Broome County Office for Aging

. . .bringing seniors and services together

Draft Plan for Services 2022-2023

Update to 2020-2024
4-Year Plan
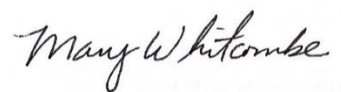
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October 11, 2021

The *Broome County Office for Aging Draft Plan for Services 2022-2023* outlines the projections for units of service to be delivered during the next state fiscal year, April 1, 2022– March 31, 2023. This Plan is an update to our four-year *Plan for Services 2020-2024*.

Included in this Draft Plan you will find information about expected service modifications as well as new services that are planned to be offered in Broome County in the 2022-2023 timeframe.

Also included is information about the status of our 2022-2023 Action Plan goals, objectives and outcomes that were defined in the four-year plan that covers the 2020-2024 timeframe. For more details on our programs and services, please view the entire 2020-2024 four-year plan on the publications section of our website: http://gobroomecounty.com/senior/publications , or call the Office for Aging at (607) 778-2411.

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 our older adults, and helping us prepare for the future.

Sincerely,

Mary Whitcombe

Mary Whitcombe

Director

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
- Encourages age friendly county wide planning

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 Social Services, and the N.Y.S. Department of Health.

2022 Service Modification and Expansion

The COVID-19 pandemic impacted several of the core services offered by the Broome County Office for Aging. These unprecedented and challenging times required careful modifications of several services provided in the community. The subsequent modifications involved reviewing how these services could be provided to older adults and their caregivers in a way that wouldn't jeopardize their health, all while following state and local directives.

Listed below you will find information about expected service modifications as well as new services that are planned for the 2022-2023 timeframe:

- **Broome County Senior Centers & Congregate Meals Program** – We anticipate that all senior centers in Broome County will continue to operate for in person dining while following the Broome County Health Department recommendations. As long as it is needed, the senior centers will also continue to distribute meals through a curbside meal to-go program to support older adults who are unable to come in for in person dining. Office for Aging will work closely with the Broome County Health Department to monitor the COVID-19 Pandemic and the needs related to nutrition to make the necessary service modifications that best serve our older adults.

  Evidence-based programming available at local seniors will be expanded to include new initiatives in health and wellness. This includes Walk with Ease and AgeTastic!. Existing evidence-based programming such has Bingosize, Bonesavers and Tai Chi will continue to be offered.

- **Home Delivered Meals (HDM) Program** – This service will continue to provide daily meals to older adults who are homebound and unable to obtain food at local senior centers. The HDM Program is continuously in need of new volunteers to serve homebound older adults.

- **Information and Assistance and NY Connects –** Staff will continue to stay up to date on the most current community programs and services including those that are COVID-19 Pandemic related. If needed, a designated vaccine line will be available to handle incoming calls about vaccines. OFA anticipates that our staff will continue to assist with scheduling vaccine appointments and transportation assistance to appointments. Staff will also assist with booster shot appointments once those are available in Broome County. We will continue to update the NY Connects Directory to keep the most up to date listing of available programs and services. OFA plans to utilize COVID recovery funding to educate and disseminate positive messaging related to vaccinations for the flu, COVID-19, boosters and shingles.

- **Transportation –** The OFA Mini-Bus will continue to operate without limiting ridership on its buses unless such restrictions are imposed by the Broome County Health Department. The OFA Shopper Bus service will be available to residents at several senior housing buildings.

To meet the demand for safe transportation, OFA extended its contract with the Rural Health Network's Getthere Mobility Management Program to cover the timeframe of September 2021-September 2023. This contract specifically focuses on supplementing public transportation in urban areas where fixed routes are not available. Additionally it addresses transportation needs of those who reside in the traditionally underserved rural areas of Broome County. With the funding received from OFA, Getthere will continue to grow their volunteer transportation model.

- **Social Adult Daycare Program (ADC) –** both ADC locations in Binghamton and Endwell plan to offer in person services in their pre-pandemic format. Due to the COVID-19 Pandemic we are limiting the number of participants who come in daily to adhere CDC guidelines. The program is able to accommodate a limited number of participants for online programming.

- **In-Home Services –** OFA contracts with local home health care agencies to obtain aides who provide in home services. Finding aides continues to be challenging pre and post the COVID-19 Pandemic. Our office is supporting efforts by the New York State Office for Aging to address current aide shortage, increase capacity and brainstorming new ideas to serve older adults in their home. This could include rate negotiation, changing staffing patterns at the agencies or other methodologies.

