



# **Broome County Office for Aging**

*. . .bringing seniors and services together*

**Annual  
Report  
2008**

# Broome County Office for Aging

Barbara J. Fiala, Broome County Executive • Kathleen Bunnell, Director



Broome County Office Building • 44 Hawley Street • P.O. Box 1766 • Binghamton, New York 13902  
(607) 778-2411 • Fax (607) 778-2316 • Website: [www.gobroomecounty.com](http://www.gobroomecounty.com)

June 22, 2009

Barbara J. Fiala  
Broome County Executive  
Edwin L. Crawford County Office Building  
Binghamton, NY 13901

Dear Ms. Fiala:

I am pleased to submit to you the Office for Aging Annual Report 2008. The report details the many ways that the Office for Aging served our growing senior community last year.

During 2008, the Office for Aging provided services and benefits for 11,016 identified seniors and caregivers, with 51% of those served being age 75 or older. In addition, the Office for Aging had multiple contacts with unidentified seniors and caregivers. The demand for our most critical services is an indicator of the level of need in Broome County.

Home delivered meals are one of the most inexpensive ways to help functionally impaired elders stay in their homes. Office for Aging continues to respond to the increasing demand for home delivered meals. In 2008, the agency delivered over 196,000 meals. Most of the recipients lived alone (61%) and 40% were age 85 or older.

The In-home Services Unit continues to face significant increases in the demand for assessments and home care services. The number of housekeeping / personal care hours provided continued to grow in 2008; a total of 29,195 hours of service were used by infirm elders.

More and more, caregivers are looking for respite options that provide their loved one with a meaningful experience. One option is social adult day care. Office for Aging is experiencing a substantial increase in demand in the adult day program. The Yesteryears Social Adult Day Care Program delivered 48,025 hours of service—a 14.7% increase over the previous year.

Besides these critical programs, the Office for Aging provides a diverse array of services that are designed to promote independence. Central to this effort is the Senior Resource Line which handled 10,019 calls from seniors and caregivers seeking help in linking to services and benefits. The main requests for information were focused on transportation, financial issues and housing.

Office for Aging community-based services include the senior community centers, which served 117,746 meals last year. Our benefit programs include HEAP which awarded \$934,680 to help seniors and individuals with disabilities meet their rising energy costs; this is more money than was awarded in any previous year. WRAP leveraged over half a million dollars for energy efficient home repairs to low-income households.

Office for Aging continued to coordinate the Aging Futures Partnership. Efforts focused on transportation, caregiving, social connections, mental health and livable communities. The Director reported on the work of the partnership at two state-wide conferences in 2008.

The accomplishments of the Office for Aging are the result of the work of a dedicated staff, the commitment of our contract agencies, and the enthusiasm of numerous volunteers. With the growth of our elderly population we have many opportunities and challenges ahead of us as a county. The Office for Aging will continue to take a leadership role in helping the community prepare for its future.

Sincerely,

A handwritten signature in cursive script that reads "Kathleen Bunnell".

Kathleen Bunnell  
Director

## Table of Contents

Directory of Office for Aging Locations .....	ii
Services and Programs of the Office for Aging .....	iii
Agency Mission / Agency Profile .....	1
Planning and Administration of a Coordinated Service System .....	2
Management Information Systems .....	6
A Profile of Seniors in Broome County .....	7
Financial Management .....	11
Access .....	13
Caregiver Services .....	13
Information and Assistance and Intake Services (Senior Resource Line) .....	15
Benefit Programs .....	17
Foster Grandparent Program (FGP) .....	17
Gaining Resources for Older Workers (GROW) .....	18
Home Energy Assistance Program (HEAP) .....	19
Community Based Services .....	20
Elder Abuse Outreach Program .....	20
Health and Wellness Program .....	21
Health Insurance Information, Counseling and Assistance Program (HIICAP) .....	22
Home Repair Program .....	23
Legal Services .....	24
Long Term Care Insurance Education and Outreach Project (LTCIEOP) .....	25
Long Term Care Ombudsman Program (LTCOP) .....	26
Senior Centers .....	27
Social Adult Day .....	28
Transportation .....	29
Weatherization Referral, Assistance and Packaging (WRAP) .....	30
In-home Services .....	31
Expanded In-home Services for the Elderly (EISEP) .....	31
Home Delivered Meals .....	33
Mental Health Services .....	34
Shopper Program .....	35
Contract Agencies .....	36
Advisory Council Members .....	36

## **Broome County Office for Aging Directory**

### **Main Office**

44 Hawley Street

Binghamton, NY 13901

(607) 778-2411

### **Adult Day Care – *Yesteryears***

Binghamton	778-2946
Endwell	785-0494

### **Meals on Wheels**

Binghamton	778-6205
Chenango Bridge	648-4571
Conklin/Kirkwood	343-4396
Harpursville	693-2069
Whitney Point	692-2653

### **Senior Centers**

Deposit	467-3953
East Side, Binghamton	723-4292
Endwell	785-3427
First Ward, Binghamton	729-6214
Harpursville	693-2069
Johnson City	797-3145
North Shore Towers, Binghamton	772-6214
Oak Street, Binghamton	724-1220
Vestal	754-9596
Whitney Point	692-3405

## Services and Programs

The services, programs, community planning and coordination efforts of the Office for Aging fall into four categories; Access Services, Benefit Programs, Community Based Services, and In-home Services.

### Access Services

Access Services provide information and assistance to older persons and their families. These services are an entry point where a person's needs are identified and evaluated. Staff may provide the needed information or refer people to appropriate services. Education and current information is also provided through the *Senior News*, our monthly newspaper. The services are:

- ✓ Caregiver Counseling and Support
- ✓ Senior Resource Line
- ✓ Information and Assistance

### Benefit Programs

Benefit Programs provide eligible older persons with direct financial benefits. The programs are:

- ✓ Foster Grandparent Program (FGP)
- ✓ Gaining Resources for Older Workers (GROW)
- ✓ Home Energy Assistance Program (HEAP)

### Community Based Services

Community Based Services provide a range of programs outside of the home. They are utilized by both well, active seniors and those who are frail, but not homebound. The services are:

- ✓ Elder Abuse Outreach Program
- ✓ Health and Wellness Program
- ✓ Health Insurance Information, Counseling and Assistance Program (HIICAP)
- ✓ Home Repair Program
- ✓ Legal Services
- ✓ Long Term Care Insurance Education and Outreach Project (LTCIEOP)
- ✓ Long Term Care Ombudsman Program (LTCOP)
- ✓ Senior Centers
- ✓ Social Adult Day Care
- ✓ Transportation
- ✓ Weatherization Referral, Assistance and Packaging Program (WRAP)

### In-home Services

In-home Services provides support to older persons living in their own homes. Recipients of In-home Services are usually homebound or have significant barriers to moving about the community. The services are:

- ✓ Expanded In-home Services for the Elderly (EISEP)
- ✓ Home Delivered Meals
- ✓ Mental Health Services
- ✓ Respite Services
- ✓ Shopper Services

# Broome County Office for Aging

## Agency Mission

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

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

## Agency Profile

The Broome County Office for Aging is one of 59 Area Agencies on Aging in New York State. The agency is dedicated to being a focal point for information, advocacy and coordination of aging services. Office for Aging serves the community directly, as well as through contractual agreements with 20 community agencies, and through coordination with other service providers. Through multiple locations and 20 programs, the Office for Aging provided services to the senior citizens and caregivers of Broome County in 2008.

