent in their communities. Office for Aging collaborates with other community organizations to identify opportunities that enhance and expand the OAA funded programs and services.

We invite the community to work with the Office for Aging in addressing the needs of seniors and caregivers, improving the quality of life of older adults, and helping us prepare for a growing senior population.

Sincerely,

A handwritten signature in cursive script that reads "Lisa Schuhle".

Lisa Schuhle
Director

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Section I

Agency Mission

The mission of the Broome County Office for Aging is to improve and enrich the quality of life for all older persons in Broome County.

The Office for Aging:

- Promotes the dignity and independence of the older person
- Ensures that comprehensive and coordinated services are brought to bear on the needs of older persons
- Fosters public awareness of the value and contribution of older persons of the community

The guiding policy of the mission is to implement the mandates and requirements of federal and state regulations pertaining to the elderly. These are provided in federal law and under the Older Americans Act, and in state law under the New York State Community Services for the Elderly Act and the Expanded In-home Services for the Elderly Program (EISEP). Other program requirements come from the U.S. Department of Agriculture, the Federal Corporation for National Service, the N.Y.S. Department of Health and the Administration for Community Living.

Section II

How the Plan was Developed

The Broome County Office for Aging *Plan for Services 2020-2024* is a comprehensive overview of demographic information, internal data analysis, needs assessment findings, detailed program descriptions, budget, and projected number of service units Office for Aging and its subcontractors will deliver in the state fiscal year 2019-2020.

The following sources of data were used to develop the *Plan for Services 2020-2024*:

- Census and the American Community Survey
- Community Needs Survey
- Community Survey of Professionals who work with older adults
- Office for Aging/NY Connects data system
- Focus Groups
- Input from Advisory Council members
- Input from the Public Hearings

Information obtained from these sources allowed us to evaluate what issues have a significant impact on the lives of Broome County older adults. Identifying needs and gaps in services served as a guide for developing goals and objectives for the four-year planning period. While the majority of goals, objectives and actions are defined by services and programs funded by the Older Americans Act, additional plans for addressing unmet need are included. The *Plan for Services 2020-2024* details Office for Aging strategies for meeting the needs of seniors in Broome County and can be a resource for other community organizations as they work on developing strategies to assist older adults in Broome County.

The *Plan for Services 2020-2024* includes activities funded by the Administration on Aging and the New York State Office for Aging using Older Americans Act, Community Service for the Elderly, Expanded In-home Services for the Elderly Program, and Congregate Service Initiative funds. Broome County Government has also made a significant commitment to supporting aging services by funding activities included in this plan.

Section III

Demographic Portrait of the Senior Population in Broome County

Analysis of available Census data established several important senior population trends in Broome County:

- 2010 Census data revealed that 1 in 5 people residing in Broome County were seniors. Older individuals make up a higher proportion of the population in Broome County than they do in the state and national populations. While those age 60+ make up 22% of the Broome County population, seniors compose 19% of the New York State population and 19% of the national population.

**IN 2010, ONE IN FIVE
BROOME COUNTY RESIDENTS**



WAS 60 YEARS OR OLDER

Source: 2010 Census

- The 60+ Broome County population is growing – from 20.7% in 2000 to an estimated 24.4% in 2017 (see table 1 below). This trend is expected to continue.

Table 1: Changes in the Broome County Population 2000 – 2017

Year	Number of Residents	Number of Residents Age 60+	60+ as % of total population
2000	200,536	41,542	20.7
2010	200,600	44,485	22.2
2014*	198,797	46,087	23.2
2015*	198,093	46,577	23.5
2016*	197,381	47,330	24
2017**	196,124	47,891	24.4

Source: U.S. Census; *American Community Survey Data 2010-2014 (5-year estimate);

**American Community Survey Data 2013-2017 (5-year estimate)

- When compared to the 2010 census, the 2017 census data estimates show an increase in the 60-64, 65-74 and 75-84 Broome County populations. The 85+ population is trending downward after reaching a peak in 2016.

Table 2: Broome County Seniors by Age 2000 – 2017

Age	2000 Census	2010 Census	2014 ACS* 1-year estimate	2015 ACS* 1-year estimate	2016 ACS* 1-year estimate	2017 ACS* 5-year estimate
Total	200,536	200,600	198,797	198,093	197,381	196,124
60+	41,542	44,485	46,087	46,577	47,330	47,891
60 – 64	8,711	11,641	12,410	12,378	12,618	12,797
65 – 74	16,073	15,668	16,748	17,299	17,808	18,213
75 – 84	12,182	11,539	11,573	11,330	11,163	11,262
85+	4,576	5,637	5,356	5,570	5,741	5,619

Source: U.S. Census; *ACS: American Community Survey

Age Data

For Office for Aging programs that collect client characteristics, the following age-related data is available and presented in Table 3 below. In 2018, 83% of the clients who provided their age were 60+ and 16% were under the age of 60. The average age of clients served in 2018 was 72 years old.

Table 3: Age Data Breakdown

Age	2010 Census	Clients Served by OFA in 2018 (with age data known)	Percent of Total 60+ Population Served
60+	44,485	7,897	18%
75+	17,176	3,882	23%
85+	5,637	1,509	27%

Gender

National statistics reveal that older women are often more vulnerable in terms of economic and health status, and are more likely to live alone than are older men. Therefore, women over 60 would be expected to demonstrate greater economic and social need. An examination of the gender of all clients age 60+ served in 2018 by the Broome County Office for Aging reveals that 67% were female. According to the latest estimates there are 20,096 females over the age of 65 residing in Broome County.

Minority Status

The 2010 Census showed that there were 1,760 Broome County residents age 60+ reporting racial and ethnic minority status which represented 3.9% of all Broome County seniors. The 2017 American Community Survey (ACS) shows minority status for the 65+ population and not the 60+ population as the 2010 Census did. As presented in Table 4 below, the 2017 ACS estimates that racial minorities over the age of 65 account for 4% of the county's senior population and 0.8% of the total county population (196,124). Persons over the age of 65 who reported Hispanic or Latino Ethnicity account for 1% of the county's senior population and 0.1% of the total county population.

As defined by the NYS Office for Aging, the minority status includes the following groups: Black/African American, Hispanic, Asian, Native American/American Indian and Alaska Native, Native Hawaiian and Pacific Islander and persons of other race and 2 or more races. In 2018, 6% of all Office for Aging clients for whom this status was known were considered a minority based on their self-selection of race. Table 5 shows the racial profile of OFA clients served in 2018.

Table 4: Racial/Ethnic Profile of Broome County Residents Age 65+

Broome County 65+ Population Race/Ethnic Groups	Estimate	Percent
Total 65 +	35,094	100%
White	33,623	96%
Black/African American	657	2%
American Indian and Alaska Native	11	0.03%
Asian	580	2%
Native Hawaiian/Pacific Islander	0	0%
Some Other Race	62	0.2%
Two or More Races	161	0.5%
Hispanic or Latino	373	1%

2017 ACS 5-Year Estimates

Table 5: Racial Profile of OFA Clients Served in 2018

Race	Total	% of all clients
2 or more races	40	0.42%
American Indian/Native Alaskan	32	0.34%
Asian	40	0.42%
Black/African American	242	2.54%
Native Hawaiian/Other Pacific Islander	6	0.06%
Other Race	36	0.38%
White-Hispanic	206	2.16%
White – Not Hispanic	6365	66.72%
Race Unknown	2573	26.97%

Income

The Older Americans Act specifically directs local Area Agencies on Aging to target low-income individuals. This directive does not exclude persons with higher incomes from receiving services; it simply means that those with low incomes are more vulnerable and should be given priority.

The Office for Aging uses the Federal Poverty Guidelines to indicate a person's status of low income. Eleven percent (11%) of Office for Aging clients who provided their income information have incomes that place them below 100% of poverty.

2019 Federal Poverty Guidelines

Size of household	100%	150%
1	\$12,490	\$18,735
2	\$16,910	\$25,365
3	\$21,330	\$31,995

Frail

Frail individuals are defined as persons with one or more functional deficiencies in the following areas:

- Physical Functions
- Mental Functions
- Activities of Daily Living
- Instrumental Activities of Daily Living

The Office for Aging provides several services to persons who meet this definition, primarily through home delivered meals, the Expanded In-Home Services Program (EISEP), shopping services, respite, Social Adult Day Programs, and transportation. The majority of spending in the agency is for services for this population.

Vulnerable

The following population groups are considered vulnerable:

- Older adults with language barriers and/or limited English proficiency and/or low literacy
- Older adults who reside in rural areas
- Persons with disabilities
- Older adults who are institutionalized or at-risk of institutionalization
- Lesbian, gay, bisexual, transgender older adults
- Older adult caregivers of children with developmental disabilities, mental illness, or other disabilities requiring a caretaker
- Homebound older adults
- Older adults with Alzheimer's or other dementia

The Office for Aging does not currently collect data elements for all the categories listed above. Much of this data is also not available through the Census. Therefore, the Office for Aging cannot measure the number of clients who meet this definition to compare with the number of persons in the general population who are defined as vulnerable.

The Office for Aging does have a number of services in place to assure vulnerable persons receive the services they need. These include:

- Language translation service to assist clients with limited English proficiency
- Services available in rural areas including senior centers, consumer-directed aide services, transportation options, home delivered meals, and in-home assessments and counseling
- Case management
- Variety of in-home services to assist people to remain at home
- Two Social Adult Day Programs and Caregiver Services to assist persons with dementia and their caregivers.

Services

Services provided through the Broome County Office for Aging and its subcontractors are made available to individuals age 60 and over; a few programs are available to those under 60. Certain high-risk populations are given priority, including individuals who have the greatest economic or social need. In New York State, there are four groups that are targeted for services: minorities, low income, frail and vulnerable.

Section IV

Community Profile: A Description of the Main Issues Affecting Broome County Seniors

I. Overview of Needs Assessment Methods

To define the main issues affecting older adults in Broome County, the Office for Aging utilized a variety of needs assessment methods detailed below:

- **Analysis of NY Connects/Office for Aging contacts:** In 2018, NY Connects/OFA had more than 11,000 contacts with over 5,000 people. Additionally over 1,000 home visits were made to individuals in need.

Top Reasons People Contacted NY Connects	
1. Housing/Home Repairs	28%
2. Home Based Services	27%
3. Consumer/Caregiver	27%
4. Transportation	14%
5. Insurance/Benefits/Prescriptions	14%
6. Personal Finance/Tax Assistance/Legal	8%
7. Health & Wellness/Nutrition	8%

- **Community needs survey** distributed to the 55+ population in Broome County: 2,187 Broome County residents completed the survey either by phone, online, or by mailing in a paper copy. The survey asked questions about housing, transportation, health, caregiving, financial and social needs. It also collected information through a series of demographic questions.

Community Needs Survey Overview & Survey Respondents' Profile	
Total surveys collected: 2,187 Online: 893 Paper: 1175 Phone: 119	Survey Respondents' Residence: <i>Urban:</i> 588 <i>Suburban:</i> 824 <i>Rural:</i> 629
Racial Breakdown: Black/African American: 2% White: 92% Asian: 1% Mixed Race: 1% Native American: 1% Other: 1% Prefer not to answer: 2%	Income breakdown: Under \$19,999: 486 \$20,000-\$40,000: 437 \$40,000-\$60,000: 304 Over \$60,000: 520
Employment <i>Full time:</i> 14% <i>Part time:</i> 10% <i>Unemployed:</i> 5% <i>Retired:</i> 74% <i>Currently searching for employment:</i> 1%	Average Age of Survey Respondents: 72 Age breakdown: 55-59: 184 60-65: 431 66-74: 688 75-84: 548 85+: 207
Veterans Status <i>Yes:</i> 29% <i>No:</i> 71%	Gender: Female: 70.6% Male: 29% Other: 0.4%

- **Focus Groups:** Between fall 2018 and spring 2019, nine focus groups were held and attended by 59 participants.

