

# Broome County Office for Aging

*... bringing seniors and services together*



## Annual Report 2022

# Broome County Office for Aging

## **AGENCY MISSION**

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

The Broome County Office for Aging:

- ✓ Promotes the dignity and independence of the older person.
- ✓ Ensures comprehensive and coordinated services are readily available.
- ✓ Encourages age friendly county wide planning.
- ✓ Fosters public awareness of the value and contribution of older persons to the community.



# State of New York County of Broome Government Offices

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## Office for Aging

Jason T. Garnar, County Executive · Mary E. Turbush, Director

### *A Message from the Director*

In 2022, Broome County Office for Aging providing services to 15,918 individuals. This was the first year operating full programming since the Covid Pandemic started in 2020. We are happy to have services return to normal and look forward to supporting older adults with added programming in 2023.

The NY Connects Program had 17,477 contacts with individuals in the community. NY Connects provided Information and Assistance services to help address individual needs. The main requests were for information and assistance related to consumer and caregiver supports, housing, home based services, financial/insurance benefits and transportation.

Our nutrition program provided 244,515 meals through local senior centers, meal sites and meals delivered to homebound individuals. Close to 38,000 hours of personal care helped individuals remain safely in their homes. Throughout this report we provide more details on what these numbers mean and the positive impacts the office had on seniors and caregivers in 2022.

In addition to the traditional services for older adults, the Office for Aging also continued to support the Broome Age-Friendly Project in the implementation of its goals and objectives included in the Broome Age-Friendly Plan.

The accomplishments of the Office for Aging are the result of the work of our dedicated staff, Advisory Board members, committed contract agencies and community partners, and the enthusiasm of numerous volunteers and interns.

I invite you to see the accomplishments and highlights the office achieved and how we continued our mission of improving and enriching the quality of life for all older persons in Broome County.

Sincerely,

*Mary Turbush*

Mary Turbush  
Director

## 2022 Program Highlights

**Broome County Senior Centers & Congregate Meals Program** –Since returning the centers to full operation status after the Covid pandemic shut down, we have added new programming and many new faces. The senior picnics held at each center in the summer of 2022, were well received and brought participants much excitement. The picnics were attended by many older adults who didn't visit the centers before. The centers remain a hub of activity with physical wellness programs such as Bone Saver exercise, Tai Chi, chair exercise, line dancing and much more. New programming such as Binghamton University Balance Clinics, Bingosize, Lyceum Armchair



**Eastern Broome Senior Center celebrating 50 years of Nutrition Programming.**

Travel Programs and Memory Maker events were favorites.

In addition, the centers remained a place for older adults to play cards, complete crafts, socialize with others and receive a healthy hot meal through in person lunches or to go meals for those unable to congregate. In 2022, we celebrated 50 years of nutrition programming! Close to 63,000 meals were served at local senior centers.

**Social Isolation and Intergenerational Support** - Impact of social isolation on older adults worsened during and post pandemic. When re-opening services after the initial pandemic shut down, it was important for the Office for Aging (OFA) to focus on reducing social isolation in the community. With the help of several interns, we were able to offer new services in homes and at our senior centers to help older adults receive support and engagement. Intergenerational support from college interns was an important part of reinstating the centers after the pandemic to full service. The students who were placed at senior centers completed a total of 194 hours of service. Students engaged with older adults who attended a center and supported a donation drive to benefit the Humane Society including an activity to make dog beds. A different intern was able to engage a group at a rural center to paint giftbags and fill the bags with spring/Easter items for a nearby Head Start Program. At the Deposit Senior Center an intern hosted a candy making activity that drew in new attendees. In the month of May, the Johnson City Senior Center collaborated with Johnson City High School students and other agencies to host an intergenerational dance attended by 86 older adults and supported by dozen students. To encourage healthy activities an evidence-based program Walk with Ease Program was offered



**JC High School Students dance with older adults at the Senior-to-Senior Dance hosted at JC Senior**

at the local mall and was supported by OFA staff and two interns. For older adults who were isolated in their homes, two graduate level interns provided friendly visiting and served 24 older adults. The Friendly Visiting Program focused on conversations, games and other activities. Interns also played a crucial role in helping older adults with technology in the form of robotic pets, tablets/iPads and installation of three personal robots called ElliQ. Older adults who received tablets/iPad were encouraged to access virtual senior center activities via online platforms.

