



Broome County Office for Aging

. . .bringing seniors and services together

**Annual
Report
2010**

Broome County Office for Aging

Patrick J. Brennan, Broome County Executive • Kathleen Bunnell, Director



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Patrick J. Brennan
Broome County Executive
Edwin L. Crawford County Office Building
Binghamton, NY 13901

Dear Mr. Brennan:

I am pleased to submit to you the Office for Aging Annual Report 2010. The report details the many ways that the Office for Aging served our growing senior community last year.

During 2010, the Office for Aging provided services and benefits for 11,493 identified seniors and caregivers. In addition, the Office for Aging had multiple contacts with unidentified seniors and caregivers. 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 10,714 calls from seniors and caregivers seeking help in linking to services and benefits. The main requests for information were focused on financial issues—including health insurance and prescription drug coverage, home health care, transportation and housing. Our nutrition program provided over 300,000 meals at senior centers and to homebound individuals and nearly 25,000 hours of personal care helped people to remain in their home.

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.

Respectfully submitted,

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

Kathleen Bunnell
Director

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Broome County Office for Aging Directory

Main Office

60 Hawley Street

Binghamton, NY 13901

(607) 778-2411

Meals on Wheels

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

Senior Centers

Binghamton—Eastside	723-4292
Binghamton—First Ward	729-6214
Binghamton—Greenman	772-7166
Binghamton—North Shore Towers	772-6214
Binghamton—Oak Street	724-1220
Deposit	467-3953
Endwell	785-3427
Harpursville	693-2069
Johnson City	797-3145
Vestal	754-9596
Whitney Point	692-3405

Social Adult Day Program—*Yesteryears*

Binghamton	778-2946
Endwell	785-0494

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
- ✓ Information and Assistance / Senior Resource Line

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 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
- ✓ Nursing Home Diversion Modification
- ✓ 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 23 community agencies, and through coordination with other service providers. Through multiple locations and 21 programs, the Office for Aging provided services to the senior citizens and caregivers of Broome County in 2010.

The agency serves as a strong advocate for senior citizens. The staff of 31 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. 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

A promising development in the provision of long term care is the option for individuals at risk of nursing home placement to choose to remain at home with self-directed home and community-based services which are substantially less expensive than nursing home care. The Office for Aging worked with two programs, one for frail elders, one targeted to veterans of any age who were at risk of nursing home placement. Participants were enabled to direct their own care and to receive home and community based services. Participants use consumer directed care personal care, obtain adaptive equipment and complete minor home modifications. In 2010, 88% of the individuals served were successfully diverted from nursing home placement.

GROW (Gaining Resources for Older Workers) successfully connected 187 older

workers with 553 private employers, usually seniors, who needed to hire in-home help in categories such as housekeeping, companion, driving, yard work, and repair/maintenance projects.

Seniors give back to this community every day. One way they give is by becoming Foster Grandparents. Volunteering in schools and daycare centers, 72 Foster Grandparents gave nearly 61,000 hours of their time in 2010. Children throughout the county benefited from the grandparents' dedicated caring; a total of 196 children in 20 different educational institutions were served. Volunteers continue to make a vital contribution at senior centers. A total of 30,163 hours were donated by volunteers at senior centers! The Meals on Wheels Program depends on volunteers to deliver meals to nearly 370 people everyday. In 2010 volunteers gave over 22,000 hours to help homebound elders.

The Information and Assistance unit of the Office for Aging had 10,714 contacts with 3,783 seniors and caregivers. The staff educated clients, clarified issues for seniors and caregivers, made linkages with service providers, helped seniors access financial benefits, and prevented homelessness. Senior Resource Line staff improved both the electronic and paper resources that help them provide accurate and useful information to seniors and their caregivers.

Seniors received much-needed help with energy costs and weatherization. OFA received almost 2,600 HEAP applications from low income seniors and the disabled in 2010 with total approved benefit amounts of over \$1,547,900. The Weatherization Referral and Packaging program (WRAP) leveraged over \$372,400 in energy related repairs and other home improvements for low income seniors.

When asked what will help them in their caregiving roles, caregivers continue to say that they need respite. In 2010, the Office for Aging *Yesteryears* Social Adult Day Care provided caregivers with over 48,000 hours of respite. Another 1,300 hours of in-home and institutional respite were also made available to help caregivers.