Focus Groups Overview
Total Focus Groups Held: 9
Number of participants: 59
Focus groups' locations: Northern Broome Senior Center; Broome West Senior Center; First Ward Senior Center; Binghamton University Lyceum; Broome County Public Library; George F. Johnson Library; UHS Stay Healthy Center

- **Survey of Broome County professionals who work with older adults:** This survey was completed by 74 different human services professionals who work with older adults. More than half of those who completed the survey had at least 11 years of experience in their respective fields.

Survey of Broome County Human Services Professionals Overview
<ul style="list-style-type: none"> • Survey Respondents worked in: Case Management (38%); Other (Arts; Meals on Wheels; outreach; education; emergency and food services) (23%); Mental Health (22%); Healthcare (22%); Information & Assistance (22%); Housing (21%); Home Health Care (19%); Transportation (16%); Employment (7%); Legal (3%) • Fifty-three percent (53%) of respondents worked 10+ years in their respective fields • Most common issues/needs as experienced by clients: Transportation (64%); Housing (52%); Financial (58%); Mental Health Issues (45%); Physical Health Issues (34%); Difficulties related to caregiving (25%); Other (food; social interactions; respite; prescriptions costs; access to services; 16%) • Areas of unmet needs identified by professionals: Transportation; Financial; Housing; Home Care; Caregiving; Health; Social Isolation • Major trends observed by professionals: <ul style="list-style-type: none"> -larger 55+ population creating more demand for services that support aging in place. The population growth is also occurring in the rural areas with limited services such as healthcare, social opportunities, transportation, housing, etc. - services to support older adults as they age are not keeping up with the population growth in older age groups - increase in the number of people who are dealing with physical and mental health issues -increase in the number of older adults who are above the income limits for programs such as Medicaid and SNAP (Food Stamps) but do not have sufficient income and resources to afford necessities such as rent, food, transportation, prescriptions etc. - increase in desire to “age in place” with proper supports in the home - increased social isolation due to lack of local family, physical and mental health issues, lack of social opportunities and limited transportation options. - increase in food insecurity issues in the older population. - increase in issues with substandard housing that does not meet the individuals’ needs - continuous shortage of home health aides to meet the demand of the growing older population.

II. Community Needs and Issues Experienced by Broome County Older Adults and Caregivers

To provide an overview of the needs and issues experienced by older adults and caregivers in Broome County, this section is organized around the top seven reasons individuals called Office for Aging/NY Connects in 2018. Each of the categories of contacts Office for Aging/NY Connects had with individuals in 2018 is expanded by relevant data that was collected through the community needs survey, focus groups and survey of Broome County professionals.

1. Housing and Home Repairs

In 2018, 28% of the calls to Office for Aging/NY Connects were about housing and home repair issues. Specific topics included: home modifications and repairs, yard work, assisted living, homelessness, housing issues, low income/subsidized housing options, utility payment assistance and weatherization programs.

Community Needs Survey
The following data was collected through survey questions in the housing/home repairs category.
I am currently living with... (check all that apply)
<ul style="list-style-type: none"> <input type="radio"/> My spouse or partner: 47% <input type="radio"/> No-one (Living alone): 44% <input type="radio"/> My child/children: 9% <input type="radio"/> My parent or another relative: 2% <input type="radio"/> Someone else: 2%
How confident are you that you will be able to continue living in your current residence for as long as you like? (select one)
<ul style="list-style-type: none"> <input type="radio"/> Very confident: 36% <input type="radio"/> Somewhat confident: 44% <input type="radio"/> Not too confident: 15% <input type="radio"/> Not confident at all: 4%
What are some reasons you might consider moving from your current home? (check all that apply)
<ul style="list-style-type: none"> <input type="radio"/> I don't plan on moving: 38% <input type="radio"/> No longer able to maintain my home: 36% <input type="radio"/> Reduce living costs: 22% <input type="radio"/> Better climate: 18% <input type="radio"/> Lower crime/more safety: 7% <input type="radio"/> To be closer to family: 15% <input type="radio"/> Better access to hospitals/health services: 7% <input type="radio"/> My home has too many stairs and/or no bathroom on the first floor: 15% <input type="radio"/> Better access to community and social activities: 11% <input type="radio"/> Better access to transportation services: 14% <input type="radio"/> Other: 13% (high taxes, house is too large, move closer to family, prefer to live in a senior living community)
Does your home need any major repairs such as a new roof, heating system, or a septic

system that could cost \$1,000 or more to fix? (select one)

- Yes: 27%
- No: 60%
- I don't know: 13%

If your home needs major repairs such as a new roof, heating system or septic system that would cost \$1,000 or more, why has it not been fixed? (check all that apply)

- High cost: 57%
- Unable to physically do it myself: 36%
- Difficulty finding a good contractor: 21%
- In progress/scheduled: 13%
- Other: 27% (dependent upon the landlord, weather constraints, lack the financial means, not urgent, overwhelmed with the thought)

Does your home need any small repairs such as installing a railing or replacing a faucet that you are unable to take care of yourself? (select one)

- Yes: 28%
- No: 67%
- I don't know: 5%

If your home needs small repairs such as installing a railing or replacing a faucet, what is your difficulty in getting this repaired? (check all that apply)

- High cost: 32%
- Unable to physically do it myself: 59%
- Difficulty finding a good contractor: 34%
- In progress/scheduled: 10%
- Other: 21% (dependent upon the landlord, not a priority/not urgent, need more dependable contractors)

Focus Groups

Those who attended focus groups talked about these housing/home repair issues:

- Local housing is geared toward students versus older adults
- Current housing does not support aging in place (stairs; no bathroom on first floor)
- Landlord absenteeism issues
- Hard to find clean and affordable housing
- Difficulty finding reliable contractors
- Shortage of one-story homes
- Limited middle income housing options for seniors
- Lack of grants to help repair homes
- Lack of rural senior housing options

Survey of Broome County Professionals who work with older adults

Twenty percent (20%) of surveyed Broome County Professionals worked in the housing area of human services. The following were the most frequently mentioned issues/needs/trends:

- Issues with access to safe, affordable and clean housing that is adequate to the individual's needs
- Long wait lists for subsidized senior housing
- Most affordable housing is in areas with higher crime rates
- Lack of rural housing for those who wish to remain in rural areas
- Housing development is geared toward students
- Increase in substandard housing

2. Home Based Services

In 2018, 27% of calls to Office for Aging/NY Connects were about home-based services such as companionship, home delivered meals, home health care, personal care and personal emergency response systems.

Focus Groups

Focus groups participants discussed the following issues related to home-based services:

- Difficulty with finding trustworthy home care aides who are reliable and affordable.
- Help with housework (i.e. vacuuming, mopping, laundry, etc.) would improve current lifestyle
- Difficulty with paying for private help such as a nursing assistant, personal care attendant

Survey of Broome County Professionals who work with older adults

Thirty-nine percent (39%) of the surveyed professionals worked in case management and 19% worked in home health care. The following were the most frequently mentioned issues/needs/trends:

- Finding consistent and quality help due to community wide shortage of aides
- Assistance with Activities of Daily Living when not qualified for long term care/over the income for Medicaid.
- Limited resources to afford private hiring personal care aides and other help in their homes.
- More older adults wish to “age in place” but lack the resources and supports to do so.
- Increase in demand for home care services continues to grow with the increase in the number of older adults.

3. Consumer and Caregiver Issues

In 2018, 27% of calls to Office for Aging/NY Connects were about consumer and caregiver related topics. These include consumer/caregiver advocacy, case/care management, assistive technology equipment, caregiver training and respite care options.

Community Needs Survey

The following data was collected through survey questions about caregiving.

A caregiver is someone who provides or has provided unpaid assistance to care for a spouse, partner, relative or a friend. Given this information, do you consider yourself a current or former caregiver?

- Yes: 51%
- No: 49%

As a current or former caregiver, which of these types of supports would be helpful? (check all that apply)

- Assistance with providing transportation: 45%
- Assistance with finding accurate medical information (including understanding medical bills): 33%
- Connecting with other caregivers: 25%
- Finding paid help: 40%
- Information about available resources for caregivers in your community: 51%
- Short breaks/respite from your caregiving tasks: 45%
- Assistance in completing forms and applications: 36%

Focus Groups

Those who attended focus groups reported the following issues related to caregiving:

- Lack of home care aides and respite options especially in rural areas
- Overnight and weekend care
- Difficulty finding reliable help especially when last minute caregiving needs arise
- Limited primary care options in rural areas
- Limited or non-existent Emergency Medical Services (EMS) in rural areas

Survey of Broome County Professionals who work with older adults

Thirty-nine percent (39%) of survey respondents worked in case management, 23% in Information & Assistance and 23% worked in Other services such as private sector, outreach, social daycare, advocacy, and volunteer programs. Caregiving difficulties were selected by 25% of the respondents when asked about the top three most pressing issues experienced by their clients. The following were the most frequently mentioned issues/needs/trends:

- Adult children are moving out of the area and older adults lack family support.
- With older adults living longer and their children retiring later, there is a caregiving gap.

4. Transportation

Fourteen percent (14%) of calls to Office for Aging/NY Connects in 2018 were about transportation-related topics such as disability-related transportation, escort programs, medical transportation and senior ride programs.

Community Needs Survey

The following data was collected through survey questions in the transportation category.

Questions related to transportation in the survey pertained to common methods of transportation. Questions and their respective answers are as follows:

How do you normally get around? (check all that apply)

- Drive yourself: 83%
- Have family/friends drive you: 21%
- Walk: 20%
- Ride a bike: 4%
- Take a taxi/cab/Uber/Lyft: 4%
- Privately hired driver: 2%
- Volunteer: 1%
- Public transportation: 10%
- Other: 5% (daughter/son drives me, don't have a consistent family member or transportation mode; depends on time/location/weather)

Have you recently had trouble with any of the following due to a lack of transportation options? (check all that apply)

- Getting to a medical appointment within the county: 6%
- Getting to a medical appointment outside of the county: 2%
- Difficulty obtaining food: 4%
- Attending an event/social function: 5%
- I do not have trouble: 87%

Focus Groups

Those who attended focus groups expressed the following concerns with transportation:

- Lack of rural to urban and rural to rural transportation
- Need for more door to door transportation
- Bus schedule difficult to follow
- Lack of inter-county transportation
- Limited parking in downtown Binghamton
- Limited bus shelters for those wanting to utilize public transportation (especially in bad weather)

Survey of Professionals who work with older adults

Sixteen percent (16%) of survey respondents worked in the transportation area of human services. When asked about the top three most pressing issues experienced by their clients, 64% of all survey respondents selected transportation. The surveyed professionals identified the following unmet needs/issues/trends:

- Limited rural transportation options: rural residents have limited access to urban areas to obtain food, medical care and other services.
- Transportation options that meet clients' needs and does not require long wait time or take too long to get to desired locations.
- Clients who deal with chronic health issues struggle when trying to utilize public transportation.
- Lack of affordable door to door transportation options.

5. Insurance, Benefits and Prescriptions

In 2018, 14% of calls to Office for Aging/NY Connects were about insurance, benefits and prescriptions. The specific topics included Medicaid, Medicare, health insurance counseling requests, Social Security benefits and veterans' benefits assistance.