**Meals on Wheels - Home Delivered Meals (HDM) Program** - OFA served over 180,000 home delivered meals in 2022. Volunteers contributed over 24,000 hours in support of the Meals on Wheels Program. There were 41 new volunteers recruited and the program continues to maintain 37 routes. One volunteer was recognized for over 30 years of service to the program and several volunteers were recognized for 10 years of service. The Volunteer Steering Committee raised and donated \$500 to Meals on Wheels of Western Broome to be used to serve residents of Western Broome County unable to pay for meals. This Committee also raised funds and donations to provide all HDM participants with an end-of the year gift that included an assortment of useful items. There were 23 incidents in 2022 of volunteers finding participants on the floor of their homes or in medical distress. For each incident the volunteers summoned paramedics and the participants were able to receive the medical attention they needed. There were numerous other referrals to caseworkers at OFA

originating from volunteer concerns regarding participants. OFA Caseworkers were able to assist these participants with other services. As in previous years, Meals on Wheels teamed up with the Bandera Family for Christmas Day meal deliveries, saving county



resources while assuring there was no interruption of nourishing meals to our clients. For the fifth year, Meals on Wheels participated in the Nationwide March for Meals campaign which brought awareness about the service, a space to advertise for more volunteers, and provided the community an opportunity to make donations to the program.

**Support for Caregivers** –In 2022 OFA created a 10-minute video promoting Consumer Directed Personal Assistance Program. This video will help educate caregivers across the county and New York State on how to hire a personal care assistant for their loved ones. This video can be found on the Broome County OFA YouTube channel. This topic remains a priority issue for caregivers due to the lack of aide service in the community. In addition, a Guaranteed Aide Program was secured by OFA which provides 30 hours of aide service directly to clients being served by OFA’s In-Home Services Unit. Caregivers continued to receive support through caregiver counseling over the phone and in the office. Caregiver trainings/presentations were held in-person in the community to educate caregivers on a variety of topics. Two support groups were held monthly in person or via Zoom with call in option. OFA continued to provide information on a variety of caregiver topics via the Caregiver Corner bi-monthly newsletter.

**Transportation:** In 2022, OFA transportation services included OFA Mini bus and mobility management services contracted through Getthere. The Getthere contract originally established in May 2020 was extended until September 2024 to supplement public transportation options with a special focus on service clients in our rural areas. At the end of 2022, the OFA Mini-bus service provision was impacted by shortage of available drivers and the service was suspended several times. Clients were referred to Getthere to help alleviate the situation. Overall, the OFA Mini bus service saw an increase in number of unduplicated riders compared to 2021 which was impacted by the pandemic. In 2021, 387 clients utilized the service compared to 463 in 2022. The same positive trend can be seen in number of one-way rides: 11,759 in 2021 compared to 14,227 in 2022.

The Getthere contract was beneficial to older adults in Broome County. Getthere served 237 individuals while providing 1,659 rides. Out of the 237 individuals, 54 individuals resided in rural areas (23% of the total). We also saw new clients register with OFA because they utilized Getthere but never utilized OFA for any other service. Our staff were able to reach to these new clients and introduced them to OFA programs and services.

**Social Adult Day Program (ADC)** –Binghamton and Endwell locations continued to offer regular service hours (M-F 8:30am - 4:30pm). The program has also provided "Rural Respite" to Eastern Broome County by offering small group sessions at the rural senior center. A "Respite Companion Program" was also set up using student interns to provide 1:1 social engagement. Virtual engagement continued to be offered at both sites for clients who were too frail to join the program in person.