The Health Insurance Information, Counseling and Assistance Program (HIICAP) provided unbiased information and assistance to 1,073 Broome County residents. Volunteers trained and supported by Action for Older Persons, Inc. (AOP) provided individual counseling and help with Medicare, Medicaid, Medicare Supplements, Medicare Prescription coverage, long term care and other types of insurance. The efforts of the volunteers were supplemented by the work of AOP and Office for Aging staff members. The 1,081 individuals who reviewed their insurance choices in a one-on-one meeting with HIICAP staff saved an average of almost \$500 (annualized amount).

BC Transit operates the Office for Aging Mini-Bus service which provided over 22,700 one way trips for over 550 seniors. Seventy-two percent (72%) of those surveyed said they could not continue to live in their home without the mini-bus transportation.

The Home Repair Program performs repairs seniors need to remain safely in their own homes, to maintain their home in a livable condition and to receive small energy efficiency measures to reduce energy costs. The First Ward Action Council, which operates the program, performed 58 repairs for 41 households. The jobs ranged from fixing plumbing leaks and installing grab bars to replacing storm doors and repairing windows.

Approximately 105,000 meals were served at senior centers throughout Broome County in 2010 to an estimated 4,000 seniors in our community. Almost 196,000 home delivered meals were served in 2010.

People using the senior centers contributed more out of their own pocket to financially support the programs and services at senior centers. The average contribution for meals climbed from \$2.63 to \$2.77 a meal. Many senior centers sponsored various fundraisers to support on-going health and wellness activities for the community. The average client contribution per meal for a home delivered meal increased by \$.21 a meal in 2010.

Program outcomes relating to senior center participation indicate the following about Broome County residents attending senior centers.

- 85 % report that the senior centers keep them feeling more connected to people.
- 62 % report that they eat healthier because they go to a senior center.
- 53 % report that having lunch at the senior center helps them better stretch their household income.

Ninety-three percent (93%) of seniors receiving Meals on Wheels report that the home delivered meals program helps them

remain living in their home and that they eat more nutritiously because of the program.

Private businesses provided financial support to several Office for Aging programs. Crowley Foods once again donated \$5,000 to for the agency's volunteer recognition event. CDPHP and Touchstone Health sponsored health and wellness events, businesses sponsored the Senior Picnic and the Senior Games. Teams of employees from Lockheed Martin in Owego drive to Binghamton daily to deliver a home delivered meal route.

Almost 9,000 health/wellness/recreational activities for seniors occurred as a result of the Office for Aging's work throughout the community. Activities included: Senior Games with 546 participants, exercise programs, chronic disease management classes, painting and quilting classes, singing and instrumental music productions, and writing classes.

Better Balance for Broome was launched in 2010 and included several falls prevention programs for older adults. Three evidence based programs were offered in the community including "A Matter of Balance: Managing Concerns About Falls", "Stepping On" and "Tai Chi: Moving for Better Balance". Adaptive Chair Yoga became available at the local senior centers. The programs were a result of partnerships with CDPHP, the Broome County Health Department and several community organizations.

The Office for Aging made progress in relation to being more "green." We reduced the amount of disposables being used in the Senior Nutrition Program by installing a dish machine at one of our larger senior centers so that now we can wash plates and

silverware instead of using paper and plastic.

The agency was fortunate to host an AmeriCorps member in 2010 as a Health Program Specialist. She developed several health and wellness programs at the senior centers and assisted with recruiting volunteers for Meals on Wheels.

Management Information Systems

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

Program managers continued to increase their SAMS knowledge in 2010 and learned to create detailed reports that were then used to ensure services were being provided in a comprehensive manner and within the parameters of the program. New ways of looking at data resulted in improved tracking of services, reduced unit costs, and better analysis of the characteristics of clients served.

Staff participated in user groups, webinars and conference calls to improve the agency's ability to meet the federal NAPIS reporting system requirements. The agency met the New York State Office for the Aging reporting requirements to generate and submit timely electronic quarterly reports.