Community Needs Survey

The following data was collected through survey questions in the insurance, benefits and prescriptions category.

Were there any times in the last twelve months when you did not have enough money to... (check all that apply)

- I have enough money to pay my bills: 77%
- Fill a prescription for medicine: 5%
- Pay for health insurance premiums: 3%
- Obtain needed medical care: 3%
- Obtain dental care: 13%
- Obtain eyeglasses: 11%
- Obtaining a hearing aid: 6%

Do you review your health insurance coverage each year during open enrollment? (select one)

- Yes: 56%
- No: 18%
- I don't know: 4%
- I don't need to: 22%

Do you find selecting your Medicare plan difficult or confusing? (select one)

- Yes: 24%
- No: 45%
- Does not apply to me: 31%

What difficulty do you have when selecting your Medicare plan? (check all that apply)

- Finding the best plan to cover my prescriptions: 54%
- Finding a plan my medical providers will accept: 37%
- Finding a plan that provides additional benefits that I need (vision, dental, hearing, etc.)

Survey of Broome County Professionals who work with older adults

Twenty-three percent (23%) of surveyed professionals worked in Information & Assistance. 23% worked in other fields including assisting with benefits, advocacy and government. When asked about the top most pressing issues experienced by clients 7% of surveyed professionals selected “Difficulty with finding the right health insurance coverage”. The following unmet needs/issues/trends were identified through the survey of professionals:

- Older adults struggle with navigating the various health and prescription insurance options and choosing options that best meet their needs.
- Older adults need assistance with navigating available services including benefits they may be eligible for.
- Older adults struggle to understand Medicare.

6. Personal Finance and Legal

In 2018, 8% of calls to Office for Aging/NY Connects were about personal finance and legal issues. Specific topics included: general legal services, adult guardianship assistance, advanced medical directives, personal finances and budget counseling, property tax information, tax preparation assistance.

Community Needs Survey

The following data was collected through survey questions in the personal finance and legal category.

Were there any times in the last twelve months when you did not have enough money to... (check all that apply)

- I have enough money to pay my bills: 77%
- Pay rent, mortgage, or real estate taxes: 6%
- Pay utility bills: 6%
- Fill a prescription for medicine: 5%
- Pay for health insurance premiums: 3%
- Obtain needed medical care 3%
- Buy food: 7%
- Obtain dental care: 13%
- Obtain a hearing aid: 6%
- Other: 6% (co-pays, yard work, snow shoveling, high rent, car expenses, household bills, credit card & other debt)

Focus Groups

Those who attended focus groups expressed the following concerns:

- Income is over the Medicaid level and struggling to pay for medical expenses and receive assistance
- Struggling financially to maintain the home, pay for all the bills and age in place

Survey of Broome County Professionals who work with older adults

Thirty-nine percent (39%) of surveyed professionals worked in case management, 23% in Information & Assistance, 3% in Legal services. Financial issues were selected by 58% of the surveyed professionals when asked about the top three most pressing issues experienced by their clients. The following unmet needs/issues/trends were reported by surveyed professionals:

- Older adults are struggling with managing their expenses on limited income and resources.
- Increase in the number of older adults who live over the income limit for programs such as Food Stamps and Medicaid and but struggle to pay for basic necessities.
- Older adults are often financially unprepared for expenses related to aging (medical, transportation, home care etc.)
- Increase in the number of older adults who live in poverty due to outliving their resources.

7. Health & Wellness and Nutrition

In 2018, 8% of all the calls to the Office for Aging/NY Connects were about health & wellness and nutrition topics such as health care referrals, falls preventions, wellness programs, Food Stamps, food pantries, nutrition education.

Community Needs Survey

The following data was collected through survey questions in the health & wellness and Nutrition category.

How would you rate your overall physical health? (select one)

- Excellent: 12%
- Very good: 34%
- Good: 36%
- Fair: 16%
- Poor: 3%

Do you see a primary health care provider on a regular basis?

- Yes: 93%
- No: 7%

What prevents you from seeing a primary health care provider on a regular basis and getting the care that you need? (check all that apply)

- Lack of transportation to a health care facility: 7%
- Cost of medical care (copays, deductible, etc.): 30%
- Fear/distrust of the health care system: 19%
- Doctor/medical staff do not speak my language: 1%
- The wait for an appointment was too long: 8%
- Too much paperwork: 5%
- Cannot leave my pets/find appropriate pet care: 2%
- Other: 52% (Not enough providers in the area; I feel healthy, I do not need care at this time; I prefer my own provider who is farther away)

Have you fallen in the past 12 months?

- Yes: 23%
- No: 77%

If you have fallen in the past 12 months, have you discussed the fall with your primary care provider?

- Yes: 64%
- No: 36%

Do you feel that you get enough exercise or physical activity?

- Yes: 59%
- No: 41%

If you feel that you do not get enough exercise or physical activity, please explain why:

- Common responses included: personal health issues, lack of motivation, lack of time, and weather-related limitations

How would you rate your overall mental or emotional health? (select one)

- Excellent: 21%
- Very good: 38%
- Good: 31%
- Fair: 9%
- Poor: 1%

Do you feel there are barrier to getting mental health services in the community?

- Yes: 29%
- No: 71%

If you feel there are barriers to getting mental health services, please explain:

- Common responses included: cost of care, the stigma surrounding mental health conditions, long wait lists for providers, and the lack of providers in the area

Sometimes, do you feel socially isolated?

- Yes: 28%
- No: 72%

What prevents you from doing more social activities you would enjoy? (check all that apply)

- I do not have transportation: 19%
- I do not have enough money: 31%
- I cannot physically do activities I would enjoy: 38%
- I have a hard time finding activities that interest me: 32%
- I am not aware of activities that are available: 28%
- I fear for my safety: 7%
- I do not feel welcomed: 13%
- Other: 30% (Lack of motivation: I have other activities/job; I don't know anyone else)

Focus Groups

Those who attended focus groups expressed the following issues/needs:

- Distrust of medical system due to previously received care
- Lack of physicians or difficulty accessing medical care in more rural areas
- Would like more public exercise options, such as exercise equipment for seniors
- Improve access to fresh and healthy foods for seniors who reside in senior housing
- There is a lack of resources for individuals with mental health needs

Survey of Broome County Professionals who work with older adults

Twenty-two percent (22%) of surveyed professionals worked in health care, 23% reported to work in other services including arts, culture, food access programs, advocacy and health and wellness programs. When asked to identify the top three most pressing issues their clients experience 34% of survey respondents selected physical health issues, 45% selected mental health issues and 14% selected difficulty with finding meaningful social activities. The following unmet needs/issues/trends were identified by professionals:

- Increase in the number of seniors who are isolated or isolate themselves. Social isolation issues are worsened by physical and mental health issues, lack of family and friends, financial struggles, limited transportation and social opportunities of interest.
- Lack of mental health providers leading to long wait lists and clients not seeking the care they need
- Increase in the number of older adults who experience issues with obtaining food due to variety of difficulties (financial, health, transportation).
- Access to free or low-cost social opportunities
- Increase in the number of older adults with mental health issues.

Section V

Unmet Needs

The *Plan for Services 2020 – 2024* provides an overview and plans for Older Americans Act funded programs and services that address the needs of older adults. By analyzing data collected through the needs assessment process, several categories of unmet needs were identified and will be addressed through the Broome County Age-Friendly Project and coordination with community partners.

Three priority projects were selected to address the following areas of unmet needs: transportation, housing and communication. These projects with their objectives and actions will be addressed through collaborative efforts between Office for Aging, the Broome County Age-Friendly Project and community partners.

1. Transportation

Listed below in table one are unmet needs identified through OFA’s needs assessment process. Table two details a service priority area selected to address rural to rural and rural to urban transportation needs. Objectives and actions defined in Table 2 represent a pilot project that, if successful, can be replicated in other rural areas of Broome County.

Table 1

Transportation: Unmet needs identified through needs assessment
<ul style="list-style-type: none"> • Limited parking in downtown areas with a complex meter system that is not user friendly for older adults or those with disabilities. • Lack of rural to urban transportation • Lack of rural to rural transportation • Limited bus shelters for those wanting to utilize public transportation • Lack of weekend transportation options for social opportunities • Lack of affordable door to door transportation options • Non-existent senior friendly or special needs friendly Uber/Lyft type options • Public transportation system that is more senior and handicapped friendly, is easier to maneuver, meets the clients’ needs and does not require long wait time or take too long to get to desired locations.

Table 2

Service priority area selected to address limited rural to rural transportation and rural to urban transportation
<p>Description of unmet needs: Broome County currently lacks a rural to rural transportation service. The existing rural to urban transportation service operates with a very restrictive schedule that limits its use by older adults; the country bus service brings seniors to urban areas at 9 am and returns them to their rural communities in the late afternoon. An additional midday rural to urban option would improve the service provision and utilization by older adults in rural areas.</p>
<p>Goal: Improve transportation options for older adults residing in the rural areas of Northern Broome.</p>
<p>Objective 1: Create rural to rural transportation services in the Northern Broome area.</p> <p>Actions:</p> <ul style="list-style-type: none"> - Collaborate with Northern Broome Cares – newly established NORC program serving the Northern Broome area residents - to explore current needs for rural to rural transportation. - To define creative and cost-efficient solutions that address the rural transportation needs identified through the NORC program, work closely with community partners including but limited to the Rural Health Network and its Getthere Mobility Management program and local public transportation provider, BC Transit - Engage with community partners including but not limited to Getthere and Faith in Action Volunteers to support the growth of a rural volunteer model to address rural to rural transportation needs - Support community partners seeking grant funding for rural to rural transportation services including volunteer programs seeking to provide mileage reimbursement for volunteers. - Utilize the age-friendly transportation workgroup to define best practices and innovative solutions to address the lack of rural to rural transportation service. <p>Outcome: Seniors in Northern Broome area will have access to rural to rural transportation services at a minimum once a week.</p>
<p>Objective 2: Improve existing rural to urban transportation services to better meet the needs of those who reside in the Northern Broome areas.</p> <ul style="list-style-type: none"> - Work with Northern Broome Cares - a newly established NORC program serving the Northern Broome Area - to identify and define what rural to urban transportation needs exist in the community. - Engage in planning to address the needs identified through the NORC program. This would involve looking at the existing service provided by BC Transit and working in partnership to define how the existing service could be improved. - Seek innovative and cost-efficient solutions to improve the existing rural to urban service provided by BC Transit by engaging community partners including but limited to Getthere mobility management and Faith in Action Volunteers in the planning process. - Engage with community partners including but not limited to Getthere and Faith in Action Volunteers to support the growth of a rural volunteer model to address rural to urban transportation needs.

- Support community partners seeking grant funding for rural to urban transportation services including volunteer programs seeking to provide mileage reimbursement for volunteers.
- Engage the age-friendly transportation workgroup to define innovative best practices and solutions to improve rural to urban transportation.

Outcome: Seniors in Northern Broome area will have access to two rural transportation routes to better accommodate their needs.

2. Housing

Listed in table three are unmet needs identified through OFA’s needs assessment process that included surveys and focus groups. Table four details service priority areas selected to address housing needs.