**NY Connects/Information & Assistance (I&A)** – Between April 1<sup>st</sup>, 2022 and March 31<sup>st</sup>, 2023 the NY Connects/I&A staff 17,477 contacts with 5,514 unduplicated individuals. NY Connects/I&A continued to be the single point of entry for home and community-based supports. The majority of calls we received were from individuals seeking information on the following topics/needs: Consumer/Caregiver supports, Housing, Home based services, Financial and Transportation. NY Connects received excellent ratings for following protocol during the New York State Office for Aging's quality assurance process. This was a great accomplishment by OFA staff who are part of the Broome County NY Connects team.

**In Home Services Program (IHSU)** - In 2022, OFA continued to support the NY State Fair Wage Campaign which resulted in increased wages for home care workers. Increasing aide pay helps the community to increase aide capacity. Under the mission of NY State Fair Wage Campaign, OFA entered into a new contract with Homemakers/Caregiver Agency of Broome County. This contract provides a higher living wage and adds benefits such as time off and mileage reimbursement to an aide. The new arrangement guarantees the availability of one aide to support the needs of OFA's Expanded In-Home Services for the Elderly Program (EISEP) clients. The aide works for EISEP 30 hours each week and provides services in Northern Broome, Conklin, Binghamton, Johnson City and Endicott. This initiative was supported by unmet needs funding issued by the New York State Office for Aging. With this new initiative, OFA reduced the waitlist for some clients needing service. The Guaranteed Aide also promoted service in rural underserved communities.

OFA's IHSU Program utilized American Recovery Act to support respite services to families who preferred to keep their loved ones in the community or were not able to secure other supports due to the pandemic. IHSU also worked with the Broome County Health Department to coordinate COVID booster shots to homebound clients.

**Foster Grandparent Program (FGP)** – For the first time since the beginning of the pandemic, all schools were fully operational, and the program was able to fully resume for the 2022-2023 school year. FGP had 37 volunteers working in 16 schools and Head Start programs throughout the county. The program continued to support children in the classroom while helping older adults stay connected and engaged in their community. 94% of Foster Grandparents reported an improvement in their overall quality of life. 100% of students mentored by Foster Grandparents in



**Foster Grandparents' Toys for Tots Collection**

grades K-6 showed improvements in literacy and/or math. While 100% of children in Head Start programs mentored by Foster Grandparents showed improvements with social/emotional development and speech/verbal skills. As in previous years, FGP volunteers participated in the Toys for Tots collection.

**Health Insurance Information Counseling and Assistance Program (HIICAP)** - In 2022, Action for Older Persons, Inc. (AOP) returned to offering in-person health insurance counseling and Medicare seminars. To accommodate those with transportation issues and due to some volunteers preferring to serve remotely AOP continued to also offer remote appointments. AOP participated in all eight OFA senior picnics, returned to meeting with residents in senior housing, and continued its efforts to reach low-income older adults.

**Senior Helpers Program** –The program continued to be very busy with job requests that included personal care and companion services, yard work, gardening, transportation, home repairs and improvements, appliance repair, moving assistance and housekeeping. The Senior Helpers Program matched older workers (55 and older) with jobs registered by private individuals. The Senior Helpers and consumers of the program understand that OFA provides a matching service only. It is at the discretion of the parties to determine a schedule, payment arrangements and suitability for the job.

**Broome Age-Friendly Project** - Implementation of the Broome Age-Friendly Action Plan continued in 2022. Volunteers, government and nonprofit professionals, OFA staff, and Binghamton University interns worked on a number of ongoing efforts and some time-specific projects. Some highlights include beginning to offer Lyceum armchair travel classes virtually at several senior centers, the robotic companion pet project, outreach to the LGBTQ+ community, a municipal training on universal design, arranging for tech support at several senior centers, the intergenerational Senior to Senior Dinner Dance bringing together older adults and Johnson City High School students, and the Happy to Chat Bench project to combat social isolation. Information about the Broome Age-Friendly Project and 2022 Action Plan updates can be viewed on OFA's website.