The move to Aging Network, an online version of the SAMS program hosted by Harmony Information Systems, Inc., continues to be a benefit to the agency. The online SAMS has increased the level of customer support provided by Harmony. Harmony staff is able to work directly with Office for Aging staff as problems occur. As a result of the online access to SAMS, case managers are now able use the lap tops with air cards in any home that has cell service. Case managers making home visits are now able to complete assessments in the

SAMS database while talking with the senior. This has resulted in better service to client, better use of staff time, reduced double handling of client information and decreased the back log of referrals. Using the air cards also allowed Office for Aging to eliminate costs for a special license for each laptop; the savings covered at least half the cost of the air cards.

The custom templates for Meals on Wheels contribution letters has continued and resulted in increases in contribution. During 2010 contribution letters for the Social Adult Day Program were developed and implanted in the SAMS system.

A Profile

Seniors in Broome County and Persons Served by Office for Aging

The 2010 Census established that there are 200,600 people living in Broome County and that 44,485 of these individuals are age 60 and above. Census data thus reveals that 1 in 4.5 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 22% of the Broome County population, seniors compose 19% of the New York State population and 18% of the national population.

Between 2000 and 2010, the Broome County population grew by 64 people, an increase of 0.03%. During this period the number of seniors grew by 2,943 people, an increase of 7%.

Changes in the Broome County Population 2000 - 2010

Year	Number of Residents	Number of Residents Age 60+
2000	200,536	41,542
2010	200,600	44,485
Total Population Growth	64	2,943

Source: U.S. Census 2010

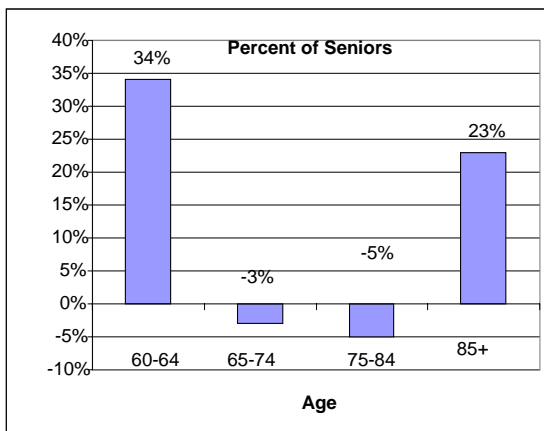
Along with growth in the size of the elder population from 2000 to 2010, there were significant shifts within senior age cohorts.

Broome County Seniors by Age in 2000 & 2010

Age	2000	2010
60 – 64	8,711	11,641
65 – 74	16,073	15,668
75 – 84	12,182	11,539
85+	4,576	5,637

From 2000 to 2010 Broome County experienced an increase of 2,930 seniors between the ages of 60 and 64: the start of the move of baby boomers into the ranks of seniors. The population of those ages 65 to 84 decreased by 4%. This age cohort represents the core of our senior volunteer force. Those age 74 and above are more likely to be frail and in need of assistance. Between 2000 and 2010, the age 75+ population increased by 2.5% with a 23% increase in those who are over the age of 85. The 2010 census shows an increase of 1,061 seniors in the age 85+ cohort.

Broome County Elderly Population Change 2000- 2010



- ✓ Those persons age 85 and older comprise 13% of the total Broome County age 60+ population. This exceeds the New York State percentage of 10.6%.
- ✓ Those aged 75 and older comprise 38.6% of the total Broome County age 60+ population. This exceeds the New York State percentage of 34.1%.

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

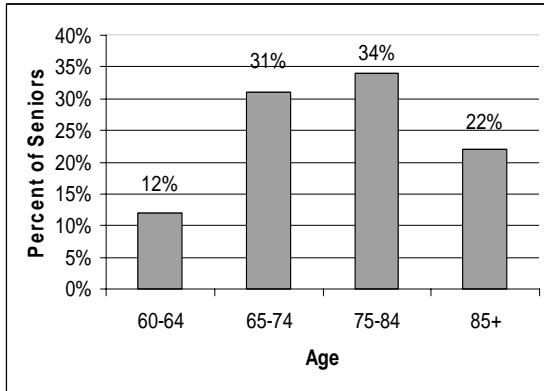
Client age data is not collected for all Office for Aging programs. By aggregating data from those programs that collect client characteristics, the following data regarding the age of Office for Aging service users is available.