The agency serves as a strong advocate for senior citizens. The staff of 38 full-time and 29 part-time employees is involved with numerous community agencies in board membership or advisory capacity. Office for Aging staff helps provide forums for discussion among professionals and to provide information on aging to the general community. Office for Aging service data will contribute to a model predicting nursing home placement risk in NY State. Representation at the local and state level helps to assure community awareness and provides support for solutions to issues faced by our elder population and their caregivers.

## **Planning and Administration of a Coordinated Service System**

Office for Aging services are designed to help seniors retain their independence by ensuring that they are able to access needed information, benefits and services. The Office for Aging may directly provide a senior with a needed service or may supply the necessary link to a benefit or program offered by another agency. For those seniors with more intensive needs, Office for Aging staff guides and assists them in connecting with needed programs.

### **Accomplishments**

During 2008, the Office for Aging provided services and benefits to an identifiable 11,016 seniors and caregivers. Services were also provided to an undetermined number of unidentified seniors and caregivers. The majority of these individuals received information from the Office for Aging that will allow them to link to community services and help an older adult to remain independent.

Office for Aging strives to ensure that supports are in place for the frailest and most vulnerable members of the community. In 2008, over 51% of those served by the agency were 75 years of age or older and more than 19% were age 85 or older. These eldest of the elderly are the people who are most in need of community support. By providing a comprehensive mix of in-home and community-based services, Office for Aging works to maintain the health and wellness of all

seniors, while assisting those with chronic conditions and functional limitations.

Home delivered meals are one of the most inexpensive ways to help functionally impaired elders stay in their homes. Office for Aging continues to respond to the constant demand for home delivered meals. In 2008, the agency delivered over 196,200 meals: up more than 10,000 meals over the previous year; this represents a 5.6% increase in meals served. A total of 606 new starts were made in the Home Delivered Meal Program. Office for Aging and Central Foods worked together to incorporate meal choice in this program. Participants are now able to make a choice of entrée one day each week; the response from both participants and volunteers has been positive. The Conklin/Kirkwood distribution site was moved to the new Conklin Community Center—a more central location which increased the program's visibility.

The number of people age 75 or older is growing. This population is more likely to need in-home services. The In-home Services Unit continued to face a high demand for assessments and home care services. While the total number of hours of service provided in 2008 was higher than the previous year, the shortage of aides in the area meant that some eligible seniors could not be served even though funds were available. The lack of aides is especially acute in the rural areas.

The GROW Program helps seniors hire in-home help to address the needs not only for personal care and housekeeping, but also for repair and maintenance problems that many seniors can no longer handle themselves. GROW made 543 successful matches between employers seeking in-home help and a registered worker.

Other programs help with home maintenance and personal needs. The Home Repair Program, which is sub-contracted to First Ward Action Council, helped low-income elderly with home repairs; 35 homes received multiple repairs in 2008. And the Shopper Program used volunteers to make 4,587 one-way shopping trips on behalf of frail, homebound elders.

More and more, caregivers are looking for respite options that provide their loved one with a meaningful experience. One option is social adult day care. The Yesteryears Social Adult Day Care Program delivered 48,025 hours of service; this is more than a 14% increase over the previous year. Yesteryears also started a caregiver chat group that supports 10-14 caregivers whose care-receivers attend the Yesteryears program. The program adjusted to temporary increases in demand for services by increasing staffing to allow sites to serve additional participants during period of high demand and by offering Saturday hours for the fall months at the request of caregivers. Yesteryears improved its facilities by adding a patio area at the Endwell site and by replacing existing chairs at the Binghamton site with higher chairs that were easier for the participants to use.

Helping seniors manage and understand complex issues is an ongoing challenge for Office for Aging. The topics most commonly discussed with the Senior Resource Line staff included: senior ride programs, income tax, general financial

issues, low-income housing, and mental health services.

The Office for Aging website was updated and improved. Many forms, documents and applications were added to help seniors and caregivers access benefits and services faster. Visitors can review frequently asked questions to learn more about Office for Aging services. A page of links to other organizations helps visitors connect to agencies that are able to provide assistance.

Getting health, benefit, and event information to the elderly presents an ongoing challenge. Office for Aging meets this challenge through the Senior News. Through this monthly newspaper, the agency publishes timely information on a variety of topics. The Senior News, which typically distributes 7,200 copies per month, is an easy-to-access source of information for seniors. In 2008, the Senior News staff worked to diversify the range of topics discussed; there's now an emphasis on wellness, chronic disease management, and on saving money. A broader array of lifestyle information is now provided.

The Health Insurance Information and Counseling Program provides both educational sessions and individual counseling to help seniors make well-informed decisions. HIICAP, which is contracted to Action for Older Persons, Inc. with additional services from Office for Aging staff, provided 1,204 seniors with one-to-one counseling on every variety of health insurance.

The area of long term care insurance is important for people planning for a possible need for home care or a nursing home placement in the future. The Long

Term Care Insurance Education and Outreach Program uses trained volunteers to counsel and help families make informed decisions on their long term care needs. Educational programs provided through LTCIEOP reached 245 individuals; a total of 49 individuals had a one-on-one consultation with LTCIEOP staff or volunteers. The Office for Aging contracts with Action for Older Persons, Inc. to provide this service.

Heating one's home continues to grow more costly. The 2007 – 2008 HEAP season saw an increase of almost thirteen percent in benefits awarded to seniors over the prior year. A total of \$934,680 in benefits was allocated to seniors this season. These benefits helped low-income seniors manage their budgets by providing assistance in paying for escalating heating costs. The WRAP program helped low-income seniors connect to services that provide home repairs that improve energy efficiency and safety; the dollar value of services and repairs leveraged in 2008 was \$568,891.

Seniors who do not drive need to be able to get to their doctor, the grocery store, their pharmacy and to senior community centers. In 2008, seniors took over 20,000 one-way trips through agency-funded transportation services.

The knowledge that they might fall weighs on the minds of the frail elderly. When an isolated elder falls at home, it is important to get assistance quickly. The In-home Services Unit continued to provide Personal Emergency Response Units (PERS) to clients through service contracts with Link to Life and Project HEAR. In 2008, a total of 157 frail individuals received a PERS unit. These devices help ensure the safety of clients who live alone and are at risk for falls. Just by pushing a button, a fallen

senior summons help. Another benefit of a PERS unit is that caregivers of the frail elderly also experience an increased sense of security.

One way to stay connected to others is to volunteer. Volunteers dedicated over 61,784 hours of service to the Office for Aging in 2008. They delivered meals, facilitated activities at senior centers and social adult day care sites, shopped for the homebound and much, much more. The volunteers performed the work equivalent to 31.7 full-time staff persons. Office for Aging depends on these volunteers for the delivery of several services.

Low-income seniors have an opportunity to volunteer their time with special needs children through the Foster Grandparent Program. This program pays a small stipend and covers some of the costs related to volunteering so that 72 volunteers could make a significant contribution to their local communities.

Senior centers are places for seniors to gather, learn and have a nutritional lunch. In 2008, seniors were served 117,746 meals at our congregate centers. The agency continues to expand the center menus offering more breakfast-for-lunch meals, hot entrée choices and salad 'n' sandwich bar medleys. On-going improvements to the centers included the installation of commercial quality dish machines at two senior centers; these will allow the centers to use regular tableware and flatware instead of disposables. New hot congregate food containers were also acquired and were popular with both staff and volunteers. Grant-in-Aid funds received through New York State Assemblywoman Donna Lupardo paid for a computer for seniors to use at the Broome West center, for a range at the

Vestal center, and for Wii systems at three centers.