Table 3

Housing: Unmet needs identified through needs assessment
<ul style="list-style-type: none"> • Most current housing doesn’t support aging in place (stairs; no bathroom on first floor) • Lack of one story or patio condos in our area • Rental issues including: landlord absenteeism issues, hard to find clean & affordable housing. • Limited grants to help repair homes • Need more middle-income senior housing • Need for housing located near central locations with access to grocery stores, pharmacies, medical care, social opportunities, etc. • Not enough senior housing, long wait lists. • Lack of rural housing for those who wish to remain in rural areas • Difficulty finding reliable, affordable contractors • Access to affordable, non-senior housing • No middle-income housing directory

Table 4

Service priority selected to address lack of housing options for seniors including lack of funds to help with home repairs
<p>Description of unmet needs: Based on input gathered from OFA’s needs assessment (surveys, focus groups) the following housing needs exist in the community:</p> <ul style="list-style-type: none"> - Lack of middle-income housing in urban and rural areas of Broome County for older adults with annual incomes higher than \$35,000. For the purpose of this plan middle-income was defined as annual income of \$35,000 or higher. We reviewed comments from survey respondents requesting more middle-income housing and determined that most of them had annual incomes of \$35,000 or more. Additionally, we reviewed current income limits of senior housing units in Broome County with majority housing units allowing maximum yearly income of \$30,000 for one person households and few units allowing higher annual income limits of \$38,000. - Limited senior housing options in rural areas of Broome County. With many rural areas seeing an increase in the 60+ population affordable senior housing units are needed for those who wish to remain in their rural communities. Special focus should be paid on supporting

seniors in these housing units with services such as transportation to help them connect with services in urban areas.

Lack of adequate home repairs funding to help seniors repair and modify their homes. Current housing stock is aging and does not allow for “aging in place” due to lack of first floor bathrooms, too many stairs, weatherization needs and other general home maintenance repairs. As the population continues to age, we are seeing many seniors age 85+ who have outlived their resources therefore limiting their ability to repair or modify their homes.

Goal: Improve availability of housing options and home repair programs for Broome County older adults.

Objective 1: Encourage and advocate for the development of middle-income housing in urban and rural areas of Broome County for older adults with annual incomes higher than \$35,000.

Actions:

- Develop a list of current housing options for middle income seniors as a resource for the community and as an inventory to help identify specific geographic areas where middle income housing is not available.
- Continue to advocate and communicate the need for more middle-income housing in urban and rural areas of Broome County to local and state entities.
- Work closely with local housing providers to explore the development of middle-income housing in Broome County.
- Support local housing providers in the process of applying for grants and other funding to develop middle income housing.
- Utilize the Housing Age-Friendly Workgroup to research innovative and feasible solutions to address the housing needs.

Outcome: Measurable outcomes will be based on the completion of the action steps described above.

Objective 2: Utilize the Age-Friendly Housing Workgroup to research innovative and feasible solutions to address the housing needs of seniors in rural areas of Broome County.

Actions:

- Keep a current inventory of available rural housing options to identify geographic areas of need.
- Continue to advocate and communicate the need for more senior housing in rural areas of Broome County to local and state entities.
- Support local housing providers in the process of applying for grants and other funding to develop more senior housing in rural areas.
- Work with community partners to implement innovative housing programs such as Village to Village model and shared housing models.

Outcome: By 2024 a minimum of one new housing option (program/housing unit) will be available in rural Broome County.

Objective 3: Support and advocate for community agencies to seek more funding to help seniors repair and modify their homes.

Actions:

- The Age-Friendly Housing Workgroup will inventory current home repair and modification funding options available to seniors to identify needs and gaps.
- The Age-Friendly Housing Workgroup will work closely with local community partners who provide home repair/modification funds to further explore existing challenges and potential solutions.
- Continuously advocate with local and state entities to communicate the need for more home repair/modifications funding to improve current housing stock and support seniors who wish to remain in their homes and communities.

Outcome: By 2024 community partners will report that additional funding was obtained to support seniors in need of home repairs and modifications.

3. Communication

Table five details unmet needs related to how older adults obtain information about available programs and services, including social events and opportunities. The challenges describe above were identified through OFA’s needs assessment process.

Table 5

Service priority selected to address the need for more age-friendly sensitive communication to Broome County older adults related to available programs and services including community social events and opportunities.

Description of unmet need: OFA needs assessment data (surveys, focus groups) revealed that Broome County older adults often struggle with navigating information about community events, programs and other social opportunities. While use of internet and technology amongst older adults has increased, there are many seniors who still rely on traditional sources of information such as newsletters, brochures and other printed materials. When asked about access to internet, 19% of survey respondents reported not having access. National statistics show that 33% of people age 65 and older do not use the internet. Due to these statistics, we believe the true number of older people who do not use the internet in Broome County is higher than what our survey found. Twenty-seven percent of survey respondents reported not knowing where to look for volunteer opportunities. 28% of survey respondents reported that they feel socially isolated and when asked about what prevents them from doing more social activities, 28% reported not being aware of social activities they would enjoy.

Additionally, 37% of survey respondents selected “I don’t know” when asked whether they feel there are enough social activities in their community for older adults. Survey respondents also requested more classes to help them utilize technology such as smart phones and computers. Cost of internet was mentioned as a barrier for many older adult due to cost and in some areas - a complete lack of internet coverage.

<p>Furthermore, those who attended our focus groups reported struggling to find information about programs, services and social opportunities. Survey of Broome County professionals who work with older adults also revealed that finding the right information when its needed is an area of concern.</p>
<p>Goal: Improve communication to older adults about programs, community events, and social opportunities.</p>
<p>Objectives 1: Work with a community partner to develop an app and website that will help distribute information to older adults (who use technology) on the availability of programs, community events, and social opportunities.</p>
<p>Objective 2: Through the work of the Broome County Age Friendly Project, encourage the use of age-friendly concepts by community organizations to improve communication to older adults.</p>
<p>Objective 3: Continue to use traditional communication options that are Age-Friendly, such as flyers, TV and radio, local printed newspapers etc.</p>

Additional unmet needs and areas of concern are listed below. These issues will be addressed as a community as projects and funds present themselves.

<p>Caregiving</p>
<ul style="list-style-type: none"> • No emergency housing when a caregiver is hospitalized • Overnight and weekend care • Difficulty finding reliable help especially when last minute caregiving needs arise • More education opportunities for caregivers to reduce the confusion of navigating through Medicaid benefits and other paperwork

<p>Emergency Preparedness</p>
<ul style="list-style-type: none"> • Lack of emergency housing/shelters that accept pets • Lack of emergency housing for those affected by domestic violence situations/no emergency handicap-accessible (shelters) or for those that need some personal-care assistance

<p>Financial</p>
<ul style="list-style-type: none"> • Lack of emergency funds for seniors • Affordable assistance with managing bills/budgeting, writing checks, etc. • Education and Assistance with financial planning and budgeting • Lack of payment source for dental and eye care • Case management for non-Medicaid seniors • Older adults struggling with managing their expenses on limited income and resources

Food Security

- Expanding mobile food programs to all senior housing locations for greater access to healthy foods
- Delivery of food from food pantries for those that have transportation difficulties or are homebound.

Medical

- High turnover of primary care providers in the area.
- Limited or nonexistent Emergency Medical Services in rural areas
- Lack of physicians or difficulty accessing medical care in rural areas
- Additional education needed for Medicare coverage and how to cut prescription drug costs.
- Lack of emergency pet care.

Mental health

- Lack of mental health providers who can visit older adults in the home.
- Long wait lists and clients not seeking the care they need
- Social isolation of seniors

Aging in Place/In-home services

- Older adults have voiced a desire to “age in place” but lack enough resources, supports and options, which makes this difficult for many – especially those over Medicaid income limits.
- Finding consistent and quality help in the home due to community wide shortage of home health care aides, especially in rural areas.
- Lack of options for low cost home-health caregiver help
- Social isolation/social opportunities for homebound individuals
- Lack of inexpensive ways to modify homes as people age
- Affordable help with hoarding/repairs; counseling, clean outs, bed bug cleaning/extermination services
- Trouble finding reliable and affordable contractors

Section VI

Action Plan

The Office for Aging (OFA) Action Plan included in this *Plan for Services 2020-2024* details seven larger goals and specific objectives that address these goals. After receiving input at two public hearings in the fall of 2019, the *Plan for Services 2020-2024* includes specific strategies to achieve these goals and objectives. This Action Plan provides details about Older Americans Act funded services in the 2020-2024 timeframe. It also provides details on initiatives that expand and strengthen Older Americans Act core programs that meet the needs of Broome County older adults and caregivers including grants from the Administration on Aging/Administration for Community Living Discretionary and Elder Justice Programs.

The Older Americans Act Core Programs offered by Broome County Office for Aging and its contractors are the following:

- **Access Services:** NY Connects and Information & Assistance; Case Management; Transportation; Health Insurance, Information, Counseling and Assistance (HIICAP); Private Pay Model
- **In-Home Contact and Support Services:** Expanded In-Home Services for the Elderly (EISEP); Community Services for the Elderly Program (CSE)
- **Supporting Aging in Place:** Age-Friendly Initiative; Naturally Occurring Retirement Communities (NORC)
- **Activities for Health, Independence and Longevity:** Foster Grandparent Program; Civic Engagement/Volunteering
- **Nutrition Services:** Nutrition Program for the Elderly
- **Title IID and Medicare Prevention Services** – Disease Prevention and Health Promotion Services; Sepsis Prevention
- **Supporting Caregivers:** National Family Caregiver Support Program; Social Adult Day Services; Respite; Caregiver Resource Center

Through provision of Older Americans Act funded services as well as programs funded through discretionary grants and collaborative partnerships, the Office for Aging will address the following goals in the 2020-2024 timeframe:

Goal 1: Empower Broome County older adults, their families, and the public to make informed decisions about, and be able to access, existing health, long term care and other service options.

Goal 2: Enable Broome County older adults to remain in their own homes with high quality of life for as long as possible through the provision of home and community-based services, including supports for family caregivers.

Goal 3: Empower Broome County older adults to stay active and healthy through Older Americans Act services and those offered under Medicare.

Goal 4: Embed Association for Community Living (ACL) discretionary grants with Older Americans Act Title III core programs.

Goal 5: Promote the rights of Broome County older adults and prevent their abuse, neglect and exploitation.

Goal 6: Work in conjunction with other partners and Broome County leadership to ensure that Office for Aging is prepared to respond in emergencies and disasters.

Goal 7: Develop business acumen strategies to engage with and integrate into emerging health care delivery system transformation activities that foster outcomes-driven population health approaches.

Detailed below are specific objectives for each of the seven goals the Office for Aging plans to undertake; these objectives and actions will help us achieve measurable outcomes. Some objectives are output based while others describe strategies, collaborative partnerships and desired benefits.

Goal 1: Empower Broome County older adults, individuals with disabilities, their families and the public to make informed decisions about, and be able to access, existing health, long term services and supports and other service options.

Access services: NY Connects and Information & Assistance (I&A)

Objective 1: NY Connects and I & A staff will connect older adults, individuals with disabilities of any age, individuals with limited English proficiency and caregivers with information and supports to address their needs.

Actions:

- Continue to train NY Connects and I & A staff to be knowledgeable and capable of providing timely, accurate and high-quality information and assistance to individuals on programs and services which can assist them with living independently in their community.
- Provide a language interpretation service for those with limited English proficiency who are seeking services and supports.
- Provide outreach at community agencies, community fairs and events to promote NY Connects.
- Conduct special outreach at community locations to reach vulnerable individuals, including those with limited English proficiency.
- To better serve individuals with disabilities of any age, OFA will partner with the Southern Tier Independence Center (STIC) to co-locate a STIC NY Connects staff at the OFA office.
- Continue to seek community collaborations to encourage the utilization of NY Connects and I&A services to reach those in need of supports.
- Continue to maintain accurate and quality listings in the NY Connects Directory.
- Assure information is provided to individuals in their preferred mode of communication (by phone, email, home visit etc.) to be inclusive of individuals with disabilities and individuals with limited English proficiency.