  OFA plans to evaluate current rates with contracted home care agencies and expand caregiver support options by providing companion service options through potential AmeriCorps and internship positions. Another option that will be considered is a voucher model where families are provided with funding to respite services. The COVID-19 recovery funds will allow for OFA to hire an additional In-Home Services caseworker to support older adults to remain at home.

  Throughout the pandemic older adults required help obtaining food which prompted OFA to work with a community partner on starting the online shopping program. OFA is exploring new opportunities to continue to offer the online shopper service to support older adults in their homes. Additional volunteers will be needed to shop for older adults for in store and online shopping. We will continue to expand capacity for shopper and laundry service to be done by other contractors so that home health care labor can be maximized and focus on cleaning and also personal care II services.

- **Foster Grandparent Program (FGP) –**The Foster Grandparent volunteers returned to schools and daycare in limited capacity in 2021. The program will continue to work with local school districts and daycares to increase capacity for 2022.

- **Virtual Senior Center Programs** – These programs went live in 2021 to address social isolation among older adults. We anticipate these programs will continue to be available in 2022.

Unmet Needs

The *Plan for Services 2020 – 2024* provided 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 in 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. The 2021-2022 status updates are detailed below for each of the priority areas as well as other areas of unmet needs that were identified in the needs assessment process.

1. Transportation

Listed below in Table 1 are unmet needs identified through OFA's needs assessment process. Table 2 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
• 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
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.
Goal: Improve transportation options for older adults residing in the rural areas of Northern Broome.

Objective 1: Create rural to rural transportation services in the Northern Broome area.

Actions:
- 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.

Outcome: Seniors in Northern Broome area will have access to rural to rural transportation services at a minimum once a week.

Objective 2: Improve existing rural to urban transportation services to better meet the needs of those who reside in the Northern Broome areas.

- 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.

2021-2022 Status Updates for Transportation Objectives & Other Transportation Projects and Improvements

Objective 1: Create rural to rural transportation services in the Northern Broome area.

- The Getthere Mobility Management continues to provide rural-to-rural transportation in the Whitney Point and Lisle communities including a weekly taxi service and a volunteer driver program. These transportation services are planned to support the Rural Health Networks' Northern Broome Cares NORC Project (Naturally Occurring Retirement Community).
- Additional rural to rural transportation services started in 2021: Getthere Mobility Management expanded their Satellite Taxi Program from Whitney Point to Windsor for those age 60 and older. The service takes place on Wednesday afternoons for rides in and around the Village of Windsor. The expansion was supported by Office for Aging funding provided to Getthere (described below under Objective 2).

Objective 2: Improve existing rural to urban transportation services to better meet the needs of those who reside in the Northern Broome areas.

- OFA provided funding to Getthere Mobility Management to offer additional transportation options to older adults during the pandemic. These services supplemented public transportation options that limited number of riders on each bus. A special focus for this funding was the provision of transportation services to older adults in rural areas where there are limited or no public transportation options. This contract initially covered the time frame of May 2020 through September 2021 and was later extended until September 2024. Through this contract residents in the Northern Broome and other rural areas of Broome County will be able to access transportation they need to access healthcare, stores and other destinations.

2021-2022 Transportation related projects and improvements:

- Getthere Mobility Management Advisory Council continues to meet on a bi-monthly basis to seek input from local partners and engage in planning to address transportation needs. This Advisory Council includes the Long-Range Binghamton Metropolitan Transportation Study (BMTS) Planning Committee.
- Getthere Mobility Management continues to grow their Volunteer Drivers Program to allow for expansion of transportation options in Broome County. The ability to recruit new volunteers has been impacted by the pandemic but this is an ongoing effort.
- In the 2020-2021 timeframe OFA worked with BMTS to obtain four PSAs from the NYS Pedestrian Safety Action Plan, "See! Be Seen!" These were posted on OFA's Facebook page once per week in April 2021. BMTS will notify OFA when videos about the Rectangular Rapid Flash Beacons and Pedestrian Hybrid Beacons are produced and whether they will be aired in Broome County or whether OFA will seek PSA opportunities with local stations.
- Broome County Transit received funding and installed 30 new bus shelters in high volume areas and those with unpredictable wait times.

2. Housing

Listed in table t3 are unmet needs identified through OFA's needs assessment process that included surveys and focus groups. Table 4 details service priority areas selected to address housing needs.