Seniors Served by OFA in Comparison to County Population - 2010

Age	2010 Census	Known Served 2010	Percent Population Served
60+	44,485	10,161	23%
75+	17,176	5,711	33%
85+	5,637	2,224	39%

- ✓ In 2010, Office for Aging served 11,493 different seniors and caregivers.
- ✓ In 2010, Office for Aging served a minimum of 2,224 individuals who were age 85 or older. This represents 39% of the 85+ population.
- ✓ During 2010, Office for Aging served 33% of the Broome County 75+ population.

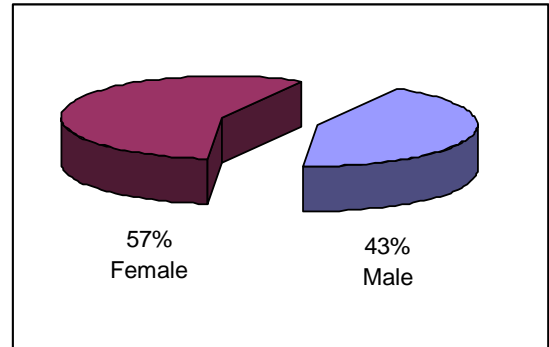
Percent of Known OFA Clients by Age Cohort – 2010



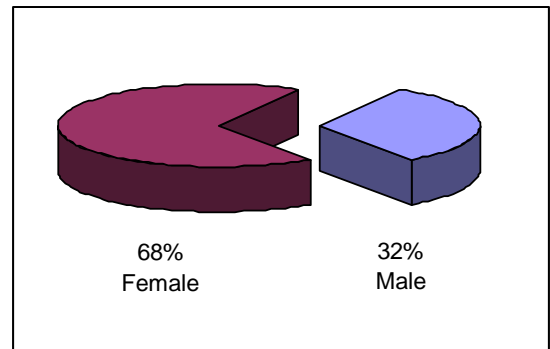
Gender

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 2010 reveals that over 68% of all persons served were female. Elderly females comprise 57% 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+ 2010



Male / Female Clients Served by OFA – 2010



Source: Broome County Office for Aging Characteristics Data

Minority Status

The 2010 census shows that there are 1,760 Broome County residents aged 60 and over reporting racial and ethnic minority status; this represents 3.96% of all Broome County seniors. In 2010, 2.2% of all Office for Aging clients for whom this status was known (74.4% of all identified clients served) were minorities.

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.

Nearly 7% of Office for Aging's clients for whom we have income information have incomes that place them below 100% of poverty. While some Office for Aging services require income information, many do not. Income figures for the 2010 census have not been released yet.

2010 Federal Poverty Guidelines*

Size of Household	100%	150%
1	\$10,830	\$16,245
2	\$14,570	\$21,855
3	\$18,310	\$27,465

*2010 Health and Human Services Guidelines as published in Federal Register Vol 75, No 148, August 3, 2010.

Live Alone Status

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. The 2010 census shows that 29% of Broome County residents age 60+ live alone. Of those served by the Office for Aging in 2010, nearly 46.9% were people who live alone.

Financial Management

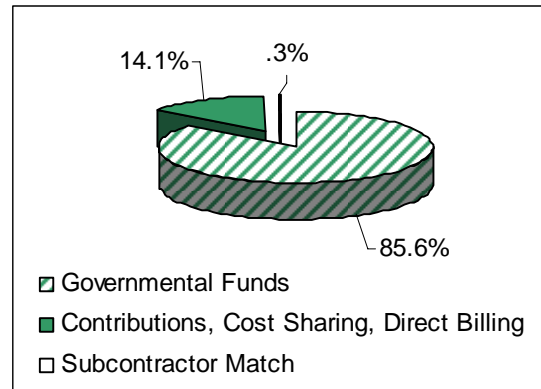
The Office for Aging budget consisted of 31 grants in 2010 with varying fiscal years and reporting requirements. Through careful planning, management and monitoring, fiscal staff were able to prepare a complex budget, provide data and projections for analysis, and meet a myriad of reporting requirements that continue to change.