**Elder Abuse and Prevention** – In the 2022/2023 program year, OFA supported 993 unduplicated older adults identified as at risk through the Elder Abuse Prevention Program funded by the Department of Social Services. The Elder Abuse Outreach Program has two main goals. One is to provide early intervention to clients through case assistance and thereby prevent a referral to Protective Services for Adults (PSA). The 2<sup>nd</sup> goal is to identify older adults whose risk of abuse, neglect and/or exploitation is beyond the intervention capabilities of OFA staff. The staff then refer such cases to PSA for consultation, review, and/or investigation.

**Home Energy Assistance Program (HEAP)** - OFA continued as an alternative certifier for HEAP, serving adults ages 60 and older and adults of any age receiving permanent disability income. In 2022, HEAP continued to serve an important community need as heating costs rose faster than incomes. Clients were assisted with questions and referrals to other HEAP programs (Heating Equipment Repair and Replacement, Clean and Tune, and Emergency HEAP). HEAP staff also contacted almost 500 HEAP clients who might be eligible for other public benefit programs to make appropriate referrals or mail out applications when requested.



# Seniors in Broome County

The 2020 American Community Survey (ACS) published by the Census Bureau estimates that 26.1% of the total Broome County population is 60 years and older. This is an increase from the 2010 Census that provided an actual count and reported that the 60+ population made up 22% of the Broome County population.

**Table 1: Seniors Served by OFA Compared to County Population**

Age	2020 Census Estimates	Clients Served by OFA in 2022	Percent of this Age Group Served
60+	50,107	9,770	19%
75+	17,082	4,052	24%
85+	6,204	1,524	25%

## Targeted Populations

The Office for Aging is federally mandated to assure that certain targeted populations (which have been identified as most likely to need services) receive services in proportion to their presence in the Broome County senior population. The targeted senior populations include women, racial or ethnic minorities, low income individuals (at or below 150% of the federal poverty level) and those with the greatest social need (currently measured by counting those who live alone). Table 2 shows total clients served by OFA in 2022 as well as totals and percentages for clients served in the targeted population categories. Totals and percentages for the targeted population categories represent OFA clients who provided information about their age, gender, live alone and poverty status, race and ethnicity. Clients who provided this information to OFA can select multiple racial categories when enrolling with OFA. Table 3 shows the 2020 5-year ACS estimates for the 60+ targeted populations.

Data about the “live alone” status is available in Table 4. The 2020 ACS estimates that 40% of all Broome County households have a householder age 60+. Of these 32,320 households, 48.6% are non-family households that consist of a householder living alone or where the householder shares the home exclusively with people to whom he/she is not related. 44.50% of these non-family households have a householder age 60+ who lives alone.

**Table 2: Targeted Populations Served by OFA in 2022**

<b>Targeted Populations</b>	<b>Total number of clients with a known age, gender, poverty, live alone, race and ethnicity</b>	<b>% of total clients served</b>
Total served	10,918	100%
Total 60+ served	9,770	89%
Women	7,037	64%
Low Income (below 150% of Federal Poverty Level)	2,132	20%
Live alone	3,544	32%
American Indian/Native Alaskan	37	0.34%
Asian	45	0.41%
Black or African American	238	2.18%
Native Hawaiian/Other Pacific Islander	3	0.03%
White - Hispanic	217	1.99%
White - Not Hispanic	5,181	47.42%
Race Missing	5,204	47.63%