- Update printed materials and brochures that provide information about a variety of topics; these materials will also be provided in different languages as requested and needed.
- Continue to educate professionals and consumers about NY Connects.

Outcome: Each program year, OFA will strive for 100 new callers to contact NY Connects, including older adults, individuals with disabilities of any age, individuals with limited English proficiency and caregivers.

Access Services: NY Connects No Wrong Door System (NWD)

Objective 1: NY Connects staff will provide 30 new people with Options Counseling each year.

Actions:

- Work with older adults and individuals with disabilities who will benefit from Options Counseling, versus only Information & Assistance and Information & Referral services.
- Monitor quarterly reports in the database system for unduplicated counts of clients who received Options Counseling.
- Continue to educate professionals and consumers about NY Connects and the benefits of Options Counseling.
- Conduct outreach via the local newspaper, OFA's *Senior News*, OFA's website and social media accounts.

Outcome: By the end of each program year, NY Connects data will indicate that 30 new people received Options Counseling to help them navigate services and programs they are eligible for and to ensure their needs are being met.

Objective 2: NY Connects staff will continue to maintain accurate, quality listings in the NY Connects Resource Directory.

Actions:

- Run a report to identify programs not updated in the last year (annually); make sure each NY Connects Resource Directory listing has been updated at least once a year.
- Actively seek out new programs and services in our community to add to the NY Connects Resource Directory.
- Participate in state required CareDirector calls to stay up to date on information pertaining to the directory.

Outcome: An annual review of NY Connects Directory listings will show that 100% of the Broome County listings have been reviewed and updated, if needed, at least once a year.

Access Services: Health Insurance, Information, Counseling and Assistance Program (HIICAP)

Objective 1: OFA’s HIICAP contractor – Action for Older Persons, Inc. (AOP) – will maintain current levels of service using special outreach to those who are low-income, live in rural or non-English speaking communities, as well as individuals with disabilities.

Actions:

- To maximize funds, AOP will recruit and train new HIICAP volunteers each program year, including Binghamton University interns, to support AOP’s HIICAP staff and volunteers.
- AOP will continue to conduct outreach to local service providers, including areas with high poverty rates, rural and minority populations.
- AOP will conduct outreach at senior centers, senior clubs, widow and widowers’ groups, retiree groups, new programs at local organizations, local senior housing complexes, local churches, and older adults in rural communities through the Naturally Occurring Retirement Community (NORC) grant at Rural Health Network.
- AOP will conduct media outreach through online calendars and articles in local newspapers.
- AOP will maintain active contracts with language lines for interpretation services to serve those with limited English proficiency.

Outcome: Older adults will have access to HIICAP services to help them make informed decisions and save \$2,600,000 collectively each year on their healthcare and prescription costs.

Objective 2: AOP will seek private funding opportunities in order to provide additional HIICAP services to meet the increase in demand.

Actions:

- AOP’s Executive Director will seek outside funding, such as grants, and engage in other fundraising efforts to support and increase capacity for the program.
- AOP will continue to collect data that will substantiate the need for additional funding opportunities.

Outcome: Through additional funding, AOP will increase the number of people receiving HIICAP services by 2% over the next four years.

Objective 3: OFA’s HIICAP contractor – Action for Older Persons, Inc. (AOP)– will recruit and train a minimum of eight new volunteers by the end of 2024.

Actions:

- Current AOP volunteers will help recruit new HIICAP volunteers through word-of-mouth and personal connections.

-
- AOP’s marketing team will conduct a survey of current HIICAP volunteers to ascertain why they chose to become volunteers, what motivated them to continue, and common characteristics of volunteers in order to determine the best strategy for additional volunteer recruitment and retention efforts.
 - Based on survey results, AOP’s administration will implement a new HIICAP volunteer recruitment strategy in order to increase volunteer recruitment.
 - Based on survey results, AOP will implement a new volunteer retention strategy in order to retain most volunteers from one program year to the next.
 - AOP will conduct new HIICAP volunteer trainings each program year.
 - AOP will maintain expanded office space, allowing them to recruit new volunteers who are only available at certain times of the week.
 - AOP will seek volunteers from Binghamton University to provide support with HIICAP tasks in order to prevent current volunteers from “burn out” during Open Enrollment.

Outcome: OFA’s HIICAP contractor – Action for Older Persons, Inc. (AOP) – will have a minimum of eight newly trained volunteers by the end of 2024.

Access Services: Case Management

Objective 1: Ensure that all newly hired OFA Case Managers funded with state and federal funds are state certified Case Managers.

Actions:

- Familiarize any new Case Manager staff with the Center for Aging and Disability Education and Research (CADER) training site.
- Case Managers will be enrolled in the certificate program and their progress on course work will be monitored.
- Obtain certificate within first nine months of employment with OFA.

Outcome: Within the first nine months of employment, newly hired Case Managers will have completed the CADER certification program and a certificate will be placed in their personnel file.

Objective 2: By the end of 2020, eight Case Managers will complete the Center for Aging and Disability Education and Research (CADER) training to improve their ability to identify client issues, screen for services, and make appropriate referrals.

Actions:

- Case Managers will enroll in CADER course work trainings.
- Program Managers will work with CADER on a quarterly basis to ensure all budgeted training dollars are used to the full amount allocated.

Outcome: By February 2020, all eight Case Managers will have completed the CADER trainings.

Objective 3: Provide six OFA Case Managers with health coaching training to ensure clients with long term or chronic health issues are appropriately supported.

Actions:

- Review and finalize learning objectives with trainers.
- Offer interactive sessions on cultural competency, health numeracy and “teach back” techniques.
- Offer practice time for new skills.
- Schedule refresher training for May 2020.

Outcome: At the end of the training sessions, six OFA Case Managers will demonstrate competency with new skills in health coaching.

Access Services: Transportation

Objective 1: Each year OFA will maximize the number of rides and riders through our contract with Broome County Transit to provide Broome County adults age 60+ with access to healthcare and other necessary services.

Actions:

- BC Transit will operate the OFA Mini Bus that provides transportation for those who are 60 years and older.
- BC Transit will oversee the reservation line that clients use to reserve rides on the OFA mini bus.
- OFA will promote the Mini Bus through various marketing efforts including but not limited to the *Senior News*, *Successful Aging*, NY Connects Directory, brochures etc.
- OFA and NY Connects staff will continue to educate callers about available transportation options including the OFA Minibus and provide support to those seeking assistance.
- OFA and NY Connects staff will refer clients in need of travel training or additional assistance with transportation to community partners, including the local Mobility Managers from GetThere, Broome County’s Mobility Management Organization.

Outcome: Data will demonstrate that 90% of OFA minibus users will have access to healthcare and other necessary services in a timely manner.

Objective 2: OFA staff will continuously collaborate with community partners to support local efforts to increase access to transportation services.

Actions:

- OFA staff will serve on the Advisory Council of Getthere – Broome County’s Mobility Management Organization.
- OFA will provide expertise about the needs of older adults to support the work of Getthere.
- OFA will provide support to Getthere including but not limited to new grants, volunteer driver programs, outreach efforts, etc.
- OFA will work closely with BC Transit – Broome County’s public transportation provider – to enhance transportation options for older adults. This support will include but not be limited to ongoing review of existing transportation services, customer satisfaction surveys for the OFA minibus, assistance with grant applications, etc.

Outcome: Collaborations between OFA and community partners will contribute to improved coordination and sharing of valuable transportation resources and options through at least two enhanced services or new options for older adults related to transportation.

Objective 3: Support age-friendly planning efforts striving to address transportation needs.

Actions:

- OFA will establish and support a transportation workgroup through the Broome Age-Friendly Project.
- OFA will have a dedicated staff person provide expertise and support to the work of the Age-Friendly Transportation Workgroup.
- OFA will promote the work and efforts of the transportation workgroup to engage community stakeholders including professionals and older adults with expertise and interest in transportation issues and planning.
- OFA will seek support from community organizations who provide transportation services to ensure that age-friendly concepts are taken into consideration when planning new or enhancing current services.

Outcome: Through the work of the Age-Friendly Transportation Workgroup, an action plan addressing transportation needs will be developed and implemented by the end of 2024.

Access Assistance: Private Pay

Objective 1: To help meet the demand for services, OFA will offer private pay options for those on a wait list due to lack of grant funding.

Actions:

- OFA will work with the New York State Office for Aging (NYSOFA) to develop a private pay model in order to offer this option to those on wait lists for service(s). Programs/services eligible for private pay will include PERS units, Case Management, Social Adult Day Programs, and Meals on Wheels.

Outcome: By the end of 2023, OFA will have a policy in place to offer a private pay option to all clients who are waitlisted for services funded through Older Americans Act.

Objective 2: Collaborate with non-traditional aging partners to seek funding to support the aging community with additional services and supports.

Actions:

- OFA will seek private partnerships with health care organizations to allow for payment for OFA services that address social determinants of health and improve health outcomes.
- OFA will contract with Northern Broome Cares - the new Naturally Occurring Retirement Community (NORC) in the Whitney Point area - to support this program with additional services.

- OFA will remain active in the local Delivery System Reform Incentive Payment Program (DSRIP) planning and implementation process, as we seek innovative programming to meet the demand for services for older adults and those with disabilities.

Outcome: OFA will establish a minimum of three new contracts over the next four years with non-traditional aging partners.

Goal 2: Enable Broome County older adults to remain in their own homes with high quality of life for as long as possible through the provision of home and community-based services, including supports for family caregivers.

In-Home Services: Expanded In-Home Services for the Elderly Program (EISEP)

Objective 1: Explore solutions to decrease the amount of time a client must wait for personal care services once authorization for the service has been granted.

Actions:

- Review existing data to determine the average wait times for clients in need of Personal Care Services.
- Explore establishing additional contractors for provision of chore and Personal Care Services.
- Explore new contracts for Personal Care Level I Services.
- Monitor average wait times for clients waitlisted for Personal Care Services on an annual basis.

Outcome: 30% of 2020 EISEP cases will see a 60-day reduction in wait list time compared to 2019 cases.

Objective 2: Secure funding for ancillary EISEP services in order to assist clients in substandard living situations, such as hoarding or bedbug infestation, which impacts their ability to receive in home services.

Actions:

- Review sample contracts from other Area Agencies on Aging (AAAs/OFAs).
- Develop contracts to provide this service.
- Implement the provision of ancillary EISEP services to clients living in substandard conditions.

Outcome: By the end of 2021, OFA will secure a minimum of one contract to provide a minimum of 5 clients each year with ancillary EISEP services to address substandard living conditions.

Objective 3: Expand respite opportunities for family caregivers.

Actions:

- Support volunteer-based respite programs with technical, grant, and planning assistance.
- Meet with Grace Lutheran Church to discuss expansion of the Respite, Education and Support Tools (REST) program.
- Pilot volunteer respite programs for four months in a rural community

- Explore options to contract for overnight respite at a Skilled Nursing Facility.

Outcome: Three additional respite options will be available to caregivers by end of 2022.

Supporting Aging in Place: Naturally Occurring Retirement Communities (NORCs)

Objective 1: OFA will support the Northern Broome CARES Program (NORC) to ensure its success in the Northern Broome area.

Actions:

- OFA will provide office space for NORC staff at the Northern Broome Senior Center.
- OFA will refer individuals who reside in the Northern Broome area to the NORC.
- NORC staff will be invited to attend twice-monthly staff trainings held at OFA on new programs in the area as well as updates from existing programs.
- OFA will provide staff to serve on the NORC Advisory Council.

Outcome: With OFA's support, the NORC will reach its targeted goals defined in the NYSOFA grant.

