

Broome County
**Office for
Aging** 

...bringing seniors and services together

Plan for Services 2023-2024

Update to 2020-2024

4-Year Plan

August 17, 2023

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

Included you will find information about expected service modifications as well as new services that are planned to be offered in Broome County in the 2023-2024 timeframe. This Plan includes information about comments collected during our annual Public Hearing as well as data obtained through a survey of the 55+ population in Broome County.

The Action Plan section of this document included the 2022-2023 status updates for goals, objectives and outcomes that were defined in the four-year plan that covers the 2020-2024 timeframe.

For more details on our programs and services, please view the entire 2020-2024 four-year plan on the publications section of our website: <http://gobroomecounty.com/senior/publications> , or call the Office for Aging at (607) 778-2411.

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

Sincerely,

Mary Turbush

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Director

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Section I: Agency Mission

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

The Office for Aging:

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

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

Section II: 2023 Service Modification and Expansion

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

Listed below you will find information about expected service modifications as well as new services that are planned for the 2023-2024 timeframe:

- **Broome County Senior Centers & Congregate Meals Program** – We anticipate that all senior centers in Broome County will continue to operate for in person dining. As long as it is needed, the senior centers will also continue to distribute meals through a curbside meal to-go program to support older adults who are unable to come in for in person dining. In person programming will continue to be offered and will include evidence-based programming such as Bingosize and Tai Chi. A new program called Walk with Ease will be available at an indoor location in late 2022 and early 2023. Office for Aging Health and Wellness Coordinator will continue to review new options to bring more evidenced based programs to local senior centers.
Other programming offered at local senior centers in 2022 including art workshops offered by the Memory Maker Project and Arm Chair Travel classes streamed from BU Lyceum.
- **Home Delivered Meals (HDM) Program** – This service will continue to provide daily meals to older adults who are homebound and unable to obtain food at local senior centers. The HDM Program is continuously in need of new volunteers to serve homebound older adults.
- **Information and Assistance and NY Connects** – Staff will continue to stay up to date on the most current community programs. If needed, a designated vaccine line will be available to handle incoming calls about vaccines. OFA anticipates that our staff will continue to assist with scheduling vaccine appointments and transportation assistance to appointments. Staff will also assist with booster shot appointments. We will continue to update the NY Connects Directory to keep the most up to date listing of available programs and services.
- **Transportation** – The OFA Mini-Bus will be available to individuals age 60+ who reside in urban areas of Broome County and who have a valid OFA ID card. In addition to the OFA Mini-Bus service older adults will have access to services through the Getthere Mobility Management Program. Through this contract between OFA and Getthere older adults have additional transportation options that supplement public transportation in urban areas. Additionally, this contract addresses transportation needs of

those who reside in the traditionally underserved rural areas of Broome County. With the funding received from OFA, Getthere will continue to grow their volunteer transportation model.

- **Social Adult Daycare Program (ADC)** – Both ADC locations in Binghamton and Endwell will continue to offer in person services. The program continues to accommodate a limited number of participants for online programming. In 2023, the program will review the possibility of offering services outside of the day program through community options and possible home options.
- **In-Home Services** – OFA contracts with local home health care agencies to obtain aides who provide in home services. Finding aides continues to be challenging pre and post the COVID-19 Pandemic. In 2022, OFA entered into a guaranteed aide contract with a local home health agency. This contract allows for an aide to serve OFA for a guaranteed 30 hours per week. This contract is planned to continue through 2023 and possibly 2024.

OFA has provided an increase of current rates with contracted home care agencies. In addition, OFA expanded caregiver support options by providing friendly visiting options through the use of AmeriCorps and internship positions. In 2022, OFA began promoting the voucher model where families are provided with funding to hire for respite services. This model is expected to continue in 2023 and hopefully beyond. To help support the additional respite options provided to caregivers, OFA hired a new caseworker in 2022 who will continue throughout 2023/2024 to help families navigate and secure respite options.