**Table 3: 2020 American Community Survey Estimates for Targeted Populations in Broome County for Residents Age 60+**

<b>Broome County 60+ Population</b>	<b>Estimate</b>	<b>Percent</b>
Total 60+	50,107	100%
Women	27,058	54%
Low Income for the 60+ population with a known income status (below 150% of the Federal Poverty Level)	8,205	16.9%
White	47,050	93.90%
Black/African American	1,403	2.80%
American Indian and Alaska Native	50	0.10%
Asian	1,052	2.10%
Native Hawaiian/Pacific Islander	0	0.00%
Some Other Race	100	0.20%
Two or More Races	400	0.80%
Hispanic or Latino	651	1.30%

2020 ACS 5-Year Estimates

**Table 4: Data on Households with a Person Age 60+**

<b>Households Categories</b>	<b>Estimate</b>	<b>Percent</b>
Total households in Broome County	79,528	100%
Households with a Householder age 60+	32,320	40.6%
Non-Family Households	15,708	48.6%
Householders living alone	6,990	44.50%

*2020 ACS 5-Year Estimates*

**Table 5: 2022 Federal Poverty Guidelines\***

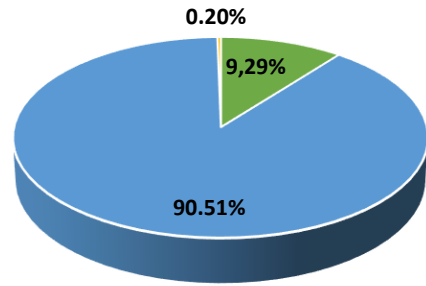
<b>SIZE OF HOUSEHOLD</b>	<b>100% POVERTY</b>	<b>150% POVERTY</b>
1	\$1,133	\$1,700
2	\$1,526	\$2,290
3	\$1,919	\$2,880

\*2022 Health and Human Services Guidelines as published in Federal Register.

In 2022 the Office for Aging provided services and benefits for 15,918 individuals. This number includes 10,918 individuals who provided consent to be entered in the Office for Aging Client Data System and an estimated 5,000 individuals who received services and did not provide consent to have their information recorded. Out of the 10,918 individuals OFA served 1,148 were underage of 60.

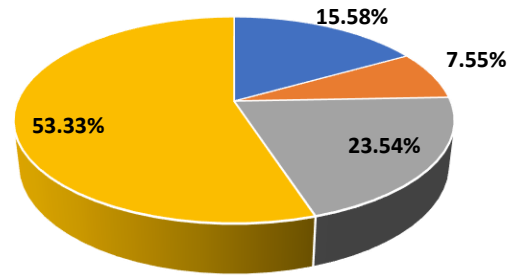
## Services Provided

**2022 Source of Operating Funds**



- Contributions, Cost Sharing, Direct Billing
- Government Funds
- Subcontractor Match

**2022 Service Expenditures**



- Access
- Benefit Programs
- Community Based
- In-Home Services

### I. Access Programs

**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	2022
All Caregiver Services clients	Unduplicated participants	254
Caregiver Counseling	Unduplicated participants	131
Caregiver Counseling	Hours of service New unit type effective 10/01/2021	184.25
Information & assistance	One contact	135
Caregiver Training	Unduplicated participants	72
Caregiver Training	Hours of service	82
Caregiver Support Groups	Number of sessions	24
Caregiver Support Groups	Unduplicated participants	25

### Information & Assistance/NY Connects Program

Office for Aging offers information, assistance and referrals for benefits, programs and services for those 60 and above. These units include Farmer's market coupons, HIICAP & MIPPA, Elder abuse outreach and "quick calls" recorded by OFA. NY Connects provides the same services for people of all ages, regardless of income.

Service	Description	2022
NY Connects	Unduplicated clients	5,514
NY Connects	Contacts	17,477
Information & Assistance	Unduplicated clients	1,558
Information & Assistance	Contacts	3,510

### Elder Abuse Outreach Program

Partnership between OFA and Department of Social Services to provide assistance to older adults at risk for abuse, neglect and/or exploitation.