Objective 2: OFA will work in partnership with the Northern Broome Cares (NORC) Program to identify caregivers in need of support in the Northern Broome area.

Actions:

- Through outreach, NORC will identify caregivers in need of support in the Northern Broome area.
- NORC and OFA staff will work together to support caregivers identified by NORC outreach through the OFA Caregiver Services Program.

Outcome: At a minimum, five new caregivers each year will receive services through NORC referrals to OFA.

Supporting Aging in Place: Broome County Age-Friendly Project

Objective 1: Increase community collaborations to support the Broome County Age-Friendly Project with age-friendly planning.

Actions:

- OFA will oversee the implementation of all required tasks as outlined in the Age-Friendly Grant funded through NYSOFA.
- OFA will hire a dedicated staff person to oversee the Broome County Age-Friendly Project.
- The Broome County Age-Friendly Project Coordinator will oversee the planning efforts of all Age-Friendly Workgroups representing the eight domains of livability.
- The Broome County Age-Friendly Project Coordinator will promote age-friendly concepts and improvements to encourage local municipalities to engage in and consider age-friendly planning efforts.

- A work plan will be submitted to AARP and approved.
- The work plan will be carried out over the next four years.

Outcome: The Broome County Age-Friendly Project will receive adequate community support to continue with age-friendly planning and implementation of the final work plan through the year 2024.

Activities for Health, Independence and Longevity: Foster Grandparent Program (FGP)

Objective 1: Strive to reach the Foster Grandparent Program (FGP) goal of placing 55 older adults in local schools and daycare centers through recruitment of new volunteers and the retention of existing volunteers.

Actions:

- Each year, the FGP Program Manager will plan and implement an advertising campaign in local news media such as television, radio and newspapers to promote FGP, increase interest in volunteering and increase community awareness.
- Each quarter, an article or advertisement will be placed in the *Senior News*, a monthly publication that reaches over 7,000 older adults.
- Each year, FGP staff will make at least 6 presentations at places where seniors gather such as senior housing community rooms and church meeting rooms.
- Each year, FGP staff will have an information table at a minimum of three community events such as the Senior Picnic and health fairs.
- Each year, the FGP Program Manager will provide incentives for Foster Grandparents to attend education programs on health management.
- Each year, the FGP Program Manager will schedule a press conference where local politicians and community leaders will publicly thank Foster Grandparent volunteers, recognizing their community service to children with special needs.
- Each year, the FGP Advisory Council will host a recognition dinner which will include teachers and supervisors from FGP-supported sites. The Foster Grandparents will also receive gifts in thanks for their community service.

Outcome: By the end of each program year, client database system will show that 55 or more older adults have volunteered in the Foster Grandparent Program.

Objective 2: Provide opportunities for Foster Grandparents to maintain their health and wellness so they can continue to be active in the program and their community.

Actions:

- Each year, FGP staff will offer exercise programs, such as Tai Chi and chair yoga, at in-service meetings.
- Each quarter, FGP staff will partner with Broome County Health and Social Services units and local organizations to offer health and wellness topics at in-service meetings to encourage volunteers to stay active as they age.

Outcome: Foster Grandparents will have opportunities to maintain their health and wellness to help them remain active in the program and in their community.

Activities for Health, Independence and Longevity: Volunteerism

Objective 1: Improve and expand volunteerism and civic engagement opportunities for older adults.

Actions:

- Engage in age-friendly planning efforts by establishing an Age-Friendly Workgroup that will improve and expand volunteerism and civic engagement opportunities for older adults.
- The Age-Friendly Workgroup will include in their action plan ideas and suggestions for Broome County to address the lack of information about and advertisement of volunteer and civic engagement opportunities for older adults.

Outcome: Older adults will have access to improved and expanded volunteer and civic engagement opportunities as evidenced by the implementation of suggestions and ideas included in the Age-Friendly Action Plan.

Objective 2: OFA will seek to secure local partnerships that work to decrease social isolation in older adults.

Actions:

- Identify older adults who are socially isolated and provide them with social opportunities that fit their needs.
- OFA staff will receive training to help them identify socially isolated older adults.
- OFA will seek to collaborate with Binghamton University students to work with socially isolated older adults.
- Develop a pre and post-survey to measure the impact of OFA's interventions related to social isolation.
- The Age Friendly Workgroup will address the need for more social opportunities, specifically in the rural areas of this county.
- Based on needs assessment results, the Age-Friendly Project will provide enhanced promotion of social opportunities for all older adults.

Outcomes: By the end of 2024, OFA will secure a minimum of one partnership that will work to decrease social isolation in older adults.

Nutrition Services: Nutrition Program for the Elderly

Objective 1: All meals will meet clients' nutritional needs by providing a minimum of 33 1/3 percent of the dietary reference intakes (DRIs).

Action: OFA's registered dietician will ensure that all meals served provide participants with a minimum of 33 1/3 percent of the dietary reference intakes (DRIs).

Outcome: An annual review of customer satisfaction surveys will show that 70% of clients who

participate in OFA meal programs report that they feel healthier because of the meals they receive.

Objective 2: Meals offered through OFA meal programs will be appealing and appetizing to clients.

Actions:

- OFA will attend monthly meetings with the food contractor to ensure satisfaction and a variety of meal options.
- Staff at congregate meal sites will work closely with OFA Nutrition Department staff to address and resolve any issues pertaining to congregate meals.
- Meal satisfaction surveys will be done annually and/or as needed.
- Menu ideas will be solicited by clients on a regular basis.
- Food contractor will offer tasting events so clients can sample new potential menu items.

Outcome: An annual review of customer satisfaction surveys will show that 70% of the clients who participate in OFA meal programs find the meals they received appetizing and appealing.

Objective 3: Target nutrition programs to older individuals in greatest economic and social need throughout Broome County.

Actions:

- Promote the senior nutrition programs through TV and radio Public Service Announcements.
- Work with OFA Caseworkers to encourage those calling in with food insecurities to participate in senior nutrition programs to help meet this need.
- Promote the senior nutrition programs at food pantries and soup kitchens as an additional option for obtaining food.

Outcome: By the end of 2024, OFA's client database system will show a 5% increase in the number of people with low incomes who are participating in the nutrition programs.

Supporting Caregivers: National Family Caregiver Support Program (NFCSP)

Objective 1: The Caregiver Services Program will provide information and support to an additional 5% of new caregivers each year.

Actions:

- OFA will operate the Caregiver Services Program to provide support and assistance to caregivers.
- OFA Caseworkers will provide caregiver counseling over the phone, in the home, in the office or in community locations. Assistance will include monthly educational caregiver events and monthly caregiver chat/support groups.
- Outreach will be conducted via the local newspaper, OFA's *Senior News*, OFA's Caregiver Corner newsletter, and social media accounts.
- OFA Caseworkers will provide outreach to community agencies to promote Caregiver Services at community fairs and events

- Caregiver Services will update printed materials and brochures to provide information on caregiver topics.
- OFA will continue to seek community collaborations to encourage the utilization of Caregiver Services to reach those in need of support.

Outcomes: By the end of each program year, OFA client database system will indicate that 5% of all caregivers are new to the agency.

Supporting Caregivers: Social Adult Day Services

Objective 1: Seek partnerships to expand the volunteer-based Respite Education and Support Tools (REST) Program by adding two additional respite sites by 2024.

Actions:

- By September 2020, the Yesteryears Program Manager will identify five locations with the need for and capacity to implement volunteer respite programs.
- By September 2021, the Yesteryears Program Manager will have secured two locations to focus outreach efforts.
- By March 2022, monthly activities sponsored by Yesteryears will begin for a trial period of six months at each location. This will generate volunteer and participant recruitment.
- By March 2023, a core group of five volunteers at each location will be trained as Respite Companions.
- Between March 2023 and September 2023, Volunteer Respite Programs will begin and be supported by Yesteryears staff.
- By March 2024, Volunteer Respite Programs will operate independently of OFA/Yesteryears staff.

Outcome: By March 2024, two Volunteer Respite Programs will be operational, providing social opportunities for participants and respite opportunities for caregivers.

Objective 2: Seek community partnerships to provide an evening caregiver support group by March 2024.

Actions:

- By March 2022, the Caregiver Services Program Manager will identify a community partner willing to host an evening caregiver support group.
- By September 2022, a promotional campaign will be in the development phase.
- By March 2023, a facilitator will be assigned to lead the group.
- By March 2024, an evening caregiver support group will be a regularly occurring monthly event.

Outcome: By March 2024, an evening caregiver support group will be available in the community.

Goal 3: Empower Broome County older adults to stay active and healthy through Older Americans Act services and those offered under Medicare.

Title IIID and Medicare Prevention Services: Disease Prevention and Health Promotion Services

Objective 1: OFA will provide information, education, and referrals about services covered under Medicare and the Older Americans Act in order to empower Broome County older adults to stay active and healthy as long as possible.

Actions:

- OFA will contract with Action for Older Persons, Inc. (AOP) to provide Health Insurance Information Counseling & Assistance Program (HIICAP) and Medicare Improvements for Patients and Providers (MIPPA) services to Broome County older adults.
- AOP will highlight Medicare wellness and preventive benefits in their monthly “Medicare 101” and “MAPs versus Gaps” presentations at all senior housing complexes and senior centers in Broome County.
- AOP will distribute Centers for Medicare and Medicaid Services (CMS)-generated wellness and preventive services guides at all health/wellness/senior fairs attended by AOP staff.
- AOP will highlight Medicare benefits in AOP’s quarterly newsletters, which are sent to all HIICAP clients who provide AOP with an email address.
- NY Connects staff will do warm transfers of Medicare clients to AOP for in-depth information on wellness and preventive services covered under Medicare.
- NY Connects staff will identify and refer clients to Older Americans Act programs such as Caregiver and Respite Services, Meals on Wheels, Legal Services, congregate meal sites and transportation options.
- OFA will provide information and printed materials about Older Americans Act programs at community presentations.
- OFA will publish articles in the *Senior News* about Older Americans Act services. The *Senior News* has a circulation of over 7,000 in Broome County.

Outcome: Older adults in Broome County will have access to information, educational opportunities, and referrals regarding Medicare services, disease prevention and Older Americans Act services to help them stay healthy and active as long as possible.

Objective 2: Through the Building Better Balance for Broome initiative, OFA will support community partners with providing the following falls prevention classes: (1.) Tai Chi for Arthritis offered by RSVP of Broome County, UHS, and Ascension-Lourdes of Binghamton, NY, and (2.) Stepping On offered by The Rural Health Network.

Actions:

- OFA will promote each Tai Chi for Arthritis class and Stepping On workshop by advertising them on the OFA website, social media accounts, the *Senior News*, and monthly senior center newsletters.
- OFA will provide registration information for Tai Chi for Arthritis and Stepping On to those interested in signing up for classes.
- OFA will provide space at local senior centers for Tai Chi for Arthritis classes and Stepping On classes as requested by partnering agencies, upon center availability.
- OFA Nutrition Unit staff will meet with senior center site supervisors to identify potential volunteer instructors to undergo training.
- OFA Nutrition Unit will inform NY Connects staff about upcoming classes in order to promote these options to those who could benefit from the classes.

Outcome: Each year the Building Better Balance for Broome initiative will report a 1% increase in the number of older adults participating in falls prevention and/or balance classes.

Objective 3: OFA will continue to provide and promote evidence-based health programs that empower older adults in Broome County to better manage their chronic diseases.