The Office for Aging helped seniors maintain their health. Over 2,000 health promotion sessions were provided. These included health screenings as well as education on topics such as techniques for coping with chronic diseases. Competitive sports are a great way to keep active; 572 seniors participated in golf, softball, bowling, pickle ball or other events in the 2008 Senior Games in Broome County. Clinics for bowling, billiards, and pickle ball were held in advance of the games to help those planning to participate in these games work on their skills. The new Wii equipment was introduced to the centers and seniors were amazed at the work-outs they got while bowling (the most popular sport) with Wii.

Mission Meltaway, the weight loss program developed by the Office for Aging Nutrition Unit and sponsored by the Broome County Health Department, continues to help seniors lose weight and adopt healthier lifestyles. Office for Aging staff expanded the program's reach with two "Train the Trainers" programs that helped others learn how to run the program.

When asked what they need, caregivers continually state that they need affordable and accessible respite. Sixty-nine caregiving families received Office for Aging in-home respite services in 2008. This service provided caregivers with some much-needed time away from the demands of caregiving.

Caregivers are also supported by educational sessions and discussion groups. Topics included veterans' services, crock pot cooking, holding a family meeting, Medicare basics, legal issues and

emergency preparedness. One of the most popular presentations was the one on down-sizing and de-cluttering. A total of 105 people attended either the morning or the evening presentation. Two six-week sessions of Men Making Meals were offered. The Alzheimer's education program in October was attended by 50 people. This program combined a tour of Yesteryears and a dinner at Broome West Senior Center with the educational presentation. The combination of socialization and "an evening out" with the educational was well received.

Local caregivers had an opportunity to speak about their needs at the Alzheimer's Disease Community Forum—one of several regional meetings held by the New York State Office for the Aging.

## **Management Information Systems**

The flexibility of the SAMS client management system software has allowed the agency to develop systems to meet the unique needs of its different programs. This feature is particularly important for a complex agency like the Office for Aging that has a variety of services and programs.

During 2008, SAMS allowed managers to have direct access to their data and to generate reports needed to ensure services were being provided in a comprehensive manner and met the requirements of the various funders. New ways of looking at data resulted in improved the tracking of services, reduced unit costs, and better analysis of the characteristics of clients served.

2008 was also spent preparing for the implementation on April 1, 2009 of the new reporting system, NAPIS, required by the New York State Office for the Aging. A variety of final adjustments were made in SAMS that resulted in the final quarterly report for 2008 meeting all of the requirements for the new system.

The WRAP program was transitioned to SAMS. This entailed the data entry of information from a complicated and cumbersome manual system. The SAMS system exceeded expectations for ease of use and availability of information. During a state-wide meeting with the New York State Office for the Aging, the Broome County WRAP Coordinator surprised those at the meeting when SAMS was able to meet all of the new state reporting requirements.

Working in conjunction with CASA staff, the Intake, Information and Assistance staff continued the development of the resource database for the Beacon Information and Referral component of the SAMS system. The work done in 2008 has prepared the way for the integration of Beacon's professional call center and community resource files with SAMS planned for 2009. This merge will allow greater access to the Beacon resource file and improved coordination between workers providing services to the same clients.

# A Profile

## Seniors in Broome County and Persons Served by Office for Aging

The 2000 Census established that there are 200,536 people living in Broome County and that 41,542 of these individuals are age 60 and above.<sup>1</sup> Census data thus reveals that 1 in 5 people residing in Broome County are seniors. Elderly individuals make up a higher proportion of the population in Broome County than they do in the state and national populations. While those age 60 and over make up 20.7% of the Broome County population, seniors compose 16.8% of the New York State population and 16.2% of the national population.

Between 1990 and 2000, the Broome County population diminished by 11,624 people, a decline of 5.6%. During this period the number of seniors declined by only 545, a reduction of 1.3%.

### Changes in the Broome County Population 1990 - 2000

Year	Number of Residents	Number of Residents Age 60+
1990	212,160	42,087
2000	200,536	41,542
Total Population Loss	-11,624	-545

Source: U.S. Census 2000

While the number of elderly individuals who live within Broome County experienced a small decline over the past decade, seniors make up a larger proportion of the overall county population than they did in 1990. Although the size of the elderly population remained fairly constant from 1990–2000, there were significant shifts within senior age cohorts.

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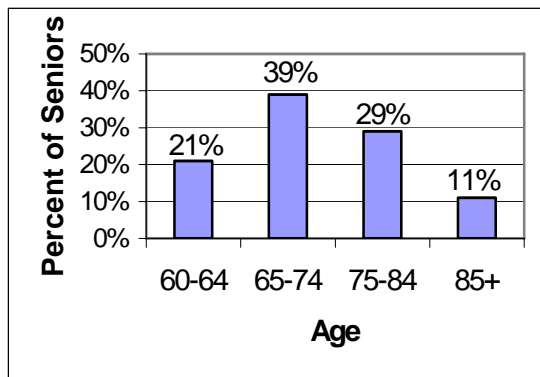
<sup>1</sup> U.S. Department of Commerce. 2001. *Profiles of General Demographic Characteristics: 2000 Census of Population and Housing*.

**Broome County Seniors by Age  
1990 & 2000**

Age	1990	2000
60 – 64	10,262	8,711
65 – 74	18,024	16,073
75 – 84	10,356	12,182
85+	3,445	4,576

While the number of individuals age 74 and below declined by 3,502, the number of seniors age 75 and older increased by 2,957. Those age 75 and above are more likely to be frail and in need of assistance. Significant growth also occurred within the 85+ cohort. Results from the last census show that there were 1,131 more individuals over the age of 85 than there were in 1990. During this ten-year period, the age 75+ population increased by 21.4%, with a 32.8% increase in those who are over the age of 85.

**Broome County Elderly  
Population <sup>2</sup>**



- ✓ Those persons age 85 and older comprise 11% of the total Broome County age 60+ population. This exceeds the New York State percentage of 9.7%.

<sup>2</sup> Ibid.

- ✓ Those aged 75 and older comprise 40.3% of the total Broome County age 60+ population. This exceeds the New York State percentage of 36.6%.
- ✓ US Department of Health and Human Services data reveals that 30% of those age 65 – 74 faced limitations due to chronic conditions, while 50.2% of those age 75 and above reported chronic conditions do limit their activities.<sup>3</sup>
- ✓ In 2002, 18% of the vulnerable seniors surveyed by Mathematica Policy Research, Inc. reported a functional limitation.

**Services**

Services provided through the Broome County Office for Aging and its subcontractors are made available to individuals age 60 and over; a few programs begin at a younger age. Certain high-risk populations are given priority. Included in this group are individuals who are: isolated, frail, disabled, minority, low income, low-income minority, and limited English speaking.

**Age Data**

Client age data is not collected for all Office for Aging programs. By aggregating data from those programs that collect client characteristics, the following data regarding the age of Office for Aging service users is available.

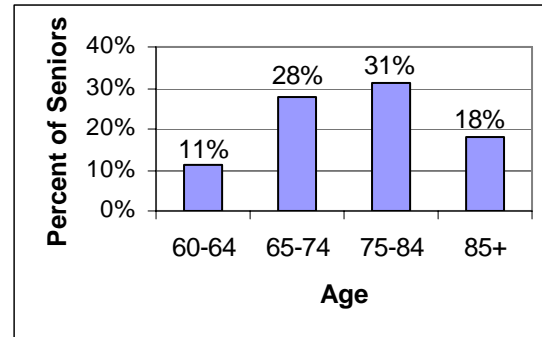
<sup>3</sup> Administration on Aging, U.S. Department of Health and Human Services. 2000. *A Profile of Older Americans: 2000*.