Service	Description	2022
Elder Abuse Outreach	Unduplicated clients	993

### Senior News

A monthly publication offering information on a variety of subjects including senior center and community events.

Service	Description	2022
Senior News	Average monthly copies distributed	6,444

## II. Benefit Programs

### Foster Grandparent Program \*

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

Service	Description	2022
FGP	Unduplicated Foster Grandparents	54
FGP	Stipend dollars for low-income seniors	\$97,396
FGP	Hours of service to Broome County schools and other institutions	32,695

\*Program year: 07/01/2021-06/30/2022

### 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	2022
HEAP	Applications received	2,412
HEAP	Applications certified for a benefit	1,953
HEAP	Benefits awarded	\$938,166

\*Program year: 07/01/2021-06/30/2022

### 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	2022
Senior Helpers New Workers Registered	New applications	57
Senior helpers Job Orders Placed/Closed/Filled/No match	Contacts	2,247
Senior Helpers Job Matches Made	Contacts	1,118

### III. Community Based Services

#### Social Adult Day Care (Yesteryears)

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

Service	Description	2022
Adult Day Care	Unduplicated clients served	78
Adult Day Care	Hours of service	12,761

#### 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	2022
Legal Services	Unduplicated clients served	306
Legal Services	Hours of service	536

#### Senior Centers

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

Senior Centers re-opened in July 2021 and the congregate meal program was offered in person.

To-go meals continued to be offered to those who needed them.

Service	Description	2022
Congregate Meals	Unduplicated participants	3,020
Congregate Meals	Number of meals served	62,660

## Transportation

Transportation provided by Broome County Transit: Office for Aging Mini Bus, BC Country, BC Lift. A new transportation contract with Getthere of the Rural Health Network began in 2020 and was extended in 2021 to cover a three-year period.

Service	Description	2022
Transportation	Unduplicated clients	643
Transportation	One-way trips	17,166

## 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	2022
HIICAP/AOP	Unduplicated clients receiving individual counseling sessions from AOP	1,748
HIICAP/AOP	Estimated dollar savings for counseled clients	\$2,266,680
HIICAP/AOP	Education programs	35
HIICAP/AOP	Number of attendees at education programs	512
HIICAP/AOP	Volunteer hours	1,375.75

## Health and Wellness

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

Service	Description	2022
Evidence Based Health Promotion *	Number of participants	666
Non-Evidence Based Health Promotion in the Community and Senior Centers**	Number of participants	997
Senior Recreation/Education	Number of sessions offered	3,081
Nutrition Counseling	Hours of service	250.50
Nutrition Counseling	Unduplicated number of participants	65
Nutrition Education	Number of group sessions	48

\* Evidence-based Health Promotion programs such as Bingosize and Tai Chi classes.

\*\* Non-Evidence Based Health Promotion Programs offered in the community and at senior centers included flu vaccine, vaccine clinics, at home exercise programs, yoga and chair exercises at the senior centers.

## IV. In-Home Services

### Home Delivered Meals

Healthy meals delivered to the homebound.

Service	Description	2022
Home Delivered Meals	Unduplicated participants	700
Home Delivered Meals	Number of meals provided	181,855

### In-Home Services Unit (IHSU)

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

Service	Description	2022
IHSU caseload	Unduplicated clients	857
Case management hours	One hour of service	4,128
Non-Consumer directed personal care and chore hours	One hour of service	11,585.25
Consumer directed personal care and chore hours	One hour of service	26,323.50
Personal Emergency Response System (PERS)	Unduplicated clients with a PERS unit	181
Respite hours	One hour of respite	6,409.25

\*Respite includes personal care in the home, social adult day programs, and institutional overnight care. In 2022 respite care included services provided by ADC staff and student volunteers in clients' homes.