Table 3

Housing: Unmet needs identified through needs assessment
• 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
Description of unmet needs: Based on input gathered from OFA's needs assessment (surveys, focus groups) the following housing needs exist in the community: - **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.

2021-2022 Status Updates for the Housing Objectives & Other Housing Projects and Improvements

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.

- OFA's NY Connects staff continually educate the public about available housing options through a variety of publications including the newly created "How to Find a Private Apartment". This publication is geared towards middle-income renters who are not eligible for subsidized housing but do not have substantial financial means. OFA is currently in the process of adding information on middle income housing (rental rates between $875 and $2,000) to the existing "Senior Apartment Housing Guide."
- Through an ongoing housing workgroup, community volunteers and professional stakeholders are meeting to explore the development of additional housing and innovative housing options in Broome County. These meetings have brought together the Executive Directors of the Broome Community Land Trust, the Broome County Land Bank, The S.E.P.P. Group, Broome County Planning staff, and OFA Director. The workgroup meetings have provided important networking opportunities.
- The Age-Friendly workgroup continues to discuss and explore ideas to address the need for more middle-income housing in Broome County.

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.

- A housing workgroup volunteer advocated for the need for more senior housing with the Town of Union Planning Board during their FY21 CDBG funding priorities meeting.
- OFA provided data from the Age-Friendly Community Needs Assessment to housing developers.
- The Broome Age-Friendly Project Coordinator is continuing to research the innovative housing programs such as the Village-to-Village model. OFA has learned of a new inter-generational housing program called the Tree House Project and will support the Children's Home of the Wyoming Conference in the planning process.

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

- Rural Health Network plans to hire AmeriCorps workers to do home repairs in the Northern Broome Cares NORC.
- OFA continues to advocate for the need for home repairs and modifications funding to assist older adults in their ability to age-in-place.
- In 2021, the April edition of the Senior News featured an article about avoiding contractor scams and hiring a reliable contractor. The article was created with help from the Southern Tier Home Builders & Remodelers Association (STHBA). In addition, several contractor scam articles were published in the Senior News.
- OFA explored the possibility of obtaining a senior discount through local contractors with the STHBA. STHBA assists homeowners in connecting with vetted contractors through their member list, but there is no senior discount available through their members.

Continued Advocacy:

- OFA provided a letter of support to CDS Housing for a large new subsidized senior housing project in Endwell. OFA also advocated for the need for age-friendly housing features in the new development, such as walk-in showers.
- OFA provided a letter of support to First Ward Action Council for a new building called Vestal Chateau that if funded will be built on Rt.26 in Vestal.

New Housing in Broome County:

- Fairmont Park Apartments in the Town of Union are recently built energy efficient, affordable apartments open to families who meet eligibility requirements – 17 two-bedroom and 17 three-bedroom units. Two will be fully accessible and adapted specific to households with at least one family member who has a mobility impairment. One unit will be fully adapted to persons with hearing and/or vision impairments. Fairmont Park Apartments is a development of The S.E.P.P. Group in partnership with Two Plus Four Management.

3. Communication

Table 5 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.   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.

Goal: Improve communication to older adults about programs, community events, and social opportunities.

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.

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.

Objective 3: Continue to use traditional communication options that are Age-Friendly, such as flyers, TV and radio, local printed newspapers etc.

2021-2022 Status Updates for Communication Objectives & Other Communication Projects and Improvements

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.

2021-2022 Update: This objective was explored and was impacted by the COVID-19 Pandemic. OFA will revisit this objective in 2022 and explore potential options to develop an app to distribute information. In 2021, OFA increased promotion of events and programs on OFA's Facebook account to reach older adults who utilize Facebook. Traditional methods such as printed flyers and the Senior news continue to be utilized to reach older adults who are not on social media.

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.

- An ad hoc workgroup researched and created an Age-Friendly Communication Fact Sheet containing some best practices for print, verbal, tv/radio, and digital communication. It was distributed widely in Broome County to county and municipal government, healthcare, cultural and entertainment venues, libraries, businesses, and nonprofits. The fact sheet is also available on the OFA website.

Objective 3: Continue to use traditional communication options that are Age-Friendly, such as flyers, TV and radio, local printed newspapers etc.