- **Foster Grandparent Program (FGP)** –The Foster Grandparent volunteers returned to schools and daycare in limited capacity in fall of 2022. In 2023 the program will continue to work with local school districts and daycare centers to find placements for existing and newly enrolled volunteers.
- **Virtual Senior Center Programs** – These programs went live in 2021 to address social isolation among older adults. In 2022, OFA worked with AmeriCorps workers and interns to distribute tablets and iPads to older adults who lacked devices or internet. This program is expected to continue through 2023.

Section III: Unmet Needs

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

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

1. Transportation

Listed below in Table 1 are unmet needs identified through OFA’s needs assessment process. Table 2 details a service priority area selected to address rural to rural and rural to urban transportation needs. Objectives and actions defined in Table 2 represent a pilot project that, if successful, can be replicated in other rural areas of Broome County.

Table 1

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

Table 2

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

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

- Work with Northern Broome Cares – a newly established NORC program serving the Northern Broome Area – to identify and define what rural to urban transportation needs exist in the community.
- Engage in planning to address the needs identified through the NORC program. This would involve looking at the existing service provided by BC Transit and working in partnership to define how the existing service could be improved.
- Seek innovative and cost-efficient solutions to improve the existing rural to urban service provided by BC Transit by engaging community partners including but limited to Getthere mobility management and Faith in Action Volunteers in the planning process.
- Engage with community partners including but not limited to Getthere and Faith in Action Volunteers to support the growth of a rural volunteer model to address rural to urban transportation needs.
- Support community partners seeking grant funding for rural to urban transportation services including volunteer programs seeking to provide mileage reimbursement for volunteers.
- Engage the age-friendly transportation workgroup to define innovative best practices and solutions to improve rural to urban transportation.

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

2022-2023 Status Updates for Transportation Objectives & Other Transportation Projects and Improvements

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

- Getthere Mobility Management continues to arrange rural-to-rural transportation via local taxi service on a weekly basis in Whitney Point and the surrounding communities. These transportation services are part of the Rural Health Network's Northern Broome Cares NORC Project (Naturally Occurring Retirement Community).

- Getthere Mobility provides weekly transportation from the area around Windsor into the Village of Windsor for those ages 60 and older. The service takes place on Wednesday afternoons. The expansion was supported by Office for Aging funding provided to Getthere (described below under Objective 2).

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

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

2022-2023 Transportation related projects and improvements:

- Getthere Mobility Management Advisory Council continues to meet on a bi-monthly basis to seek input from local partners and engage in planning to address transportation needs. This Advisory Council includes the Long-Range Binghamton Metropolitan Transportation Study (BMTS) Planning Committee.
- Getthere continues attempts to grow its Volunteer Driver Program to expand rural transportation options in Broome County. The ability to recruit new volunteers has been impacted by the pandemic and escalating gas prices but this is an ongoing effort.
- There is new technology for trip planning available through the Getthere Trip Planner <https://gettherescny.org/trip-planner> and the Google Transit Trip Planner added to BC Transit website <https://www.gobroomecounty.com/transit/google-transit-trip-planner>
- In 2022 and 2023 Broome County Office for Aging received Technical Assistance through the Community Transportation Association of America (CTAA). Through this process in 2022, a CTAA Representative conducted two focus groups with older adults and individuals with disabilities to evaluate how transportation planning can be improved to better serve these populations. In 2023, a CTAA Representative helped move to an action plan creating a Bus Ambassador Program.
- BMTS developed an E-Bike and E-Scooter Multi-use Trail Regulations Guide <https://www.bmtsonline.com/sites/default/files/files/E-Bike%20Trail%20Regs%20Study.pdf>

- BC Transit continues to update its fleet to provide clean, modern buses to our community, while making efforts to procure buses with environmentally friendly technology.