### 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	2022
Shopper Service	Unduplicated clients	29
Shopper Service	Contacts	347



## Volunteers Make It Happen

The Office for Aging relies on hundreds of volunteers to deliver programs and services to Broome County seniors and caregivers. Volunteers contributed a total of 42,226 hours in the 2022 calendar year. Some of the categories of service are included below.

Service	Volunteer hours in 2022
Senior Centers	8,516
Home Delivered Meals	24,355
Office Volunteers	70
Yesteryear's Social Adult Daycare	679
Office for Aging Advisors	50
Health Insurance Information, Counseling, and Assistance Program	1,463
Shopping Service	727
Foster Grandparent Program	32,695
Tax Counseling for the Elderly	5,600



**Meals on Wheels Volunteers**

## Client Satisfaction

### From an Office for Aging client:

“I just wanted to thank you for all the hard work you have done this week. I greatly appreciate how you kept services open during the big winter storm. I was able to receive my Meals on Wheels. You all are doing a great job and I wanted you to be recognized.”

“I was searching for information on your website. Thank you for the wealth of knowledge on your website. It’s very helpful!”

### In Home Services:

“Sadly, grandma passed away. I am devastated. But I wanted to thank you for everything you always did for grandma. You were wonderful to work with. You did so much to get her the essentials she needed in her life and I really appreciate that you were excellent in your involvement with grandma. I want to thank you for all of your time, consideration and care and helpfulness with grandma. She will be greatly missed, and I know she really appreciated everything you did for her.”

### Caregiver Services:

“Thank you for today's meeting. This is a start for me to get the caregiver support that I need. I'd like to also go to the Wayne Street caregiver chat group. I've been searching for help but found that many of the groups are virtual. I'm definitely Tech Savvy, but somehow, at this point, I need to talk to someone sitting in front of me. I appreciate you just being there and offering advice on how to handle situations, family involvement, and just the frustration

of dealing with dementia on a daily basis. Thank you again for today.”

“I want to commend you all for the awesome work you do for the elderly and seniors in our community. I had a situation with my 88-year-old mom who was hospitalized, and I needed information on programs and services. I talked to your staff and I know she’s only been on the job one month. She did an excellent job. She was not only patient she listened to me and was compassionate and understanding. She provided me with a lot of good information. I am so thankful I got her over the phone. I plan on following up on the services she gave me information on.”

### Health Insurance Information Counseling Program (HIICAP)

“Everyone was very helpful. They listened to my needs for a plan. Everyone was very caring and helped me through a very stressful time. Thank you so much.”

“I was very impressed with the knowledge and professionalism I received from the counselor. I find the entire Medicare process very confusing and was so happy I was selecting the right plans to meet my needs. Thanks again for the many years of support you have given me.”

**Home Energy Assistance Program:**

“Thank you! You’re all fantastic. Just received my approval letter. HEAP is a godsend.”

**Social Adult Day Program (Yesteryears):**

”The program helps to improve my mom’s quality of life. She’s happy ...the rest of us are happy. She’s calmer at home. She’s not complaining about isolation. She’ll take a bath without complaint since she is going to her “club”.”

**Meals on Wheels:**

“I would like to say I'm in my 80s and live alone so I depend thoroughly on my senior center in Whitney Point. I don't know what I'd do without this. Thank you, Broome County.”

**Office for Aging Mini-Bus rider/Getthere Transportation:**

“OFA Mini Bus is my main provider for transportation. I am very thankful and hope it continues.”

**Shopper Service:**

“I'd have a problem getting groceries home. It's difficult by bus - cost too much by cab. I'd probably have to hire someone which would be hard on me. I have no family here - Thank you. Obtaining groceries would be difficult.”

**Senior Helpers:**

“Thank you so much for your help!! It is so great that this program exists, and I truly appreciate how kind and understanding you are in helping me figure out how to help my parents get to Syracuse for an appointment”.