**Seniors Served by OFA in  
Comparison to County  
Population - 2008**

Age	2000 Census	Known Served 2008	Percent Population Served
60+	41,542	10,213	24.6%
75+	16,758	5,698	34.0%
85+	4,576	2,117	46.3%

- ✓ In 2008, Office for Aging served 11,016 different seniors and caregivers.
- ✓ In 2008, Office for Aging served a minimum of 2,117 individuals who were age 85 or older. This represents over 46% of the 85+ population.
- ✓ During 2008, Office for Aging served 34% of the Broome County 75+ population.
- ✓ A total of 3,296 known individuals were between 70-79 years of age.
- ✓ Of clients who were known to the Office for Aging, 2,895 were between the ages of 60-69.

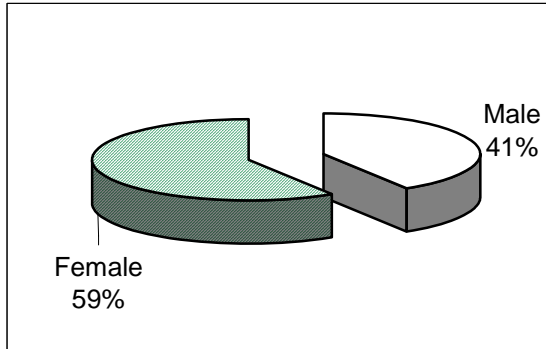
**Percent of Known OFA Clients  
by Age Cohort - 2008**



**Gender**

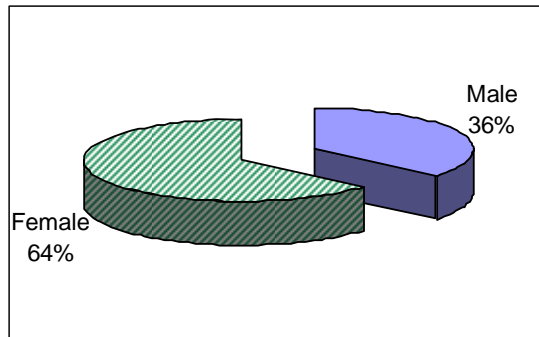
National statistics reveal that elderly women are often more vulnerable in terms of economic and health status, and are more likely to live alone than are elderly men. Therefore, women over 60 would be expected to demonstrate greater economic and social need. Examining the gender of all clients served by the Broome County Office for Aging and its subcontractors in 2008 reveals that over 64% of all persons served were female. Elderly females comprise 59% of the senior population, indicating that Office for Aging's efforts to target senior services to this higher risk group are effective.

**Broome County Male / Female Population Age 60+**



Source: U.S. Department of Commerce. 2001. Profiles of General Demographic Characteristics: 2000 Census of Population and Housing.

**Male / Female Clients Served by OFA – 2008**



Source: Broome County Office for Aging Characteristics Data

**Minority Status**

The 2000 Census figures reveal that minorities in Broome County compose a significantly smaller portion of the senior population (2.5%) than the New York State average of 23.6%. However, the senior population of Broome is becoming increasingly more diverse. In 1990, only 1.2% of those age 60 or over were a minority. The current number represents a doubling of this population segment. In 2008, 4% of the individuals served by Office for Aging were minorities. The age

60 and over minority population is at high risk of poverty and is more likely to be functionally limited than the same age group in the general population.

**Income**

The Older Americans Act specifically directs local Area Agencies on Aging to target low-income individuals. This directive does not exclude persons with higher incomes from receiving services; it simply means that those with low incomes are more vulnerable and should be given priority. The Office for Aging uses a person's income status as a percentage of poverty as an indicator of being low income.

Over 17% of Broome County Office for Aging's clients have incomes that place them below 100% of poverty. This is higher than the rate of 6.8% found in the Broome County senior population.

**2008 Federal Poverty Guidelines\***

Size of Household	100%	150%
1	\$10,400	\$15,600
2	\$14,000	\$21,000
3	\$17,600	\$26,400

\*2008 Health and Human Services Guidelines as published in Federal Register.

**Household Size**

Those persons who live alone are at higher risk of finding themselves in need in terms of economic status and social isolation. The Office for Aging targets those who live alone for aging services. Of those served by the Office for Aging in 2008, nearly 43% were people who live alone. This compares to the 24.8% that live alone in the Broome County 60+ population.

# Financial Management

The Office for Aging budget consists of 28 grants with varying fiscal years and reporting requirements. Through careful planning, management and monitoring, fiscal staff were able to prepare a complex budget, provide data and projections for analysis, and meet a myriad of reporting requirements.

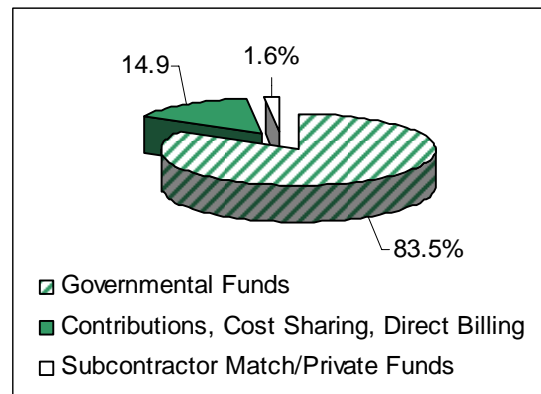
A comparison of each program’s funding levels for 2008 and 2007 showed some decreases and some increases, while some remained constant. This all resulted in total agency funding that was close to the previous year. Our one privately funded grant through Robert Wood Johnson Foundation ended at the end of 2008. The total agency budget was \$5,537,836 – a slight decrease from the 2007 fiscal year.

Client contributions and direct billing continue to play a major role in the Office for Aging’s funding, representing \$823,200 (14.9%) of the total operating budget for the year. These revenues came primarily from seven service areas: congregate meals, home delivered meals, EISEP, social adult day care, in-home respite, transportation and *Senior News* subscriptions. Concentrated efforts continue to increase the rate of client contributions within each service area as the need for services and the costs of providing them rise.

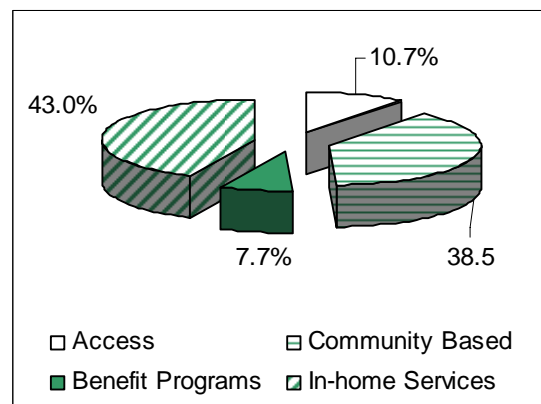
Service expenditures were made within four categories. OFA dedicated 43.0% of its expenditures to the provision of in-home

services. A total of 38.5% of the funds were expended on community based programs, including the entire amount of the Robert Wood Johnson funding. Expenditures on access services comprised 10.7% of the budget and 7.7% was spent on benefits programs. The benefits program spending saw some increases in funding for the early rollout for the HEAP program.