2. Housing

Listed in Table 3 are unmet needs identified through OFA’s needs assessment process that included surveys and focus groups. Table 4 details service priority areas selected to address housing needs.

Table 3

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

Table 4

Service priority selected to address lack of housing options for seniors including lack of funds to help with home repairs
<p>Description of unmet needs: Based on input gathered from OFA’s needs assessment (surveys, focus groups) the following housing needs exist in the community:</p> <ul style="list-style-type: none">• Lack of middle-income housing in urban and rural areas of Broome County for older adults with annual incomes higher than \$35,000. For the purpose of this plan middle-income was defined as annual income of \$35,000 or higher. We reviewed comments from survey respondents requesting more middle-income housing and determined that most of them had annual incomes of \$35,000 or more. Additionally, we reviewed current income limits of senior housing units in Broome County with majority housing units allowing maximum yearly income of \$30,000 for one person households and few units allowing higher annual income limits of \$38,000.• Limited senior housing options in rural areas of Broome County. With many rural areas seeing an increase in the 60+ population affordable senior housing units are needed for those who wish to remain in their rural communities. Special focus should be paid on supporting seniors in these housing units with services such as transportation to help them connect with services in urban areas.• Lack of adequate home repairs funding to help seniors repair and modify their homes. Current housing stock is aging and does not allow for “aging in place” due to lack of first floor bathrooms, too many stairs, weatherization needs and other general home maintenance repairs. As the population continues to age, we are seeing many seniors age 85+ who have outlived their resources therefore limiting their ability to repair or modify their homes.
<p>Goal: Improve availability of housing options and home repair programs for Broome County older adults.</p>

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

Actions:

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

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

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

Actions:

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

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

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

Actions:

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

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

2022-2023 Status Updates for the Housing Objectives & Other Housing Projects and Improvements

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

- OFA’s NY Connects staff continually educate the public about available housing options through a variety of publications including the “How to Find a Private Apartment”. This publication is geared towards middle-income renters who are not eligible for subsidized housing but do not have substantial financial means. In 2022, OFA created a new publication for middle income housing options (rental rates between \$875 and \$2,000).
- Through an ongoing housing workgroup, community volunteers and professional stakeholders are meeting to explore the development of additional housing and innovative housing options in Broome County. In 2022, these meetings have included the Executive Director of the Southern Door Community Land Trust, the Executive Director and an Advisory Board member of the Broome County Land Bank, the Housing Counseling Coordinator at Metro Interfaith Housing Corporation, the Town of Chenango Supervisor, Broome County Planning staff, and OFA’s grant-funded housing specialist.
- The Age-Friendly workgroup continues to discuss and explore ideas to address the need for more middle-income housing in Broome County.

- The Broome County Land Bank received American Rescue Act funds for their rehabilitation programs. One example was the rehab of a single family home at 33 Linden Street in Binghamton in collaboration with First Ward Action Council. It was offered for sale in August 2022 through the Land Bank’s Affordable Housing Program.

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

- The Broome Age-Friendly Project Coordinator provided data from the 2019 Needs Assessment during the Universal Design Municipal Training held in October 2022 to advocate for more rural housing. Data will be shared as needed with developers looking for information about rural housing needs.

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

- Rural Health Network provides minor home repairs and high visibility house numbers for EMT services to rural residents of Whitney Point, Barker, Lisle, Nanticoke and Triangle through its Northern Broome Cares NORC (Naturally Occurring Retirement Community).
- OFA continues to advocate for the need for home repairs and modifications funding to assist older adults in their ability to age-in-place.
- On an ongoing basis, articles about contractor scams are published in the Office for Aging’s Senior News monthly publication.

Continued Advocacy:

- The Broome Age-Friendly Project Coordinator is continuing to research the innovative housing programs and is exploring creation of a shared housing program which would benefit Broome County older adult homeowners and advanced degree students at Binghamton University.
- Funding was obtained and construction plans are in development for new subsidized senior housing in a rural area of Vestal through the First Ward Action Council. Office for Aging provided a letter of support for the project.