A comparison of each program’s funding levels for 2010 and 2009 showed decreased funding in the three major State programs, as well as the mid-year ending of the End of Life Demonstration grant. On the Federal side, Older American’s Act funding was flat and ARRA stimulus funding ended at the end of 2009. The total agency budget was \$5,603,333 – a decrease from the 2009 fiscal year.

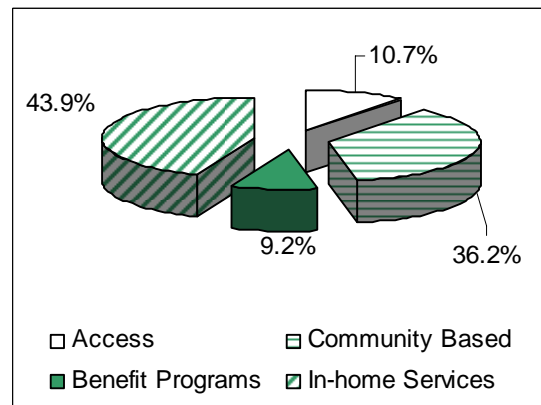
Client contributions and direct billing continue to play a major role in the Office for Aging’s funding, representing \$787,906 (14.06%) of the total operating budget for the year. These revenues came primarily from seven service areas: congregate meals, home delivered meals, EISEP, social adult day 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 43.9% of its expenditures to the provision of in-home services. A total of 36.2% of the funds were expended on community based programs. Expenditures on access services comprised 10.7% of the budget and 9.2% 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-2010



Service Expenditure Areas-2010



Service Delivery Category Access

	2010
Caregiver Counseling	\$144,794
<i>Senior News</i>	\$24,806
Information & Assistance / Intake	\$348,447
Total	\$518,047

Benefit Programs

	2010
Gaining Resources for Older Workers (GROW)	\$22,972
Home Energy Assistance Program (HEAP)	\$114,236
Home Repair Program	\$15,000
Foster Grandparent Program (FGP)	\$294,939
Total	\$447,147

Community Based Services

	2010
Social Day Care	\$264,896
Legal Services	\$28,669
Long Term Care Ombudsman (LTCOP)	\$26,394
Congregate Meal Program	\$942,196
Transportation	\$191,848
Weatherization Referral, Assistance and Packaging (WRAP)	\$78,643
Health Insurance Counseling (HIICAP)	\$40,935
Health and Wellness (includes Medical Management and Senior Games)	\$162,456
End of Life Care Demonstration Project	\$21,589
Total	\$1,757,626

In-home Services

	2010
Home Delivered Meals Program	\$938,110
Personal Care/Chore service	\$546,235
PERS Units	\$36,081
NHDMG home mods/durable medical	\$41,420
In-Home Respite	\$17,806
Mental Health Counseling	\$26,951
Shopper Program	\$33,864
Case Management	\$492,217
Total	\$2,132,684

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 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

	2010
Unduplicated caregivers served	525
Caregiver support group meetings	15
Caregiver training participants	458
Information and assistance contacts	1,143
Respite hours	1,300
Rides to adult day care	592

Trends

- There is an increasing trend for younger caregivers to call for information and assistance.
- More rural caregivers have been reaching out for information over the last five years.
- Caregivers frequently request affordable in-home respite services.

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

	2010
Referrals made	5,157
Information and assistance contacts	10,714
Referrals received	226
Unduplicated clients	3,783
Senior News – monthly average	7,900

Trends

- The Information and Assistance Unit is assisting seniors who are facing worsening economic conditions and who have multiple complex needs that require problem-solving.
- The top five issues identified from Senior Resource Line calls include financial assistance, home health care, transportation, housing and health insurance.
- While the total number of calls to the Senior Resource Line decreased between 2007 and 2010, the percentage of calls from those aged 60-74 grew from 29% to 39% of all calls, while calls from those aged 85+ decreased as a percentage of total calls.
- A growing number of people are accessing Office for Aging information on line and using e-mail to request information.

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 55 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.

Units of Service

	2010
Number of hours of service to Broome County schools and other institutions	60,619
Stipend dollars delivered to low income seniors	\$160,640
Unduplicated Foster Grandparents	72
Number of new Foster Grandparents	11
Number of school districts and other agencies hosting Foster Grandparents	20
Number of children served during the academic year	196

Trends

- The typical Foster Grandparent is a woman between the ages of 65 to 74.