**Sources of Operating Funds –2008**



**Service Expenditure Areas – 2008**



**Service Delivery Category  
Access**

	<b>2008</b>
Caregiver Counseling	\$120,722
<i>Senior News</i>	\$29,136
Information & Assistance / Intake	\$381,854
<b>Total</b>	<b>\$531,712</b>

**Benefit Programs**

	<b>2008</b>
Gaining Resources for Older Workers (GROW)	\$25,205
Home Energy Assistance Program (HEAP)	\$66,173
Home Repair Program	\$11,000
Foster Grandparent Program (FGP)	\$281,368
<b>Total</b>	<b>\$383,746</b>

**Community Based Services**

	<b>2008</b>
Social Day Care	\$245,190
Legal Services	\$28,769
Long Term Care Ombudsman (LTCOP)	\$29,990
Congregate Meal Program	\$1,020,905
Transportation	\$177,195
Weatherization Referral, Assistance and Packaging (WRAP)	\$64,194
Health Insurance Counseling (HIICAP)	\$42,130
Health and Wellness (includes Medical Management and Senior Games)	\$180,076
Long Term Care Insurance Education	\$46,976
Aging Futures II Development/Implementation	\$73,273
<b>Total</b>	<b>\$1,908,698</b>

**In-home Services**

	<b>2008</b>
Home Delivered Meals Program	\$1,072,092
Personal Care/Chore service	\$552,557
PERS Units	\$35,809
In-home Respite	\$41,236
Mental Health Counseling	\$26,951
Shopper Program	\$33,864
Case Management	\$368,309
<b>Total</b>	<b>\$2,130,818</b>

# Access

**Access Services provide information and assistance to older persons and their families. These services are an entry point where a person's needs may be identified and evaluated. Descriptions of our Access Services follow.**

## Caregiver Services

Caregiver Services helps family members, friends and neighbors who are caring for elders living in the community. The program supports caregivers by distributing information, offering educational programs, conducting support groups and providing counseling.

Funding provided through the New York Elder Caregiver Support Program enables the program to reach under-served caregivers; improve transportation to adult day service programs; make affordable respite available to more caregivers; and form partnerships with area physicians and employers to raise awareness of services available for family caregivers.

### Units of Service

	<b>2008</b>
Unduplicated caregivers served	486
Caregiver support group meetings	18
Caregiver training sessions	26
Information and assistance contacts	553
Respite hours	3,749
Rides to adult day care	1,026

*A caregiver writes:*

“Thank you very much for Caregiver Corner. It is a wonderful resource for people who are caring for their loved ones in whatever capacity. I have found it to be interesting and helpful.”

### **Highlights**

- ✓ The “de-cluttering” class drew more than 100 people. Seniors want to remain in their homes and recognize that they may need to simplify. Information and emotional support helps them take the necessary steps.
- ✓ The Alzheimer’s Dinner and Discussion event was attended by 50 people. Caregivers appreciate social opportunities to learn from one another and to have a night where they can be “off-duty”.
- ✓ Developed a community-wide plan to address caregiver needs that were documented in 2006-2008.

### **Outcome Measures**

- Ninety-one percent (91%) of participants in the Alzheimer’s disease workshop reported that they now knew more about how to access community resources.

## **Information & Assistance and Intake Services (Senior Resource Line)**

The Office for Aging represents a central resource for accurate, up-to-date information on programs, services and benefits for seniors. Senior Resource Line staff responds to questions regarding a wide variety of concerns. They help callers identify their needs and explore available options. They suggest appropriate services and make referrals to service providers in the community. Information and Assistance representatives provide assistance in obtaining benefits and filling out forms and applications. Staff visit senior community centers and make home visits when necessary.

The Office for Aging provides timely information by publishing the Senior News each month. Articles appearing in this newspaper provide up-to-date information on special events, health issues, benefits, programs, and senior community center activities. The Office for Aging mails the Senior News to subscribers and distributes the paper at senior community centers, libraries, and other locations in Broome County.

### **Units of Service**

	<b>2008</b>
Referrals made	5,530
Information and assistance contacts	16,083
Referrals received	866
Unduplicated clients	4,013
Senior News – monthly average	7,600

### **Highlights**

- ✓ The I&A staff began using a formal assessment tool to collect client data and identify client needs and services.
- ✓ The new SAMS and Beacon software programs helped staff effectively communicate information about clients and the services they receive; this resulted in more comprehensive and efficient client service.
- ✓ Staff promoted senior programs, services and benefits at information fairs, Senior Picnic, and in the media; presentations were made to senior groups and the staff of community agencies.

### *Clients said . . .*

“I saw something in the newspaper so I called the Senior Resource Line. I really didn’t know what to expect when I called. The worker was well-informed. I received helpful information and would call again in the future.”

“Thank you for your kind guidance in helping me secure quality care service for my 76-year-old mom.”

“I moved here from Texas and they have nothing like the Office for Aging there. You should pride yourself on what you offer. I don’t know what I would do without Office for Aging.”

### *The president of a senior group wrote . . .*

“Your presentation to our group is still being talked about. Your knowledge and expertise gives us confidence because you’re out there providing service and guidance.”

### **Outcome Measures**

- ❑ Eighty-eight percent (88%) of clients surveyed reported that talking to Office for Aging staff provided them with new information on the issue they called about.
- ❑ Ninety-five percent (95%) of clients surveyed would recommend family and friends call Office for Aging if they have needs.
- ❑ One hundred percent (100%) of clients surveyed indicated they would call Office for Aging if information is needed in the future.

# Benefit Programs

**Benefit Programs provide eligible older persons with direct financial benefits. Descriptions of our Benefit Programs follow.**

## Foster Grandparent Program (FGP)

The Foster Grandparent Program connects low-income volunteers, age 60 and older, with special needs children who can benefit from extra support and love. The Foster Grandparents receive a tax-free stipend for volunteering 15-40 hours per week in schools, pre-schools, day care centers and Head Start programs in Broome County. The program has two goals: one is to help children gain the skills they need to succeed; the other is to help low-income seniors make meaningful contributions to the community.

### Highlights

- ✓ The impact the Foster Grandparents had on the children's success was measured against stated goals. Seventy-five percent (75%) of the performance goals were met or exceeded.

## Outcome Measures

- Ninety-eight percent (98%) of the volunteers report an improved quality of life since they joined the program.

*A Foster Grandparent writes. . .*

"I find working with kids very fulfilling. I am not a grandmother myself; this program fills a void."

## Units of Service

	2008
Number of hours of service to Broome County schools and other institutions	61,245
Stipend dollars delivered to low income seniors	\$162,298
Unduplicated Foster Grandparents	72
Number of new Foster Grandparents	12
Number of school districts and other agencies hosting Foster Grandparents	22
Number of children served during the academic year	177

## Gaining Resources for Older Workers (GROW)

GROW is a free employment referral service which matches workers, age 55 and older, to job orders placed by individuals and families in need of help. Typical GROW jobs include maintenance and minor repairs, yard work, housekeeping, personal care, shopping and driving. The jobs may be part-time or full-time; they may be one-time, short-term or long-term.

Employers register their jobs; staff uses the information to make a match with a worker listed with GROW. The employer and employee negotiate the wage rate and other details of the job. The program has two goals: one is to connect older individuals who need to hire help with workers qualified to do the work; the other is to provide the older workers with a source of income.

### Units of Service

	2008
Number of successful job matches	543
New job seekers registered	74
Unduplicated count of GROW workers with a job match	144
Unduplicated count of employers who hired a GROW worker	439

### Highlights

- ✓ Over 500 jobs in categories such as housekeeping, companion, driving, yard work, and repair/maintenance projects were filled by workers registered with GROW.

### *GROW employers comment . . .*

“The GROW worker you sent is great! She does a beautiful job of cleaning and she’s helping me clean out my closets.”