New Housing in Broome County:

- Endicott Square apartments in the Town of Union transformed a vacant school into affordable housing. Housing Visions non-profit transformed the former Henry B. Endicott School into housing for people living below or the poverty line or people who were living in sub-standard housing.

- Skye View Heights in the Town of Union is a rental community currently under development aimed at people 55 and older. It will provide full-service rental housing for older adults with more financial means who want to remain in Broome County but do not want the hassles of home ownership.
- Through the Broome County Land Bank’s Affordable Homes Program, several single-family homes were rehabbed and offered for sale to buyers whose income does not exceed 80% or 100% of Area Median Income and other qualifications. The properties include 124 Gaylord Street, 133 Linden Street, and 15 Birch Street in the City of Binghamton. Another affordable rental property was also completed at 3 King Avenue. Collaborators in these projects include First Ward Action Council, the City of Binghamton, and Vision Build Holdings Binghamton LLC.
- Construction is currently underway for 156 apartments in the former Endicott-Johnson Victory Shoe Factory in the Town of Union. This repurposing of a vacant building will be market-rate housing.
- Development of a new tiny home community for veterans was announced by Broome County Executive Jason Garnar. Construction is anticipated to begin in Spring 2023.

Other Work:

- A Broome County Office for Aging Program Coordinator was trained as a Certified Aging-in-Place Specialist through funding provided by NYSOFA.
- In 2022 through Broome County Planning, several trainings were provided to municipal staff, planning and zoning board members. The trainings were on affordable housing, aging-in-place, and universal design.

3. Communication

Table 5 details unmet needs related to how older adults obtain information about available programs and services, including social events and opportunities. The challenges describe above were identified through OFA’s needs assessment process.

Table 5

Service priority selected to address the need for more age-friendly sensitive communication to Broome County older adults related to available programs and services including community social events and opportunities.
Description of unmet need: OFA needs assessment data (surveys, focus groups) revealed that Broome County older adults often struggle with navigating information about community events, programs and other social opportunities. While use of internet and technology amongst

older adults has increased, there are many seniors who still rely on traditional sources of information such as newsletters, brochures and other printed materials. When asked about access to internet, 19% of survey respondents reported not having access. National statistics show that 33% of people age 65 and older do not use the internet. Due to these statistics, we believe the true number of older people who do not use the internet in Broome County is higher than what our survey found. Twenty-seven percent of survey respondents reported not knowing where to look for volunteer opportunities. 28% of survey respondents reported that they feel socially isolated and when asked about what prevents them from doing more social activities, 28% reported not being aware of social activities they would enjoy.

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

Furthermore, those who attended our focus groups reported struggling to find information about programs, services and social opportunities. Survey of Broome County professionals who work with older adults also revealed that finding the right information when its needed is an area of concern.

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

Objectives 1: Work with a community partner to develop an app and website that will help distribute information to older adults (who use technology) on the availability of programs, community events, and social opportunities.

Objective 2: Through the work of the Broome County Age Friendly Project, encourage the use of age-friendly concepts by community organizations to improve communication to older adults.

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

2022-2023 Status Updates for Communication Objectives & Other Communication Projects and Improvements

Objectives 1: Work with a community partner to develop an app and website that will help distribute information to older adults (who use technology) on the availability of programs, community events, and social opportunities.

- In 2023, OFA signed up for an electronic platform called Blooming Health. This platform allows OFA to distribute mass messages to older adults who sign up for the service. Messages regarding special events, center activities, weather related delays and closures, and much more is available. OFA increased promotion of events and programs on OFA's Facebook account to reach older adults who utilize Facebook. OFA's social media reach continues to grow. Traditional methods such as printed flyers and the Senior news continue to be utilized to reach older adults who are not on social media.

Objective 2: Through the work of the Broome County Age Friendly Project, encourage the use of age-friendly concepts by community organizations to improve communication to older adults.