Actions:

- OFA will organize/host a minimum of two, six-week Chronic Disease Self- Management Program (CDSMP) and Diabetes Self-Management Program (DSMP) workshops annually, each to be led by two certified facilitators.
- OFA will utilize convenient locations such as senior centers, community centers, and senior housing facilities to offer CDSMP and DSMP workshops
- OFA will promote CDSMP and DSMP workshops through the *Senior News*, OFA social media accounts, senior center monthly newsletters, and flyers which will be distributed to local agencies and NY Connects staff.
- The OFA Coordinator of Health and Wellness will visit local senior housing complexes and senior centers to give presentations to promote CDSMP and DSMP workshops and offer registration opportunities.

Outcomes: A minimum of 15 older adults will participate in CDSMP and/or DSMP classes each year to help them manage their chronic diseases.

Disease Prevention and Health Promotion Services: Sepsis Prevention

Objective 1: Provide the public with educational resources to identify sepsis early and treat it to reduce its devastating consequences.

Actions:

- OFA nurse will provide education on sepsis to all new Meals on Wheels clients.
- OFA will use the *Senior News* on a quarterly basis to help educate the community on sepsis prevention issues.
- OFA will work with the Broome County Health Department to educate the community on sepsis.

Outcomes: On an annual basis starting in 2021, OFA will review sepsis related data from the NYS Department of Health to show a decrease in the number of sepsis cases documented in Broome County.

Goal 4: Integrate Association on Community Living (ACL) grants (i.e. Lifespan Respite; MIPPA Program) with Older Americans Act Title III core programs.

Medicare Prevention Services: Medicare Improvements for Patients and Providers Act (MIPPA)

Objective 1: Through the provision of the MIPPA grant, OFA's contractor - Action for Older Persons, Inc. (AOP) - will provide application assistance for the Medicare Savings Program (MSP) and/or Low-Income Subsidy Program (LIS) to a minimum of 180 older adults.

Actions:

- OFA will distribute AOP's flyers about MSP/LIS to Meals on Wheels clients.
- OFA will publish articles about MSP/LIS benefits at least once a year in the *Senior News*.
- NY Connects will warm transfer callers to AOP for MSP/LIS assistance if they appear to be eligible.
- Through the Home Energy Assistance Program (HEAP), OFA will provide clients who are potentially eligible with AOP's contact information and encourage them to contact AOP for MSP/LIS assistance.

Outcome: Every year a minimum of 180 older adults will receive assistance with the MSP/LIS application process from Action for Older Persons.

Objective 2: Through the provision of the MIPPA grant, OFA's contractor - Action for Older Persons, Inc. (AOP) - will promote the Medicare health and wellness prevention and screening benefits each year to a minimum of 150 individuals who attend AOP's Medicare outreach events.

Actions:

- OFA will support AOP and distribute AOP's flyers about Medicare health and wellness prevention and screening benefits to Meals on Wheels clients.
- OFA will publish articles about the Medicare health and wellness, prevention and screening benefits at least once a year in the *Senior News*.
- AOP will advertise its Medicare Outreach Events through its Mature Messenger newsletter and other marketing efforts.

Outcome: Every year a minimum of 150 individuals who attend Medicare outreach events offered by AOP will be provided with information on Medicare health and wellness, prevention and screening benefits

NYSOFA Discretionary Grant: No Wrong Door Business Case (NWD)

Objective 1: Obtain the Return on Investment (ROI) Calculator from grantor to be able to substantiate

the value of NY Connects services.

Actions:

- Participate in the New York State Office for Aging (NYSOFA) planning workgroups to provide feedback on the development of the ROI Calculator.
- Share data with partners on the implementation of the NWDBC Grant.

Outcome: The availability and use of an ROI Calculator will substantiate the value of NY Connects Services.

Objective 2: Work with state and federal partners to identify and evaluate the data elements that are necessary to determine how the No Wrong Door system delays or prevents the use of more costly care.

Actions:

- Collect and record data relevant to how the No Wrong Door system delays or prevents the use of costly care.
- Continue to participate in scheduled conference calls with state and federal partners to provide feedback about the No Wrong Door Business Case data collection process.

Outcome: The No Wrong Door Business Case Grant will achieve an actual dollar amount in value from the ROI.

Goal 5: Promote the rights of Broome County older adults and prevent their abuse, neglect and exploitation.

Elder Justice – Legal Assistance Program

Objective 1: Contract with Legal Aid Society of Mid-New York, Inc. for no cost legal services to be provided to approximately 280 older adults age 60+ each year in the areas of income, health care, long-term care, utilities, protective services, guardianship cases, abuse, neglect, and age discrimination as well as other types of non-criminal legal needs.

Actions:

- OFA will draft a new annual contract and budget with the Legal Aid Society of Mid-New York, Inc. (Legal Aid) for the provision of no cost legal services for Broome County residents age 60+.
- Legal Aid staff will utilize a manual intake form and computerized case management system to record client and case information about legal services provided to adults age 60+.
- Legal Aid will provide OFA with monthly reports outlining the types of legal services provided, the number of unduplicated clients receiving services, the number of each type of legal cases opened and closed each month (guardianship, health care proxy, etc.), the number of hours of services provided by Legal Aid staff attorneys, the rural composition of clients served, the age of clients served, and the gender and race of clients served.
- To serve clients through the contract, Legal Aid will continue to operate a Legal Helpline, maintain regular hours to see clients by appointment at Broome County senior centers, and serve

clients out of their Binghamton office. In addition, Legal Aid will provide an annual “Senior Legal Clinic” for the public.

- OFA will promote the availability of no cost legal services to adults age 60+ through the *Senior News*, senior center newsletters, Successful Aging, the Legal Services for Senior brochure and through NY Connects staff who will promote the service to those in need.

Outcome: By 3/31/24, approximately 280 older adults age 60+ will receive no cost legal services each year in the areas of income, health care, long-term care, nutrition, utilities, protective services, guardianship cases, abuse, neglect, and age discrimination among other types of legal needs.

Elder Justice – Elder Abuse Prevention and Outreach Program

Objective 1: Work with at-risk older adults through the Elder Abuse Prevention and Outreach Program to prevent abuse, neglect and exploitation.

Actions:

- Provide information on programs and services to at-risk seniors in Broome County.
- Work collaboratively with Adult Protective Services (APS) and other agencies in the community to identify at risk seniors in our community.
- Attend the annual Adult Abuse Prevention Training Institute to learn elder abuse trends and new strategies for assisting victims.
- Provide elder abuse prevention training for all new and current staff as opportunities arise.
- Host monthly case conferences with APS to review new cases and offer assistance with current cases.
- OFA staff will continue to serve on the Elder Abuse Prevention Committee which promotes elder abuse prevention and helps educate clients and professionals about reporting elder abuse.
- OFA staff will make referrals to APS when adult protective criteria are met.
- Refer professionals and community members to APS when appropriate.
- Record direct and indirect referrals made to APS.

Outcome: Through the Elder Abuse Prevention and Outreach Program, a minimum of 675 individuals will receive support preventing potential need for the involvement of Adult Protective Services.

Objective 2: Educate 100 professionals about the Elder Abuse Prevention and Outreach Program by the end of 2024.

Actions:

- Continue to identify community agencies/organizations in need of elder abuse prevention training.
- Provide education to at least one community agency per quarter for the years 2020-2024 specifically focusing on elder abuse prevention.

Outcome: By the end of 2024, a minimum of 100 community professionals will be trained through the Elder Abuse Prevention and Outreach Program.

Elder Justice – Office of Victims Services (OVS)/ Victims of Crime Act (VOCA) Elder Abuse Interventions and Enhanced Multi-Disciplinary Team (E-MDT) Initiative

Objective 1: A dedicated OFA staff member will attend Enhanced Multi-Disciplinary Team meetings to provide expertise and information on service options to mitigate current or prevent future financial elder abuse.

Actions:

- OFA staff will continue to serve on the Broome County Enhanced Multi-Disciplinary Team.
- OFA staff will present cases of financial exploitation to the Enhanced Multi-Disciplinary Team when appropriate.

Outcome: Office for Aging staff will work with the Broome County Enhanced Multi-Disciplinary Team to stop the abuse of at least five older adults each year.

Goal 6: Ensure that Broome County Office for Aging is prepared to respond in emergencies and disasters.

Emergency Preparedness

Objective 1: Work with local emergency shelter personnel to provide support to older adults occupying the shelters during emergencies and disasters.

Actions:

- OFA will assist by connecting eligible clients with Home Health Care Agencies for continued service while utilizing the shelter.
- OFA will assist with finding alternative temporary housing.
- OFA will offer to set up an Information & Assistance Services to help those in the shelter.

Outcome: At least 60% of all older adults occupying an emergency shelter will be provided assistance by OFA staff to make sure their special needs are being met.

Objective 2: Update existing emergency OFA protocols annually to ensure continuation of service during emergency and disaster disruptions.

Actions:

- Program Managers will update individual emergency protocols for each unit.
- The Information & Assistance unit will be responsible for keeping emergency boxes that contain hard copies of documents that will be needed by staff in the event of no computer or office access.

Outcome: All emergency protocols will be updated annually and documented in the program managers Annual Program Assessment (APA) documents.

Objective 3: OFA staff will continue to be involved in local emergency planning efforts to help the agency prepare to respond in emergencies and disasters

Actions:

- A dedicated OFA staff person will participate in county level emergency planning by attending the Health and Human Services Subcommittee of the Broome County Emergency Operations Center.
- A dedicated OFA staff person will serve on the Broome County Community Organizations Active in Disaster (BCCOAD) committee to ensure that OFA is up to date on county plans related to dealing with emergencies and disasters.

Outcome: OFA will be prepared to respond to emergencies and disasters due to our ongoing involvement in local planning efforts.

Goal 7: Enhance the capacity of the Broome County Office for Aging to develop business acumen strategies to engage with and integrate into emerging health care delivery system transformation activities that foster outcomes-driven population health approaches.

Business Acumen Strategies

Objective 1: Develop partnerships with local health care providers and systems to demonstrate the value of OFA programs and services related to social determinants of health.

Actions:

- Identify and meet with potential partners who may be interested in a partnership with OFA to address social determinants of health.
- Work on developing Return on Investment (ROI) calculator to substantiate the value of OFA services and programs.

Outcome: By the end of 2024, a minimum of three partnerships will be established to integrate OFA services into emerging health care delivery systems.

Objective 2: Continue to work with DSRIP 2.0 to ensure that OFA programs and services are included as options for addressing social determinants of health in the changing health care system.

Actions:

- Continue to provide staff representation in the local DSRIP 2.0 planning and implementation process.
- Seek relevant partnership opportunities including funding and enhanced programming through the DSRIP 2.0.
- Continue to utilize training opportunities for OFA staff offered through DSRIP 2.0.
- Advocate to prevent duplication of existing community services provided by OFA and other organizations.

Outcome: OFA will be able to meet the service demands created by a continuous increase in the older population and those with disabilities by securing new contracts that will provide additional funding.

Broome County Office for Aging Projected Units of Service – 2020

Caregiver Services

Information, training, consultation and support for caregivers to those 60 and above and for those of any age caring for someone with dementia.

Service	Description	2020 Projections
All Caregiver Services clients	Unduplicated participants	250
Caregiver support groups/training	Participants attending training	240
Information & assistance	One contact	15
Budget Projections	Source	Amount
	Federal, state or local government funds	\$ 144,915

Foster Grandparent Program

The Foster Grandparent Program connects low-income volunteers age 55 and older with children with special needs who can benefit from extra support and love.