- In 2021, OFA redesigned their section of the county website to be more age-friendly and improve navigation to needed information.
- OFA created a logo and brochure about the Broome Age-Friendly Project in order to increase raise awareness of age-friendly efforts in the community.
- OFA continues to utilize traditional printed communication options such as the Senior News and ads in the local Press & Sun-Bulletin to educate the community about programs, events, and other

opportunities. This printed form of communication continues to be important to many older adults who prefer this method of obtaining needed information.

- In the Senior News, several monthly columns have been added to provide ongoing education: one on services available through OFA's NY Connects and the other about upcoming community events.
- During the pandemic, the Senior News featured an article on opportunities to connect to social, educational, and exercise opportunities from home by phone, internet, and printed information sent through the mail.

Additional unmet needs and areas of concern are listed below. These issues are addressed through a variety of projects and collaborations. The 2021-2022 Status updates are listed below.

Caregiving
- 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

2021-2022 Status Update:
This area of unmet needs was significantly impacted by the COVID-19 pandemic. OFA continues to evaluate caregivers' needs and advocate for appropriate services. The Caregiver services unit at OFA provides counseling to caregivers who need assistance with exploring their options to help them in their caregiving roles. Caregiver support groups and caregiver training options continue to be offered online and will resume in person when it is safe to do so. OFA is also exploring ways to expand current respite options to assist as many caregivers as possible. This includes starting a voucher respite program, creating new day program options, and providing in home companionship/supervision services. OFA is looking at new community locations for a "drop in" respite program to allow caregivers to receive needed respite.

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.

2021-2022 Status Update:
In March of 2021, OFA partnered with the Southern Tier Food Bank for a pilot senior food distribution project. Senior-friendly food baskets, containing products in modest sizes, were provided to older adults in the rural Deposit area. Older adults could pick up the food baskets or they were delivered to those without transportation. In 2021, OFA partnered with local food banks to distribute Farmers Market Coupons.

Medical & Mental Health
- 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 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

2021-2022 Status Update:

Several of these unmet needs were worsened due to the COVID-19 pandemic. OFA took an all-hands-on-deck approach to helping older adults obtain vaccine appointments, which included assistance to many older adults in rural areas. Rural Health Network's Getthere Mobility Management Program provided free transportation to vaccine appointments.

In March 2021, OFA launched the Virtual Senior Center Project after being selected to be one several pilot counties in NY State. Online activities including exercise classes are available to older adults to help them say engaged and connected. OFA is also promoting the Getset up platform that allows all older adults in NY State to access free classes. A new flyer was created for distribution that informs older adults and caregivers about online programming opportunities to help battle social isolation. OFA purchased 20 tablets as part of the Virtual Senior Center project. These will be distributed at the end of 2021 to local older adults who don't have access to online programming due to lack of technology and the internet. OFA continues to look for new partnerships to address social isolation including creating new internship opportunities.

In 2021 OFA connected with United Health Services (UJS) that has adopted age-friendly concepts at their primary care sites. OFA and UHS will continue to discuss how to improve access to services for older adults following medical care in a hospital or a primary care office.

Emergency Preparedness
- Lack of emergency housing/shelters that accept pets
- Lack of emergency pet care.
- 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

2021-2022 Status Updates:

In 2021, OFA continued to work with the Broome County Emergency Services and the America Red Cross to make sure at least one of the local senior centers is set up to be an emergency shelter if needed. In 2022, OFA will reach out to the local pet shelters to explore the potential to set up emergency pet care services for older adults in need.

Financial (need a status update)
- 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

2021-2022 Status Updates:

In 2021, the AgeOn fund of Broome County was established to assist older adults with unmet needs through financial contribution to purchase needed items. In 2021, the first approved financial case referred from OFA to AgeOn, was for AgeOn to finance a new bed for a client who discharged from a local hospital.

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

2021-2022 Status Updates:

- Many of the unmet needs listed above were significantly impacted by the COVID-19 pandemic. To assist with social isolation issues during the pandemic, OFA made telephone reassurance calls to isolated seniors including those who used to visit the local senior centers. These calls continue to seniors who are unable to come to the senior centers that re-opened in June 2021.

- To address social isolation issues in the community, OFA signed up to pilot the Virtual Senior Center Program (VSC). The VSC launched in March 2021 and allows isolated seniors access to online programming to help them stay connected and engaged. Additionally, OFA started promotion online programs available through Getset up that provides free access to all older adults in NY State. OFA created a new flyer that informs older adults and caregivers about online programming opportunities to help battle social isolation. OFA purchased 20 tablets as part of the Virtual Senior Center project. These will be distributed at the end of 2021 to local older adults who don't have access to online programming due to lack of technology and the internet.