“This is a wonderful program. We wouldn’t be able to stay in our house if we couldn’t hire GROW workers to help with yard work and handyman jobs.”

## Home Energy Assistance Program (HEAP)

HEAP is a federally funded program administered by the Broome County Department of Social Services; it assists low-income persons with energy expenses. Persons aged 60 and over—and people of any age who receive Supplemental Security Income (SSI) or Social Security Disability (SSD) payments—are eligible to apply through the Office for Aging. The program provides a benefit once per heating season. The benefit is paid directly to the heating or utility vendor, or to the individual if all energy expenses are included in the rent. The amount of the HEAP benefit a person receives is based upon the household income and the type of fuel used. Office for Aging staff provides program outreach and processes client applications.

### Units of Service

	<b>2008</b>
Unduplicated clients	2,668
Applications approved	2,385
Total benefits awarded	\$934,680

### Highlights

- ✓ HEAP benefits were approved for 2,385 clients for a total benefit amount of \$934,680 during the 2007-2008 season.
- ✓ Ever increasing energy costs continue to attract first time as well as repeat applicants.

### *HEAP recipients comment . . .*

“This is the first year I have applied and I want to thank you profusely. It is a great help and we will apply again next year.”

“Thank you so much for all your help—you so graciously helped me with my energy dilemma.”

# Community Based Services

**Community Based Services provide a range of programs outside the home. Both well, active seniors and those who are frail, but not homebound, utilize them. Descriptions of our Community Based Services follow.**

## Elder Abuse Outreach Program

The Elder Abuse Outreach Program identifies elders with mental or physical impairments who are unable to meet their essential needs for food, shelter, clothing or medical care and who have no one available who is willing or able to assist them responsibly. It provides services that protect these elders from further risk of abuse, neglect or financial exploitation. The program is the result of a cooperative agreement between the Office for Aging and the Broome County Department of Social Services.

### Units of Service

	<b>2008</b>
Unduplicated elders receiving case assistance under this program	43
At-risk elders where intervention averted the need for a referral to Adult Protective Services (APS)	39
Referrals to APS	28
Consultations with APS	25
Cases	67

### Outcome Measures

- For 91% of the “at risk” seniors served, the intervention by Office for Aging averted the need to refer the elder to Adult Protective Services.

## Health and Wellness Program

Health and Wellness programs include a wide variety of activities that foster the health and well-being of older people through social interaction, participation in workshops or other learning activities, and participation in other events that provide a satisfying use of free time. A large number of health-based programs are offered by the Office for Aging to help seniors maintain or improve their health. The Administration on Aging funded a three-year grant beginning in 2006 to provide evidence-based chronic disease self-management courses in the community. Other wellness programs include weight management education, participation in individual or group physical activity, and professional health education, screenings and vaccinations. The variety of activities gives seniors a number of options to maintain their health and well-being.

### Units of Service

	2008
Wellness: number of activities offered	2,014
Recreation/education: number of activities offered	6,068
Nutrition counseling hours	200
Nutrition education classes	143
Active Choices participants	13
Living Healthy participants	253

*A Senior Games participant writes. . .*

“It’s a senior motivator—don’t stop having it.”

*A Mission Meltaway participant writes. . .*

“The support from everyone was the reason for my success.”

### Highlights

- ✓ A total of 143 education programs helped seniors assess and improve their daily nutrition choices.
- ✓ Five-hundred seventy-two people participated in the Senior Games in 2008.
- ✓ New fitness programs were available at the senior centers when Wii systems were made available by Grant-in-Aid support from NYS Assemblywoman Donna Lupardo.

### Outcome Measures

- Participants who completed the Mission Meltaway program lost an average of 5.8 pounds.
- Eighty-nine percent (89%) of those who participated in Senior Games reported that the games helped them stay physically fit throughout the year.

## **Health Insurance Information Counseling and Assistance Program (HIICAP)**

The HIICAP program provides free, unbiased, confidential assistance with health insurance questions and concerns. Information and counseling is provided by professionally trained volunteers who help individuals make informed decisions about health insurance choices. This program is sub-contracted to Action for Older Persons, Inc. The Office for Aging also provides one-on-one assistance.

### **Units of Service**

	<b>2008</b>
Unduplicated clients served	1,204
Educational programs	83
Estimated dollar savings	\$320,525
Number of attendees at educational programs	2,007
Volunteer hours	893

*Participants in HIICAP educational presentations wrote. . .*

“Excellent program; well worth the time it takes to attend it.”

“Thank you for explaining these programs to us seniors.”

“Information was presented very clearly and was easy to understand—very helpful.”

### **Highlights**

- ✓ HIICAP counselors helped 1,204 Medicare beneficiaries evaluate their options for health insurance including Medicare, Medicare Advantage plans, Medicare Supplemental insurance, the selection of Part D (prescription) providers, long term care insurance, and all other types of health insurance.

### **Outcome Measures**

- Medicare beneficiaries counseled by HIICAP saved an average of \$360 annually on their health insurance costs.

## Home Repair Program

This program provides home repair for low-income elders who cannot perform the jobs themselves and who can not afford to hire someone else to do the work. Eligible persons must be age 60 or older and meet income guidelines. The service is provided through a contract with the First Ward Action Council. Labor is provided without cost to the client, but the client is responsible for the purchase of materials. In some cases, other funding sources may pay for the materials for clients.

### Units of Service

	2008
Households served	35
Number of repairs	37

### Highlights

- ✓ In 2008, the First Ward Action Council performed repairs as diverse as coating roofs, repairing furnaces and replacing storm doors.

### Outcome Measures

- Ninety-two percent (92%) of Home Repair clients report that they would have been unable to complete the needed repairs without the assistance of the program.
- One hundred percent (100%) of clients report that their home felt more safe and comfortable after the repairs were completed.

### *Clients write. . .*

“Your home repair crew has always done an excellent job for me. I am very grateful for all your help.”

“This is a wonderful service for the low-income elderly.”

## Legal Services

The Legal Services for the Elderly Program provides legal advice and representation in civil matters to residents of Broome County who are age 60 and over. It is targeted to persons who do not qualify for other free legal services and who are unable to afford private counsel. Service is contracted to Legal Aid Society of Mid-New York, Inc. The Office for Aging provides funding and monitoring.

### Units of Service

	2008
New cases	193
Cases closed	240
Hours of service	489
Unduplicated clients	168

*A client stated. . .*

“I think this is a great service for the elderly. The situations and circumstances sometimes in life are hard enough but this service lifts some of the cares. Thank you.”

### Highlights

- ✓ The free senior legal clinic held at the Binghamton University Downtown Center in October 2008 allowed 120 seniors to obtain legal advice and counsel.

## Long Term Care Insurance Education and Outreach Project (LTCIEOP)

LTCIEOP uses trained volunteers to provide a resource center, informative seminars and free, unbiased and confidential counseling to educate the public about long term care insurance options. LTCIEOP assists people in planning for their future long term care needs. This program is contracted through Action for Older Persons, Inc. The Office for Aging provides assistance and monitoring.

### Units of Service

	2008
Educational programs	17
Participants in educational programs	245
Clients receiving one-on-one counseling	49

### Highlights

- ✓ Targeting 45-65 year olds, LTCIEOP provided 17 unbiased group presentations and 49 individual counseling sessions on long term care insurance to 245 midlife or older adults.

### Outcome Measures

- Forty-four percent (44%) of individuals receiving one-on-one long term care insurance counseling reported that they are likely to purchase a long term care insurance policy.

*Education program participants wrote. . .*

“Very informative and now I have someone to discuss my questions with—very important service that needs to be provided continually.”