Service	Description	2020 Projections
FGP	Foster Grandparents	58
FGP	New Foster Grandparents	11
FGP	Stipend dollars for low-income seniors	\$132,816
FGP	Hours of service to Broome County schools and other institutions	50,112
FGP	Number of school districts/agencies hosting Foster Grandparents	23
FGP	Number of children served during the academic year	150
Budget Projections	Source	Amount
	Federal, state or local government funds	\$ 278,390
	Contributions, cost share or direct billing	\$ 16,500
	TOTAL	\$ 294,890

Health and Wellness

Fostering the health and well-being of older people through social interaction, educational workshops and physical activities.

Service	Description	2020 Projections
Health Promotion (Evidence-based) *	Attendance at activities	3,500
Health Promotion (Activities in the community)**	Attendance at activities	615
Health Promotion (Activities at senior centers)	Attendance at activities	19,775
Recreation/Education	Number of activities (sessions) offered	5,700
Nutrition Counseling	Hours of service	160
Nutrition Counseling	Unduplicated number of participants	65
Nutrition Education	Total number of participants	28,000
Budget Projections	Source	Amount
	Federal, state or local government funds	\$ 193,519
	Contributions, cost share or direct billing	\$ 30,000
	TOTAL	\$ 223,519

* Evidence-based Health Promotion programs such as flu clinics

** Activities in the community Health Promotion Programs include Senior Games, balance clinics and indoor walking.

Health Insurance Information, Counseling & Assistance Program (HIICAP)

Free, unbiased and confidential assistance with health insurance questions and concerns provided through Action for Older Persons, Inc. (AOP).

Service	Description	2020 Projections
HIICAP/AOP	Unduplicated clients with individual counseling sessions from AOP	2,000
HIICAP/AOP	Estimated dollar savings for counseled clients	\$2,600,000
HIICAP/AOP	Education programs	75
HIICAP/AOP	Number of attendees at education programs	1,100
HIICAP/AOP	Volunteer hours	1,850
Budget Projections	Source	Amount
	Federal, state or local government funds	\$ 32,677

Home Delivered Meals

Healthy meals delivered to the homebound.

Service	Description	2020 Projections
Home Delivered Meals	Unduplicated participants	715
Home Delivered Meals	One meal	183,358
Budget Projections	Source	Amount
	Federal, state or local government funds	\$ 812,587
	Contributions, cost share or direct billing	\$ 266,025
	TOTAL	\$ 1,078,612

Home Energy Assistance Program (HEAP)

Certification for help with energy expenses for low-income seniors and those of any age receiving Social Security Income or Social Security Disability payments.

Service	Description	2020 Projections
HEAP	Applications received	2,000
HEAP	Benefits awarded	\$790,000
HEAP	Applications approved	1,700
Budget Projections	Source	Amount
	Federal, state or local government funds	\$ 95,000

In-Home Services

In-home assessments, homemaker and personal care services, shopping and Personal Emergency Response (PERS) services for the homebound.

Service	Description	2020 Projections
IHSU caseload	Unduplicated clients	740
Personal care/chore hours	In-home care/services	22,050
Personal Emergency Response System (PERS)	Unduplicated clients with PERS	132
Respite	One hour of respite	800
Case management hours	One hour of service	5,100
Budget Projections	Source	Amount
	Federal, state or local government funds	\$ 1,022,658
	Contributions, cost share or direct billing	\$ 15,500
	TOTAL	\$ 1,038,158

Information & Assistance/NY Connects Program

Office for Aging offers information, assistance and referrals for benefits, programs and services for those 60 and above. NY Connects provides the same services for people of all ages, regardless of income.

Service	Description	2020 Projections
Information & Assistance	Unduplicated clients for OFA and NY Connects	5,800
Information & Assistance	I & A contacts for OFA and NY Connects	16,300
Elder Abuse Outreach Program	Unduplicated elders receiving case assistance	700
Senior News	Copies printed monthly	7,425
Budget Projections	Source	Amount
	Federal, state or local government funds	\$ 694,130
	Contributions, cost share or direct billing	\$ 29,000
	TOTAL	\$ 723,130

Legal Services for the Elderly

Legal advice and representation in civil matters for older adults who can't afford private counsel, provided through the Legal Aid Society of Mid-New York.

Service	Description	2020 Projections
Legal Services	Unduplicated clients served	280
Legal Services	Hours of service	500
Budget Projections	Source	Amount
	Federal, state or local government funds	\$ 32,970
	Contributions, cost share or direct billing	\$600
	TOTAL	\$ 33,570

Senior Centers

Eight sites offering socialization, nutritious meals, wellness activities, and assistance.

Service	Description	2020 Projections
Congregate Meals	Unduplicated participants	1,900
Congregate Meals	Number of meals served	73,893
Budget Projections	Source	Amount
	Federal, state or local government funds	\$ 668,242
	Contributions, cost sharing or direct billing	\$ 258,808
	TOTAL	\$ 927,050

Senior Helpers Program

The Senior Helpers Program is a free employment referral service which matches workers, age 55 and older, with job orders placed by individuals and families in need of help.

Service	Description	2020 Projections
Senior Helpers employers	Unduplicated count of Senior Helpers employers who hire a worker	800
Senior Helpers workers	Unduplicated count of Senior Helpers workers with a job match	140
Senior Helpers workers	New job seekers registered	60
Senior Helpers workers	Job matches made	650
Budget Projections	Source	Amount
	Federal, state or local government funds	\$ 24,696

Shopper Service

This service provides non-emergency, on-going help with weekly grocery shopping and limited errands (e.g., bank, post office and pharmacy) to older adults who are physically unable to shop.

Service	Description	2020 Projections
Shopper Service	Unduplicated clients	35
Shopper Service	One contact	800
Budget Projections	Source	Amount
	Federal, state or local government funds	\$ 40,000
	Sub-contractor match	\$ 0
	TOTAL	\$ 40,000

Social Adult Day Program (Yesteryears)

Socialization and group activities for frail, isolated or memory-impaired seniors, as well as respite for family caregivers.

Service	Description	2020 Projections
Adult Day Program	Unduplicated clients served	110
Adult Day Program	Hours of service	35,000
Budget Projections	Source	Amount
	Federal, state or local government funds	\$ 152,108
	Contributions, cost share or direct billing	\$ 119,000
	TOTAL	\$ 271,108

Transportation

Transportation provided by Broome County Transit: Office for Aging Mini Bus, BC Country, BC Lift

Service	Description	2020 Projections
Transportation	Unduplicated clients	550
Transportation	One-way trips	22,000
Budget Projections	Source	Amount
	Federal, state or local government funds	\$ 163,984
	Contributions, cost share or direct billing	\$ 33,000
	TOTAL	\$ 196,984

For detailed information on provided services and eligibility requirements, please call the Broome County Office for Aging at (607) 778-2411, or visit our website:

<http://gobroomecounty.com/senior>

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**2020 BROOME COUNTY OFFICE FOR AGING BUDGET SUMMARY & SOURCES OF FUNDS
PROJECTED BUDGET FOR THE FISCAL YEAR ENDING DECEMBER 31, 2020**

12/23/19

Projected budget is as of December 2019 and may be subject to change based on allocations of Federal, State and County funds.

Grant Program	Services	Governmental Funds Fed/State/Local	Contributions, Cost Share & Direct billing	Subcontractor Matching Funds	Expenditures and Matching Revenues	% of Total OFA Budget
III-B Supportive Services Federally funded - Older Americans Act	Information and Assistance, transportation, legal services, "Senior News", shopper program	\$236,636	\$64,421	\$15,600	\$316,657	5.67%
NY Connects E&E	NY Connects Program - "No wrong door"	\$404,412			\$404,412	7.25%
Veteran's Administration Grant	PC/consumer-directed/Case Mgmt	\$32,000			\$32,000	0.57%
<u>Nutrition Services</u>						
III-C-1 Congregate Meals - OAA funded	Senior centers, meal programs, health & wellness	\$607,862	\$258,808		\$866,670	
CDBG - Federal funds from Town of Union	Support for Broome West Senior Center	\$20,000			\$20,000	
III-C-2 Home-Delivered Meals - OAA funded	Meals on Wheels Program	\$374,753	\$174,265		\$549,018	
WIN - Wellness in Nutrition - NYS funded	Support for Meals on Wheels	\$265,301	\$90,667		\$355,968	
Grant-in-Aid	Support for Senior Center projects	\$25,000			\$25,000	
NSIP Cash-in-Lieu - Federally funded	Cash for eligible meals served to seniors	\$169,105			\$169,105	
Total Nutrition Services		\$1,462,021	\$523,740		\$1,985,761	35.59%
Expanded In-Home Services for the Elderly Program (EISEP) - New York state funded						
Planning Services	Administrative and planning funds	\$44,485			\$44,485	
Total EISEP	Housekeeper/Chore and Personal Care/ Case Management	\$746,583	\$15,500		\$762,083	
		\$791,068	\$15,500		\$806,568	14.45%
Community Services for the Elderly (CSE)						
New York State funded	Planning & administrative, transportation	\$116,185			\$116,185	
Planned & Subcontracted Services	"Yesteryears" Social Day care for the elderly	\$144,545	\$119,000		\$263,545	
Adult Day Care	Employment match program	\$28,548			\$28,548	
Senior Helpers Program	Case management, information & assistance	\$203,696			\$203,696	
Health Maintenance						
Total CSE Program		\$492,974	\$119,000		\$611,974	10.96%
Congregate Services Initiative New York State funded	Senior center/health & wellness enhancement program	\$6,813			\$6,813	0.12%

**2020 BROOME COUNTY OFFICE FOR AGING BUDGET SUMMARY & SOURCES OF FUNDS
PROJECTED BUDGET FOR THE FISCAL YEAR ENDING DECEMBER 31, 2020**

12/23/19

Grant Program	Services	Governmental Funds Fed/State/Local	Contributions, Cost Share & Direct billing	Subcontractor Matching Funds	Expenditures and Matching Revenues	% of Total OFA Budget
III-D Health Promotion - OAA funded	Evidence based programs & "Senior Games"	\$17,140	\$30,000		\$47,140	0.84%
Foster Grandparents Program						
Federally funded - Corp for National Service	Intergenerational program that matches older volunteers with children having special needs	\$271,173	\$16,500		\$287,673	
NYS State funded		\$7,217			\$7,217	
Total FGP Program		\$278,390	\$16,500		\$294,890	5.28%
No Wrong Door Business Case Development	Grant to develop ROI for NY Connects	\$75,000			\$75,000	1.34%
Unmet Needs Program	Supplemental funds to reduce wait lists	\$94,875			\$94,875	1.70%
State Transportation Program	Supplemental transportation services funding	\$12,508			\$12,508	0.22%
HEAP - Federally funded	Home Energy Assistance for low-income eligible residents over age 60	\$115,000			\$115,000	2.06%
Integrated Social Day Care - NYS funded	Social day care for mentally-challenged elderly	\$6,000			\$6,000	0.11%
Caregiver Resource Center - NYS funded						
Title III-E Family Caregiver - Fed. Funded OAA	Information, education and support for persons caring for older adults	\$19,611			\$19,611	
Alzheimer's Association	Respite care	\$163,929			\$163,929	
Total Caregiver Program		\$225,970			\$225,970	4.05%
Elder Abuse Outreach Program						
Federally funded - Title XX of OAA	Identifies at-risk seniors in need of assistance	\$225,248			\$225,248	4.04%
HIICAP - Federally funded	Funds to recruit and train volunteers to provide insurance counseling to seniors	\$33,284			\$33,284	0.60%
Operations						
	Broome County Operating Budget	\$287,260			\$287,260	5.15%
TOTAL AGENCY BUDGET		\$4,796,599	\$769,161	\$15,600	\$5,581,360	100.00%