-The Southern Tier Home Builders Association (STHBA) was featured in an article in the Senior News related to hiring reliable contractors and avoiding scams. STHBA has a searchable list of member contractors.

-OFA featured an article in the April 2021 Senior News, "Connect to a World of Activities from Home" about social and other opportunities for homebound individuals.

In September 2021, OFA Director Mary Whitcombe joined Senator Gillibrand in advocating for lower Medicare prescription drug prices and the need to educate seniors on the importance of reviewing their Medicare coverage during Open Enrollment. In October 2021, OFA Director Mary Whitcombe joined Senator Gillibrand in advocating for better pay for home health care workforce to improve staff retention to provide these needed services.

Action Plan

The Office for Aging (OFA) *Plan for Services 2020-2024* included an Action Plan that details seven larger goals, specific objectives, strategies and outcomes that address these goals. The 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.

This publication provides you with updates on our Action Plan goals that occurred in 2021 and some information about plans for 2022. Please note that several of the objectives and its outcomes were impacted by the COVID-19 Pandemic.

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 IIID 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 planned to 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.

2021-2022 Status Update: Objective and actions are in progress and on track.

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.

2021-2022 Status Update: Objective and actions are in progress and on track.

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.

*2021-2022 Status Update***:** Objective and actions are in progress and on track.

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.

2021-2022 Status Update: Objective and actions are in progress and on track.

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.

*2021-2022 Status Update***:** Objective and actions are in progress and on track.

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.

*2021-2022 Status Update***:** Objective and actions are in progress. The COVID 19 pandemic impacted this objective. AOP will continue to recruit new volunteers for the HIICAP program.

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.

*2021-2022 Status Update***:** Two newly hired caseworkers completed the CADER training in 2021.

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.

*2021-2022 Status Update***:** Outcome was met in 2020.

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.

2020-2021 Status Update: This objective was completed in 2020.

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 Mini-Bus 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 Mini-Bus users will have access to healthcare and other necessary services in a timely manner.

2021-2022 Status Update: Objective and actions are in progress. The survey to measure this outcome has been delayed due to COVID 19 Pandemic and will be completed by the end of 2021.

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 Mini-Bus, 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.

2021-2022 Status Update: This objective is ongoing to address the most current transportation needs in the community. Two new service options were established in 2020:

- Enhancement of transportation options in urban areas: In May 2020, OFA entered into a contract with Getthere – Broome County's Mobility Management Organization to provide additional transportation options to the 60+ population during the COVID 19 pandemic. This contract specifically focuses on supplementing the OFA Mini-Bus and BC Lift service in urban areas during COVID 19 as there is a limit of two riders who are able to ride on a bus. 2021-2022 Update: This contract was extended and will be in effect from September 2021-September 2024.

- New rural transportation option: This contract also addresses transportation needs of those who reside in the traditionally underserved rural areas of Broome County. Through the contract Getthere expanded their existing model that utilizes a dedicated taxi vehicle to those who need transportation within Windsor. This model provides a much needed rural-to-rural 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.

2021-2022 Status Update: Objective and several actions were accomplished or are in progress. This implementation of this objective and relevant action steps is ongoing to address transportation needs in our community. The Broome Age-Friendly Action Plan was submitted and approved by AARP in September 2020.

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.

2021-2022 Status Update: This objective has been impacted by the COVID-19 pandemic. OFA will re-visit this objective in 2022 and explore ways a private pay policy would work in Broome County.

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.

2021-2022 Status Update: Objective and actions are in progress. As of 2021, the initiative known as DSRIP is now an Open Network that OFA continues to partner with. OFA is moving forward with building new partnerships and developing a business case. In 2021, Northern Broome CARES NORC Program contracted with OFA to provide PERS (Personal Emergency Response System) service to clients in the Northern Broome service area.

> **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)

<u>Objective 1:</u> 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.

2021-2022 Status Update: COVID 19 pandemic impacted this objective and will likely impact it in the 2021-2022 timeframe due to a limited number of aides available to provide service to older adults. OFA continues to explore new partnerships to contract for in-home services and work with Federal and State partners to support changes that would improve access to in-home aide services.

<u>Objective 2:</u> 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)

- Write a request for proposal.
- 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.