“Received good information and most importantly the Long Term Care Resource Center will be a good resource for our future questions. Both presenters did a good job explaining our options.”

“Excellent insight into complex issues!”

## **Long Term Care Ombudsman Program (LTCOP)**

The Long Term Care Ombudsman Program is a federal program dedicated to enhancing the quality of life for residents of all long term care facilities. It provides confidential assistance and advocacy to the residents, their families, and the staff of long term care facilities. Certified volunteers visit facilities on a regular basis, as well as upon specific request, to help both residents and facility staff find solutions to issues of concern. This program is contracted through Action for Older Persons, Inc. The Office for Aging provides assistance and monitoring.

### **Highlights**

- ✓ LTCOP staff and volunteers maintained a presence in every nursing home and adult home in the county to help assure the independence and quality of life of the frail and vulnerable residents.

### **Units of Service**

	<b>2008</b>
Certified volunteers	21
Volunteer hours	2,211
Cases handled	246
Facilities served	32

## Senior Centers

The Office for Aging supports eleven senior centers throughout the county. These centers provide an opportunity for socialization, nutritious meals, and wellness activities. They are access points for assistance and help seniors to maintain their independence and remain active in the community. Most senior centers are open five days a week and serve a hot noon meal on a reservation basis. Many centers offer either a salad or a sandwich bar option. A site supervisor at each center is responsible for planning programs and activities. Volunteers help to accomplish much of the work at the senior centers.

The Office for Aging directly operates seven of the eleven senior centers. Two centers are sub-contracted for services: the Oak Street Senior Center operated by Catholic Charities and the Johnson City Senior Citizens Center. Additionally, Office for Aging supplies meals to the First Ward and Loyal D. Greenman Senior Centers which are operated by the City of Binghamton.

### Units of Service

	2008
Senior center meals	117,746
Unduplicated participants	3,655

*A new retiree writes. . .*

“I love volunteering for the new ‘breakfast for lunch’ program. My wife volunteers, too. After a few hours of work, we sit down and eat our meal together. Where else can you get such a great meal for \$2.50 each?”

### Highlights

- ✓ There were 117,746 meals served to approximately 3,700 seniors attending senior centers in 2008.
- ✓ The Office for Aging enhanced meal service by expanding meal choices at senior centers.
- ✓ Volunteers continue to make a vital contribution at senior centers. A total of 33,200 hours were donated by volunteers at senior centers!
- ✓ Several senior centers offered numerous health, wellness, and educational programs designed to keep people healthy, informed, and integrated in the community.

### Outcome Measures

- Eighty-nine percent (89%) of surveyed participants reported that the senior centers keep them feeling more socially connected.
- Seventy percent (70%) of surveyed respondents reported that having lunch at the center helps them to better stretch their household income.

## Social Adult Day Care

Yesteryears, the Social Adult Day Care Program, provides supervision, stimulation and socialization to seniors who are isolated, or experiencing a mental or physical impairment. Adult day care provides caregiving families with respite and support so that their care receiver can live in the community for a longer period of time. Group activities provide the program participant with a sense of belonging through the development of friendships, stimulating activities and purposeful use of time.

### Units of Service

	2008
Hours of service	48,025
Unduplicated clients served	125

### Highlights

- ✓ Yesteryears provided over 6,000 more hours of service when compared to 2007 (a 14.7% increase).
- ✓ A BCC student group raised money to provide the Endwell site an outside patio area. These and additional funds were used to construct a permanent shelter with shade and comfortable chairs.
- ✓ Increased support to caregivers using Yesteryears by starting an on-site caregiver chat group.

### Outcome Measures

- ❑ One hundred percent (100%) of caregivers express overall satisfaction with the program.
- ❑ Ninety-eight percent (98%) of caregivers report that they have an improved quality of life as a result of the program.
- ❑ One hundred percent (100%) of caregivers report that the participation of their care receiver in the program allowed them to maintain their role as a caregiver.
- ❑ One hundred percent (100%) of caregivers report that care-receivers experienced an improved quality of life.
- ❑ One hundred percent (100%) of caregivers report that care-receivers are more comfortable allowing others to help meet their needs.

### *Caregivers write. . .*

“Yesteryears has been a lifesaver on so many levels. Being able to drop my husband off and have some time to myself gives me a chance to recharge and be able to handle the challenges and frustrations of living with someone with Alzheimer’s.”

“My step-mother attends Yesteryears and she now cares about her appearance and enjoys the mild exercise and mind stimulation games.”

## Transportation

Seniors with transportation needs receive subsidized curb-to-curb paratransit services through a contract with the Broome County Department of Public Transportation. All vehicles are lift equipped and accessible to people who are mobility impaired. Reservations are scheduled on a first-come, first-served basis and are accepted up to two weeks in advance.

### Units of Service

	2008
One-way trips	20,547
Clients served	533

### Highlights

- ✓ In 2008, the Office for Aging mini-bus provided seniors with over 20,000 one-way trips.

### Outcome Measures

- Sixty-six percent (66%) of surveyed mini-bus riders report that the mini-bus is their only means of transportation.
- Sixty-three percent (63%) of surveyed mini-bus riders report that they would not be able to continue living in their homes without the transportation provided by the mini-bus.

*Clients write. . .*

“With this service I am able to remain independent.”

“The bus saves me walking to the stores and appointments. I appreciate the service. Without this service, many of us would not be able to get out and shop.”

“Thanks to the bus, I can shop alone and I don’t have to depend on family for a ride.”

## Weatherization Referral, Assistance and Packaging (WRAP)

WRAP provides assistance with home repairs that improve energy efficiency and address health and safety concerns. Applicants must be at least 60 years of age or be receiving either Social Security Disability (SSD) or Supplemental Security Income (SSI) benefits. Qualifying households must meet HEAP income eligibility guidelines. WRAP provides a needs assessment, makes and coordinates referrals, and assists in filing applications with the appropriate agencies to make repairs.

### Units of Service

	2008
Dollars leveraged	\$568,891
Referrals to other agencies	515
Unduplicated clients	271

*WRAP clients write. . .*

“The furnace I had was absolutely shot and a fire hazard. The men were very professional, friendly and helpful. If I didn’t get this work done, I don’t think I would have survived the winter. Thank you; you will never know how thankful I am.”

“Please give all the guys my heartfelt thanks for the wonderful job they did. My light bill has gone down and also the fuel consumption.”

### Outcome Measures

- ❑ Ninety-one percent (91%) of clients report that their homes are more comfortable since the weatherization and repair work was completed.
- ❑ One hundred percent (100%) of clients report that they could not have gotten their weatherization and repairs done without WRAP.

### Highlights

- ✓ WRAP leveraged \$568,891 in energy- related repairs and other home improvements for low income seniors and the disabled in Broome County.
- ✓ In 2008, two homes received significant renovations through Rebuilding Together.
- ✓ WRAP worked with NYSEG to identify seniors who met income eligibility for the Power Partner Program and with the NYSERDA EmPowerNY Program to assist clients in accessing energy conservation services.

# In-home Services

**In-home Services provide support to older persons living in their own homes. Descriptions of our In-home Services follow.**

## Expanded In-home Services for the Elderly

The In-home Services Unit helps to make the home care service delivery system more accessible and responsive to the needs of non-Medicaid clients age 60 and older by providing support to older persons who are having difficulty maintaining themselves at home. The primary program, Expanded In-home Services for the Elderly Program (EISEP), offers assessment, care planning, housekeeping, personal care, and personal emergency response systems (PERS). Ongoing case management provides direction and support to clients and families who are in need. Client assessments are provided for in-home services in general, but are also provided for Social Adult Day Care, Home Delivered Meals and Caregiver Respite services.