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

	2010
Number of successful job matches	694
New job seekers registered	88
Unduplicated count of GROW workers with a job match	187
Unduplicated count of employers who hired a GROW worker	553

Trends

- The typical GROW employer is a woman over the age of 75 who lives alone.
- Over 90% of GROW workers are between 55 and 74 years old; 64% are female and 36% are male.
- Over 80% of job orders placed by employers fall into one of the following five categories: repair/maintenance, yard work, chore, housekeeping, and personal care.

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

	2010
Unduplicated clients	2,589
Applications approved	2,395
Total benefits awarded	\$1,547,942

Trends

- Over 70% of OFA HEAP applicants live alone; and 70% of them are female.

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

	2010
Unduplicated elders receiving case assistance under this program	269
At-risk elders where intervention averted the need for a referral to Adult Protective Services (APS)	250
Referrals to APS	36
Consultations with APS	29
Cases	74

Trends

- In 93% of the cases, assistance from OFA staff averted the need for a referral to Protective Services for Adults.
- OFA referrals to Protective Services to Adults more often involve females than males.

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 Office for Aging is committed to implementing evidence-based health and wellness programs. 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

	2010
Health Promotion: number of activities offered	2,546
Recreation/education: number of activities offered	6,425
Nutrition counseling participants	51
Nutrition education classes	95
Senior Games participants	546
Senior Picnic participants	1,250
Living Healthy participants	113
A Matter of Balance participants	45

Trends

- The Senior Games events have grown from five events in 1990 to nineteen events in 2010.
- The average age of Matter of Balance participants is 79 and 65% of the participants report that they live alone. After completing the programs, 98% of the participants plan to continue with an exercise program and 88% have made changes to their environment as a result of the program.

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. with the Office for Aging providing additional direct services.

Units of Service

	2010
Unduplicated clients with one-on-one counseling sessions	894
Estimated dollar savings	\$532,888
Educational programs	81
Number of attendees at educational programs	1,629
Unduplicated clients receiving assistance from OFA	246
Volunteer hours	701

Trends

- Over 10% of the calls received by the Senior Resource Line are from people with questions on health and prescription drug insurance.
- The typical HIICAP participant is in the 60-74 age range; people tend to need HIICAP counseling as they reach age 65 and become eligible for Medicare.
- Two-thirds of the participants are female.
- Of all OFA services, HIICAP has the second highest percentage of participants in the 60-74 age range.

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

	2010
Households served	41
Number of repairs	58

Trends

- Over one half of the seniors who received a repair were 75 years old or over and 76% lived alone.
- Ninety-two percent of seniors surveyed after receiving a repair said they could not have had the repair done without the service.

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

	2010
Unduplicated clients	314
New cases	446
Cases closed	352
Hours of service	188

Trends

- The top three reasons seniors seek legal assistance through this program is for wills, powers of attorney, and health care proxies/living wills.
- Most of those served are female, age 65-85, who live alone.

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. In 2011, the New York State Office for Aging will contract directly with Action for Older Persons, Inc. for the operation of LTCOP.

Units of Service

	2010
Certified volunteers	24
Volunteer hours	2,990
Cases handled	149
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 noon 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

	2010
Senior center meals	104,905
Unduplicated participants	3,488

Trends

- The total number of meals served at senior centers has steadily declined in recent years. In order to provide meal alternatives for the changing population, the Office for Aging is providing a greater selection of meal options including soup, salad, and breakfast as alternatives to the traditional hot noon meal.
- Nearly 3,500 unduplicated people ate at senior centers in 2010. About 1,100 additional people are estimated to have visited a senior center for health and wellness activities without having a meal.
- There has been a significant shift in the ages of people using the senior centers. The percentage of participants who are age 85 plus has decreased from 50% in 2008 to 20% in 2010, while the percentage of those age 60 to 74 years old has increased from 15% to over 40% in the same time period.
- 85% of surveyed seniors attending the senior centers indicate that the senior center helps them stay more socially connected. Research indicates that those who stay more socially connected typically have better health outcomes.