## 2022 Community Partners and Contractors

A4TD: Associates for Training and Development

ACHIEVE

Action for Older Persons, Inc.

AgeOn Fund of Broome County, Inc.

Alzheimer's Association of Central NY

Ascension/Lourdes

Association on Aging

Bert Adams Disposal

Binghamton City School District

Binghamton Metropolitan Transportation Study

Binghamton University

Broome County Central Foods Nutrition Services

Broome County Council of Churches

Broome County Department of Motor Vehicles

Broome County Department of Social Services

Broome County Emergency Management

Broome County Employment and Training

Broome County Executive's Office

Broome County Health Department

Broome County IT Department

Broome County Land Bank

Broome County Legal

Broome County Legislators

Broome County Mental Health Department

Broome County Parks, Recreation and Youth Services

Broome County Planning and Economic Development

Broome County Public Works

Broome County Public Library

Broome County Real Property Department

Broome County Transit

Broome INCLUDES

Care Compass Network

Catholic Charities of Broome County

Chenango Forks Central School District

City of Binghamton

Cornell Cooperative Extension

Donna Bates, R.D.

## **2022 Community Partners and Contractors (Continued)**

Duffy's AIS  
Faith in Action  
Family Enrichment Network  
Fidelis Care  
First Ward Action Council  
George F. Johnson Memorial Library  
Getthere Mobility Management  
Grace's Place  
Home Instead Senior Care  
Homemakers of Broome County (Caregivers)  
iCircle Care  
Ideal Senior Living Center  
Interim Health Care Systems  
Johnson City Central School District  
Johnson City Senior Community Center  
Language Link Interpretation Services  
Legal Aid Society of Mid-New York  
LifeSpan of Greater Rochester  
Maine-Endwell Central School District  
Mary Wilcox memorial Library  
Meals on Wheels of Western Broome  
Metro-Interfaith Housing  
New York State Office for Aging  
Nascentia Health  
Northern Broome Cares  
NYSEG  
Office for People with Developmental Disabilities  
Opportunities for Broome, Inc. Head Start  
Rural Health Network  
Sodexo  
Southern Door Community Land Trust  
Southern Tier Home Builders & Remodelers Association  
Southern Tier Independence Center  
Stafkings  
Stuart S. & Jean H. Wilson Children's Center  
Suburban Septic  
SUNY Broome  
Susquehanna Home Health Care Agency

## **2022 Community Partners and Contractors (Continued)**

Susquehanna Valley Central School District  
Town of Dickinson  
Town of Union Planning Department  
Triple Cities Hiking Club  
Twin Tier Home Care  
The SEPP Group  
The Village of Deposit  
United Health Services  
United Methodist Homes  
United Way of Broome County  
Vestal Public Library  
Veterans Services Administration  
Whitney Point Central School District  
Zachary Orr  
Willow Point Nursing Home  
YMCA and YWCA

## **Broome County Office for Aging Advisory Council**

Lida Bassler	Maria Motsavage
Kathy Bunnell	Mark Odell
Rene Conklin	Amy Pessarchick
Jo Ann Freer	Carolyn Price
Sally Hoffman	Angela Riley
John Kang	Suzanne Sullivan
Rick Lacey	Sue Thrasher
Youjung Lee	Jerry Willard
Linda Mackenzie	Robert Hoover
Jerome Miklouchich	

## **Foster Grandparent Advisory Council**

Peter Fuerst	Victoria Rucker
Deb Kerins	Robert McDonald
Joan Krissel	Donna Saker
Youjung Lee	Nancy Elwood

## **Meals on Wheels Steering Committee**

Rick Cook  
Sharon Corrington  
Dianne Emick  
Frank Emick  
Pat Evans  
Donna Gavula  
Mike Kadlecik  
Robert Coutant

Art Lester  
Cynthia McNamara  
Charles Quagliata  
Carol Ryan  
Jim Ryan  
Joan Tymeson  
Mark Tymeson