2021-2022 Status Update: Objective and actions are in progress but were impacted by the COVID-19 pandemic. OFA will resume utilizing a local laundry cleaning company to save the time home health care aides spend on going to local laundromats and allowing them more time to focus on the other in-home needs. OFA will also explore contracts for heavy cleaning for clients who live in substandard 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.

2021-2022 Status Update: Objective and actions are in progress. COVID 19 pandemic had a significant impact on this objective due to limited in person respite at Adult Day Care sites between August 2020 and early September 2021. OFA continues to engage in planning meetings with NYS Office for Aging about a voucher respite program and has identified two sites that could be used to provide respite.

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.

2021-2022 Status Update: Objective and actions have been met. Office for Aging supports the Northern Broome CARES Program by providing office space at the Northern Brome Senior Center,

inviting staff to OFA's monthly staff trainings and referring any individuals who reside in the Northern Broome community to the program. OFA Director serves on the Northern Broome CARES Program Advisory Council.

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.

*2021-2022 Status Update***:** Objective and actions are in progress.

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.

*2021-2022 Status Update***:** Objective and actions are in progress. The Program Coordinator hired to oversee the Broome Age-Friendly Project continues to work on the implementation of the Broome Age-Friendly Action Plan that was submitted to AARP for approval in September 2020.

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.

2021-2022 Status Update: Due to the COVID-19 pandemic the FG Program was temporarily on hold and was able to plan for full return to local classrooms and daycares in Fall of 2021. Majority of FG volunteers were able to return to their sites as of September 2021.

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.

2021-2022 Status Update: Objective and actions are significantly impacted by the COVID 19 pandemic. Small number of volunteers was allowed to perform in person activities in 2021. The

program is planning a full return to local classrooms and daycares pending local COVID 19 restrictions.

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.

2021-2022 Status Update: Objective and actions are in progress. The Broome Age-Friendly Action Plan was submitted and approved by AARP in September 2020 and a workgroup was established to address volunteerism and civic engagement opportunities for older adults. The age-friendly planning and implementation will continue in 2022. In August 2021, an article was published in Senior News and included information about volunteer opportunities. OFA will continue to utilize this broadly distributed newsletter in the future to promote volunteerism and civic engagement opportunities. OFA is also supporting RSVP (Retires Seniors Volunteer Program) in their efforts to recruit volunteers and working with VAST (Volunteer Administrators of the Southern Tiers) to increase community awareness about the benefits volunteerism and civic engagement.

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.

2021-2022 Status Update: Objective and actions are in progress. OFA staff continue to utilize the De-Jong Scale of Loneliness when conducting assessments with clients. This scale helps to identify those who are socially isolated and lonely. OFA was selected by NYS Office for Aging to launch the Virtual Senior Center Program to older adults in Broome County in March of 2021. This project provides free access to activities and programming through an online platform. OFA continues to promote this program and purchased tablets to be distributed at the end of 2021 to group of clients who will be able to access the Virtual Senior Center Program activities and utilize the tablets for other needs. Through the Broome-Age Friendly Project the "Mark your Calendar!" columns was added to the Senior News to educate the public about events and other opportunities. Senior News will continue to be used to promote social opportunities that help address social isolation needs.

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.

*2021-2022 Status Update***:** Objective and actions are in progress. Customer satisfaction surveys for the Home Delivered Meals Program and the Congregate Meals Program will be completed at the end of 2021. Feedback about meal quality is collected from Meals on Wheels and senior center participants continuously and addressed with the food vendor.

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.

2021-2022 Status Update: Objective and actions are in progress. customer satisfaction surveys for the Home Delivered Meals Program and the Congregate Meals Program will be completed at the end of 2021. Feedback about meal quality is collected from Meals on Wheels and senior center participants continuously and addressed with the food vendor.

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.

2021-2022 Status Update: Objective and actions are in progress and will be reported by 2024. In June of 2021, all Broome County senior centers re-opened to in-person dining and activities. OFA partnered with local food pantries to distribute Farmers' market coupons to eligible older adults.

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.

2021-2022 Status Update: Objective and actions are in progress and are on track.

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.

2021-2022 Status Update: This objective and action steps are in progress. Several potential locations were identified. Several staff at the Social Adult Daycare, Northern Broome Cares and Broome County senior centers have been trained in the REST program. Additional training will be held in September 2021.

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.

2021-2022 Status Update: No services were expanded due to the COVID-19 pandemic. This objective will be explored in 2022.