Social Adult Day Program

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 programs provide 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

	2010
Hours of service	48,373
Unduplicated clients served	138

Trends

- Forty-seven percent of surveyed caregivers from the Adult Day Program reported they would have had to seek a higher level of care for their family member if they weren't participating in the program.
- Participants aged 60 to 74 almost tripled in the four year period and now represent over 20% of those attending the program.
- The average length of stay is 10 months; most participants leave the program due to a decline and/or the need for a higher level of care.

- There has been an increase of 11% in participants who live in the rural areas and traveling long distances to the program.

Transportation

Seniors with transportation needs receive subsidized curb-to-curb 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

	2010
One-way trips	22,739
Clients served	551

Trends

- Eighty percent of those responding to a survey use the mini-bus for medical appointments and over half use the bus to go shopping.
- Over 70% of riders lived alone and over 80% were female.

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. 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

	2010
Dollars leveraged	\$372,427
Referrals to other agencies	446
Unduplicated clients	507

Trends

- Sixty-four percent of WRAP clients who received weatherization services lived alone and over 71% were age 75 and over. Over 97% of seniors responding to a survey after weatherization services said they could not have had the work done without the help of the WRAP program.
- Approximately 70% of the clients are female and 65% lived alone.

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). On-going 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 the Social Adult Day Program, Home Delivered Meals and Caregiver Respite services.

Units of Service

	2010
Unduplicated clients served	1,332
Personal care/chore hours	24,497
Case management hours	7,944

Trends

- Twenty-four percent (24%) of EISEP clients have more than 3 limitations in Activities of Daily Living. The status of 3 ADLS is a typical threshold which places a person at risk for nursing home placement.
- In 2010, 23% of EISEP clients lived alone; of those receiving personal care services, approximately 2/3's lived alone.
- Clients typically utilize EISEP personal care services for a period of 34 months—close to three years of in-home support.

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

	2010
Clients served	798
Meals served	195,882

Trends

- The number of home delivered meals served compared to a decade ago has increased by 16%.
- Approximately 70% of recipients are on the program for one year or less.
- Sixty-two percent (62%) of the home delivered meal recipients live alone as compared to over 30% of the general population. The typical home delivered meal recipient is female and is over the age of 75.
- While 33% of the recipients remain on the program for at least one year, 26% use the service for six weeks or less.
- 93% of surveyed home delivered meal recipients indicate that the home delivered meals program helps them to remain living in their homes.

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

	2010
HOME Program referrals received by Intake	175
HOME Program unduplicated clients	186
Family and Children's Society unduplicated clients	49
Family and Children's Society hours	812

Trends

- The HOME Program consistently enjoys a high rating for customer satisfaction. Ninety-five to 100% of clients rated the program as good or very good each year since 2003.
- During the past eight years, 93-95% of seniors who received therapy and support from The Family & Children's Society in-home mental health program did not require a higher level of care during counseling.

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

	2010
One-way shopping trips	3,483
Clients served	96

Trends

- The typical shopper client is a woman in her 80's who lives alone.
- All shopper clients must have at least two limitations in Instrumental Activities of Daily Living; 47% of the clients also have at least one Activity of Daily Living limitation.
- Shopper clients typically have a volunteer shop for groceries once a week.

Contract Agencies - 2010

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

Advisory Council Membership

Broome County Office for Aging Advisory Council – 2010

Margaret Buck	Jamye Lindsey	Mary Lou McPhail
Saraann Delafield	Elsie Logan	Maria Motsavage
Tommye Durham	Pat Macumber	Mary Pease
JoAnn Freer	Dennis McCabe	Harold Snopek
Jean Hill		

Foster Grandparent Advisory Council – 2010

Don Bennett	Peter Fuerst	Tim McMullin
Vivian Blowers	Mary Greenmun	Keith Zulko
Ron Dillingham	Sandra Jordan	Mary Zulko

Senior Center Steering Committee – 2010

Ann Allen	Bud Henecy	Mary Maricle
George Allen	Charlotte Hildebrandt	Warren McCloe
Joann Birmingham	Al Kline	Gerri Tinder
Ruth Butts	Nancy Leitner	Russell Wanchisen
Victoria Cempa	Edward Mack	Gene Wincek
Virginia Haugen	Norm Margetson	Eva Wincek