- The Age-Friendly Communication Fact Sheet containing some best practices for print, verbal, tv/radio, and digital communication continues to be distributed widely in Broome County. The fact sheet is also available on the Office for Aging website.

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

- Office for Aging continues to promote the Broome Age-Friendly Project in order to raise awareness of age-friendly concepts and efforts in the community. Quarterly updates are shared with community partners and volunteers to inform them of the ongoing efforts.
- Office for Aging continues to utilize traditional printed communication options such as the Senior News and ads in the local Press & Sun-Bulletin to educate the community about programs, events, and other opportunities. This printed form of communication continues to be important to many older adults who prefer this method of obtaining needed information.
- In the Senior News, several monthly columns have been added to provide ongoing education: one on services available through OFA's NY Connects, the other about upcoming community events and Health & Wellness options.
- Opportunities to connect to social, educational, and exercise opportunities from home by phone, internet, and printed information sent through the mail continue to be publicized and provided to callers to OFA.

Other work beneficial to those seeking access to information through the internet:

- The Broome Age-Friendly Project created and distributed a flyer with technology resources online and in Broome County. Resources identified include community computers, Wifi, tech classes and 1-on-1 tech assistance.
- OFA publicized the availability of the Affordable Connectivity Program for those in need of affordable internet and devices.

Additional unmet needs and areas of concern are listed below. These issues are addressed through a variety of projects and local collaborations. The 2022-2023 Status updates are listed below.

Caregiving

- No emergency housing when a caregiver is hospitalized
- Overnight and weekend care
- Difficulty finding reliable help especially when last minute caregiving needs arise
- More education opportunities for caregivers to reduce the confusion of navigating through Medicaid benefits and other paperwork

2022-2023 Status Update:

OFA continues to evaluate caregivers’ needs and advocate for appropriate services. The Caregiver services unit at OFA provides counseling to caregivers who need assistance with exploring their options to help them in their caregiving roles. Caregiver support groups and caregiver training have returned to in person options following months of virtual programming due to the pandemic. Since returning to in-person meetings and services, OFA has expanded current respite options through advocacy and support with helping caregivers to complete referrals to the NYS voucher respite program, expanding day program slots, and by providing in home companionship/supervision services through the use of OFA sub workers, volunteers and interns. OFA continues to collaborate, publicly advertise and provide referral information to families regarding a local church who returned to offering in-person weekend “drop in” respite programming to allow caregivers needed breaks. In 2022, OFA provided an additional commitment to serving caregivers by hiring a case worker who will monitor all requests and waiting lists for multiple respite programs so slots are most efficiently utilized and for caregivers to have a direct line of contact.

Food Security

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

2022-2023 Status Update:

OFA distributed Farmers market coupons at local senior centers and other community location. OFA staff participated in the Underserved Food Insecurity Workgroup to help determine how to reach those struggling with food insecurity. OFA continuously monitors incoming calls and requests for assistance related to food insecurity.

Medical & Mental Health

- High turnover of primary care providers in the area.
- Limited or nonexistent Emergency Medical Services in rural areas
- Lack of physicians or difficulty accessing medical care in rural areas
- Additional education needed for Medicare coverage and how to cut prescription drug costs.
- Lack of mental health providers who can visit older adults in the home.
- Long wait lists and clients not seeking the care they need
- Social isolation of seniors

2022-2023 Status Update:

OFA engaged intern students including AmeriCorps members to meet social isolation needs in our community. Students were trained in REST program and provide friendly visiting to socially isolated seniors. Students also assisted with distribution of animatronic pets, Elli-Q robots training on technology and use of the virtual senior center platforms.

OFA's AmeriCorps member will work with local senior housing to bring virtual programming to residents in these buildings.