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.

2021-2022 Status Update: Objective and actions are in progress and on track.

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.

2021-2022 Status Update: In early 2021 this objective was impacted by the COVID -19 Pandemic. OFA continues to support local partners who offer Tai-Chi for Arthritis and encourages older adults to participate. Additionally, OFA started a new evidence-based program called Bingosize that includes a falls prevention component. A new evidence-program called Walk with Ease will be offered to older adults starting in 2022.

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.

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

2021-2022 Status Update: No CDSMP or DSMP classes were held in 2021 due to low interest from older adults in our area. A new program called Bingosize was started in the beginning of 2021 and 18 completed this class between January and June 2021. Office for Aging plans to offer a new evidence-based program called Walk with Ease to older adults in 2022. OFA will recruit volunteers who can teach Bingosize and other evidence-based programs such Walk with Ease and Age-Tastic!.

Disease Prevention and Health Promotion Services: Sepsis Prevention

<u>Objective 1:</u> 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.

2021-2022 Status Update: Objective and actions are in progress. An article on sepsis was published in the June and September 2021 Senior News and on the OFA Facebook page. OFA will explore finding local partners who can present this information at local senior centers. Information about sepsis continues to be discussed during initial home visits with clients who requested in-home services. A handout will be created for wider distribution.

> **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)

<u>Objective 1:</u> 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.

2021-2022 Status Update: Objective and actions are in progress and on track.

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

2021-2022 Status Update: Objective and actions are in progress and on track.

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

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.

2021-2022 Status Update: The NWDBC grant ended in September 2020. OFA staff continue to participate in NYS Office for Aging planning meetings to discuss the NWDBC grant action steps and provide expertise as needed.

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.

2021-2022 Status Update: The NWDBC grant ended in September 2020. OFA staff continue to participate in NYS Office for Aging planning meetings to discuss the NWDBC grant action steps and provide expertise as needed.

> **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.

2021-2022 Status Update: Objective and actions are in progress and on track.

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.

2021-2022 Status Update: Objective and actions are in progress and are on track.

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.

2021-2022 Status Update: This objective was met in 2020. OFA will continue to train local professionals to increase awareness about elder abuse and prevention.

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.

2021-2022 Status Update: This outcome has been met. OFA staff will continue to support Broome County's Enhanced Multi-Disciplinary Team.

> **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.

2021-2022 Status Update: No emergency shelter was operational in 2021 in Broome County, but OFA is ready to assist with shelters if needed.

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.

2021-2022 Status Update: Outcome was met in 2020. Emergency protocols were updated again in 2021.

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.

2021-2022 Status Update: Objective and actions are ongoing. OFA staff member supported to the Broome County Emergency Operations Center during the COVID-19 pandemic and continue to serve on the BCCOAD Advisory Committee.

> **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.

2021-2022 Status Update: Objective and actions are in progress and ongoing. In 2020, Office for Aging received technical assistance from Care Compass Network and its contractor Kulik Strategies to develop ROI for several OFA services in order to support future business partnerships. In 2021, OFA connected with a local health care system to explore a potential partnership.

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.

2021-2022 Status Update: Objective was met in 2020. OFA staff will continue to participate in DSRIP 2.0 planning activities. OFA participated in the Housing Cohort through Visiting Nurses Association to provide assistance with Medicaid applications, nutrition counseling and education. OFA Information and Assistance staff provided navigation services to Medicaid recipients as part of a contract Care Compass Network – the local DSRIP.

Broome County Office for Aging Projected Units of Service – 2022

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 Projections
All Caregiver Services clients	Unduplicated participants	350
Caregiver Counseling	Participants receiving counseling	340
Information & assistance	One contact	50
Caregiver support groups/training	Participants attending training	150
Budget Projections	**Source**	**Amount**
	Federal, state or local government funds	$149,054

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	2022 Projections
FGP	Unduplicated Foster Grandparents	55
FGP	New Foster Grandparents	11
FGP	Stipend dollars for low-income seniors	$150,336
FGP	Hours of service to Broome County schools and other institutions	$50,112
FGP	Number of school districts/agencies hosting Foster Grandparents	20
FGP	Number of children served during the academic year	144
Foster Grandparent Program		
Budget Projections	**Source**	
	Federal, state or local government funds	$308,587
	Contributions, cost share or direct billing	$16,500
	TOTAL	$325,087