### Units of Service

	2008
Unduplicated clients served	870
Personal care/chore hours	29,195
Case management hours	7,947

### Highlights

- ✓ During 2008, 870 older adults received case management services from the In-home Services Unit.
- ✓ Sixty-five caregiving families received a total of 3,059 hours of respite services that provided them with needed time for themselves.
- ✓ In-home Services provided 29,195 hours of personal care and housekeeper/chore service to 357 clients.
- ✓ A total of 157 clients living alone or at risk of falling received a Personal Emergency Response Unit.

## **Outcome Measures**

- ❑ Ninety-one percent (91%) of clients surveyed indicated either excellent or good when asked to rate the service arranged by the case manager.
- ❑ Ninety-eight percent (98%) of clients surveyed indicated that the service helped them cope with problems.
- ❑ Ninety-eight percent (98%) of clients reported that it was helpful to know that the aide is coming to the house on a regular basis.

### *A client's daughter writes. . .*

"I just want to say thanks for your visit with my mom the other week when I was back home. I cannot tell you how much difference it has made in the situation with her as we, the family, try to keep her happy, stable, and in her home. I am confident that we will be able to make the quality of her life much better because of everything you suggested."

## Home Delivered Meals Program

The Office for Aging Home Delivered Meals Program (Meals on Wheels) provides a home-delivered hot lunch and cold supper Monday through Friday, as well as frozen, reheatable meals for those with no one to assist them on Saturday or Sunday. The program is designed to improve and sustain the nutritional status of homebound elderly who are unable to prepare adequate meals for themselves. The Office for Aging program serves the City of Binghamton and the eastern and northern parts of the county; a program operated by Meals on Wheels of Western Broome serves the remainder of the county.

### Units of Service

	2008
Clients served	837
Meals served	196,221

### Outcome Measures

- ❑ Eighty percent (80%) of surveyed home delivered meals participants reported that they eat healthier and more nutritiously as a result of the program.
- ❑ Ninety-one percent (91%) of surveyed clients report that the home delivered meals program keeps them in better health.
- ❑ Eighty-nine percent (89%) of surveyed clients report that the home delivered meals program helps them remain living in their homes.

*A Home Delivered Meals client writes. . .*

“The program helps me a lot. My husband does no cooking at all and I am sick most days. We eat every day because of Meals on Wheels.”

*A client’s daughter comments. . .*

“Please accept my appreciation for all the years of care and for all the meals delivered to my dad. Knowing that he saw a friendly face each day made it easier for me.”

### Highlights

- ✓ Volunteers continue to be essential to the continuation of the Meals on Wheels Program. Over 21,000 hours were donated by volunteers who delivered meals to homebound seniors throughout the community.
- ✓ In 2008, the home delivered meals program began providing clients with an opportunity to select menu items based on their food preferences. Since then, 79% of clients report that having menu choices positively impacts their appetite.
- ✓ The demand for home delivered meals is increasing. Nearly 10,000 more meals were delivered to homebound seniors this year compared to the previous year.

## Mental Health Services

The Office for Aging works with The Family and Children’s Society and with the Helping through Outreach and Mental Health for the Elderly (HOME) Program to deliver in-home mental health services to the elderly. These services are delivered to seniors exhibiting mental or emotional problems who are unwilling or unable to leave their homes for assessment or treatment. The provision of mental health services in the home helps to overcome barriers to service for older people—such as transportation difficulties, frailty and fear of embarrassment.

### Units of Service

	2008
HOME Program referrals received by Intake	241
Family and Children’s Society unduplicated clients	67
Family and Children’s Society hours	714

### Highlights

OFA and the Family and Children’s Society staff participated in *Raising Hope and Lifting Barriers: A Working Conference on Mental Health* in September 2008.

### Outcome Measures

- ❑ Seventy-two percent (72%) of HOME closed cases experienced stabilization or reduction of client risk levels per professional assessment at time of closure.
- ❑ Ninety-nine percent (99%) of HOME Client Satisfaction Surveys rated the program as good or very good.
- ❑ Ninety-five percent (95%) of seniors who accessed therapy and support from The Family and Children’s Society In-home Mental Health Counseling Program were successfully maintained in the community and did not need to be hospitalized or admitted to a nursing home.
- ❑ Eighty percent (80%) of elders served by The Family and Children’s Society program demonstrated fewer symptoms of depression and anxiety as a result of therapy.

*HOME clients state. . .*

“It helped me to talk things over. I’m not feeling so overwhelmed anymore. I don’t know how I can thank you for all you have done for me. You really made a difference.”

“Things are looking up and the HOME worker has been a very big part of that. You’ve helped me be strong again.”

## Shopper Program

This service provides non-emergency, on-going help with weekly grocery shopping and limited errands (e.g., bank, post office, and pharmacy) to eligible seniors. The Shopper Service helps those elderly who are physically unable to shop to maintain their independence in their own homes. There are no fees for this service although contributions are encouraged. The program uses volunteers to shop for homebound seniors throughout Broome County. The Office for Aging subcontracts the service with the American Red Cross, Southern Tier Chapter.

### Units of Service

	2008
One-way shopping trips	4,587
Clients served	115

### Highlights

- ✓ Volunteers made 4,587 one-way shopping trips on behalf of 115 frail, home-bound seniors.

*Shopper clients write. . .*

“This is a wonderful service for homebound persons like me.”

“I would not be able to remain in my home without this great service. My shopper is absolutely tops—a wonderful, helpful lady.”

“My shopper is unusually competent. She is a pure joy. I am so lucky to have her.”

### Outcome Measures

- Eighty-nine percent (89%) of clients surveyed reported that the Shopper Program makes them more self-sufficient and independent.
- Ninety-five percent (95%) of clients surveyed expressed overall satisfaction with the program.

## **Contract Agencies - 2008**

Action for Older Persons, Inc.	Interim Health Care Systems
American Red Cross – Southern Tier Chapter	Jeanne Straccuzzi, Registered Dietitian
Broome County Central Food Nutrition Services	Johnson City Senior Community Center
Broome Transit	Legal Aid Society of Mid-New York
Catholic Charities	Metro Interfaith Housing Corporation
First Ward Action Council	Project H.E.A.R.
GTL Link to Life	Retired Senior Volunteer Program
Homemakers of Broome (Caregivers)	Staffkings
Ideal Senior Living Center	The Family and Children’s Society of Broome County, Inc.
	Willow Point Nursing Home
	Woodland Manor Assisted Living

## **Advisory Council Membership**

### ***Broome County Office for Aging Advisory Council – 2008***

Margaret Buck	Jean Hill	Mary Lou McPhail
Kathy Cramer	Jamye Lindsey	Maria Motsavage
Tommye Durham	Pat Macumber	Mary Pease
JoAnn Freer	Dennis McCabe	Margaret Turna
Keith Heron		

### ***Foster Grandparent Advisory Council – 2008***

Don Bennett	Peter Fuerst	Sandra Watson
Vivian Blowers	Mary Greenman	Keith Zulko
Ron Dillingham	Tim McMullin	Mary Zulko

### ***Senior Center Steering Committee – 2008***

Ann Allen	Eveyln Henecy	Harley Schroeder
George Allen	Charolette Hildebrandt	Julia Tennant
Ruth Butts	Al Kline	Alice Thompson
Virginia Haugen	Edward Mack	Eva Wincek
Bud Henecy	Norm Margetson	Gene Wincek