OFA continues to promote the Virtual Senior Center Project after being selected to be one several pilot counties in NY State. Online activities including exercise classes are available to older adults to help them stay engaged and connected. OFA is also promoting the Getsetup platform that allows all older adults in NY State to access free classes. A new flyer was created for distribution that informs older adults and caregivers about online programming opportunities to help battle social isolation. OFA purchased 20 tablets as part of the Virtual Senior Center project. These were

distributed at the end of 2021 to local older adults who don't have access to online programming due to lack of technology and the internet.

In 2022 OFA partnered with Binghamton University Lyceum to stream "Armchair Travel" classes to local senior centers. Senior Centers' art workshops were offered to older adults including those with memory impairments by the Memory Maker Project.

In the 2022-2023 timeframe OFA will continue to meet with local health care systems to share information about the needs of the older adults and improve access to medical and mental health services. Topics of discussion included tele health, use of technology, transportation and how to improve referrals to meet clients' needs. In 2023, a Lourdes tele-health cart was placed at a senior center for a pilot program.

Emergency Preparedness

- Lack of emergency housing/shelters that accept pets
- Lack of emergency pet care.
- Lack of emergency housing for those affected by domestic violence situations/no emergency handicap-accessible (shelters) or for those that need some personal-care assistance

2022-2023 Status Updates:

OFA collaborates with Broome County Emergency Services and the America Red Cross to make sure at least one of the local senior centers is set up to be an emergency shelter if needed.

Financial

- Lack of emergency funds for seniors
- Affordable assistance with managing bills/budgeting, writing checks, etc.
- Education and Assistance with financial planning and budgeting
- Lack of payment source for dental and eye care
- Case management for non-Medicaid seniors
- Older adults struggling with managing their expenses on limited income and resources

2022-2023 Status Updates:

In 2021, the AgeOn fund of Broome County was established to assist older adults with unmet needs through financial contribution to purchase needed items. Between January and September of 2022, five referrals were submitted and four were approved for funding through the AgeOn fund.

So far, 2023, there have been 3 referrals submitted. OFA continues to be an active participant on AgeOn's Board of Directors.

OFA partnered with Visions Federal Credit Union in 2023 to work on financial literacy, budgeting and finance related educational programs to be offered at local senior centers.

Aging in Place/In-home services

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

2022-2023 Status Updates:

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

- Another effort to combat social isolation included OFA's Friendly Visiting program. Through this program, student interns including AmeriCorps members visit socially isolated seniors and engage in conversations, games and other activities. Older adults are identified by OFA staff.

Section IV: Office for Aging Public Hearing Summary – 2022

Each fall, the Broome County Office for Aging holds a Public Hearing. The hearing provides an opportunity for older adults, caregivers, interested community members and partner agencies to comment on our Draft Plan for Services, which includes proposed services for the coming year. In fall of 2022, the Office for Aging held two in person public meetings.

Unmet needs comments	Office for Aging Follow up
<p><u>Internet Access Needs:</u> Access to low-cost internet options for older adults.</p>	<p>OFA will continue to promote the Federal Internet Subsidy Program called Affordable Connectivity Program (ACP) that allows eligible individuals to receive up to a \$30/month discount on their internet service. In addition to a discount for their internet service, eligible participants can also receive up to \$100 for a one-time purchase of a laptop, desktop computer or tablet from participating vendors.</p>
<p><u>Transportation Needs:</u> More transportation options within rural areas and from rural to urban areas. More transportation options for disabled individuals and those with low income.</p>	<p>OFA continues to contract with BC Transit for the provision of the OFA Mini-Bus transportation service available in urban parts of Broome. Additionally, OFA entered into a contract with the Rural Health Network of South-Central NY Mobility Management program called Getthere. Through this contract, Getthere will assist older adults in both urban and rural areas and supplement existing gaps in public transportation. In addition to helping older adults find the most affordable and appropriate transportation option, Getthere provides travel training. OFA received technical assistance from the Community Transportation Association of America and a Bus Ambassador program was initiated in 2023. One Ambassador was trained to provide further assistance to older adults residing in senior housing.</p>
<p><u>Health Care in Rural Areas</u> Limited health care services available to those who reside in rural areas.</p>	<p>OFA collaborated with Lourdes and a telehealth cart was placed at the Harpursville senior center in early 2023. OFA's contract with Getthere assists older adults who need transportation to get to medical appointments with a special focus on service those who reside in rural areas.</p>