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

Service	Description	2022 Projections
Health Promotion (Evidence-based)*	Attendance at activities	300
Health Promotion in the Community (non-evidence based)**	Attendance at activities	200
Health Promotion at Senior Centers (non-evidence based)	Attendance at activities	21,000
Recreation/Education	Number of activities (sessions) offered	5,100
Nutrition Counseling	Hours of service	200
Nutrition Counseling	Unduplicated number of participants	75
Nutrition Education	Total number of participants	28,000
Budget Projections	**Source**	
	Federal, state or local government funds	$220,233
	Contributions, cost share or direct billing	$0
	TOTAL	$220,233

* Evidence-based Health Promotion programs such as flu clinics, Thai Chi, and CDMSP classes.
** 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	2022 Projections
HIICAP/AOP	Unduplicated clients with individual counseling sessions from AOP	2,100
HIICAP/AOP	Estimated dollar savings for counseled clients	$2,000,000
HIICAP/AOP	Education programs	40
HIICAP/AOP	Number of attendees at education programs	400
HIICAP/AOP	Volunteer hours	1,650
Budget Projections	**Source**	
	Federal, state or local government funds	$33,999

Home Delivered Meals
Healthy meals delivered to the homebound.

Service	Description	2022 Projections
Home Delivered Meals	Unduplicated participants	740
Home Delivered Meals	One meal	195,340
Budget Projections	**Source**	
	Federal, state or local government funds	$1,017,329
	Contributions, cost share or direct billing	$299,700
	TOTAL	$1,317,029

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 Projections
HEAP	Applications received	2,120
HEAP	Benefits awarded	$850,000
HEAP	Applications approved	1,800
Budget Projections	**Source**	
	Federal, state or local government funds	$115,000

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

Service	Description	2022 Projections
IHSU caseload	Unduplicated clients	950
Personal care hours	One hour of personal care	50,000
Personal Emergency Response System (PERS)	Unduplicated clients with PERS	170
Respite hours: in-home and institutional*	One hour of respite	9,300
Case management hours	One hour of service	6,250
Budget Projections	**Source**	
	Federal, state or local government funds	$1,221,227
	Contributions, cost share or direct billing	$12,000
	TOTAL	$1,233,227

*Respite includes personal care in the home, social adult day programs, and institutional overnight care.

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	2022 Projections
Information & Assistance	Unduplicated clients for OFA I & A and NY Connects	6,200
Information & Assistance	I & A contacts for OFA and NY Connects	18,000
Elder Abuse Outreach Program	Unduplicated elders receiving case assistance	850
Senior News	Copies printed monthly	7,150
Budget Projections	**Source**	
	Federal, state or local government funds	$716,076
	Contributions, cost share or direct billing	$28,000
	TOTAL	$744,076

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 Projections
Legal Services	Unduplicated clients served	290
Legal Services	Hours of service	500
Budget Projections	**Source**	
	Federal, state or local government funds	$ 34,125
	Contributions, cost share or direct billing	$1,000
	TOTAL	$35,125

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

Service	Description	2022 Projections
Congregate Meals	Unduplicated participants	1,660
Congregate Meals	Number of meals served	73,450
Budget Projections	**Source**	
	Federal, state or local government funds	$496,424
	Contributions, cost sharing or direct billing	$222,363
	TOTAL	$718,787

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 Projections
Senior Helpers employers	Unduplicated count of Senior Helpers employers who hire a worker	500
Senior Helpers workers	Unduplicated count of Senior Helpers workers with a job match	140
Senior Helpers workers	New job seekers registered	50
Senior Helpers workers	Job matches made	500
Budget Projections	**Source**	
	Federal, state or local government funds	$25,643

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 Projections
Shopper Service	Unduplicated clients	30
Shopper Service	Contacts	720
Budget Projections	**Source**	
	Federal, state or local government funds	$25,000
	Sub-contractor match	$7,500
	TOTAL	$32,500

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 Projections
Adult Day Care	Unduplicated clients served	60
Adult Day Care	Hours of service	18,000
Budget Projections	**Source**	
	Federal, state or local government funds	$193,568
	Contributions, cost share or direct billing	$78,000
	TOTAL	$271,568

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

Service	Description	2022 Projections
Transportation	Unduplicated clients	500
Transportation	One-way trips	17,500
Budget Projections	**Source**	
	Federal, state or local government funds	$226,242
	Contributions, cost share or direct billing	$23,000
	TOTAL	$249,242

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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