Section V: Broome Age-Friendly Project Survey of Adults Age 55+ Results

286 responses collected (118 online, 168 paper)

Some questions were skipped by respondents. Percentages reflect total answers to each question.

1. How would you rate your community as a place to live as people age?

(261 responses)

Excellent (34)	Very Good (53)	Good (118)	Fair (42)	Poor (14)
13%	20.3%	45.2%	16.1%	5.4%

2. What about your community makes it a good place for people to live as they age?

(multiple responses selected)

Answer Choices	Number of individuals who selected this answer
1. Hospitals/health services	108
2. Cost of living	95
3. Low crime/safety	72
4. Parks/recreation	71
5. Activities for older adults	65
6. Services for older adults	62
7. Cultural opportunities	58
8. Housing options	47
9. Transportation options	42
10. Learning opportunities	40

Other: During the summer, Friday nights music on the green; friends and family; I own my own home, it is a nice place to live; proximity to major cities; meet & greets, educational talks; friendly neighbors; where I live it is convenient to a lot

3. What would make the community a better place for people to live as they age?

Answers grouped into larger categories	Comments from survey respondents
Transportation	<ul style="list-style-type: none"> • Cheaper transportation • Better roads • Inexpensive rides • A government subsidized taxi service where seniors/disabled pay 50% for a taxi • Wider sidewalks
Housing	<ul style="list-style-type: none"> • Affordable housing (senior living, middle income with amenities)
Services for Older Adults	<ul style="list-style-type: none"> • More elder services • Elder Care Ombudsman/Advocate • Staying in their home and bringing in needed services • Inexpensive Handyman & housekeepers • Assistance with snow shoveling • Services for people not on Medicaid • Meet needs for home bound • Water aerobics/exercise program at Vestal Center
Financial/Economy	<ul style="list-style-type: none"> • Lower taxes, food and heat supplements • Cheaper prices, including gas • Health insurance for all

	<ul style="list-style-type: none"> • Lower taxes • Lower cost dental care
Community	<ul style="list-style-type: none"> • Accessible community activities • Block parties • Restore RailTrail walking program • Teenagers from Vestal High School to volunteer to cut lawns • Address issues with drugs • Less crime & drugs • Safer to walk the streets

4. How confident are you that you will be able to continue living in your current residence for as long as you would like? (233 responses)

Very confident (70)	Somewhat confident (106)	Not too confident (45)	Not confident at all (12)
30%	45.5%	19.3%	5.2%

5. What are some reasons you might consider moving from your current home?
(multiple responses selected)

Answer Choices	Number of individuals who selected this answer
No longer able to maintain my home	109
Needing more services for older adults	63
I don't plan on moving	77
Need for more accessible housing	56
Better transportation options	53
Reduce living costs	41
To be closer to family or friends	39
Lower crime/safety	28
More activities for older adults	28
Different climate	26
Better access to hospitals/health services	18
More access to parks/recreation	12
More access to cultural opportunities	10

Other comments:

- need climate-controlled environment;
- 1st floor living;
- Drastically rising rent;
- I have no car. There is no bus. I depend on the other to help me;
- closer to bus route;
- no family to live with me to take care of me any my home;

- if my health deteriorates;
- the need for more quiet atmosphere;
- high crime rate

6. Do you feel that there are enough social activities in your community for older adults? (272 responses)

Yes (128)	(47.1%)
No (61)	(22.4%)
I don't know (83)	(30.5%)

7. What activities would you like to see that are not currently available?

Bunko in other senior centers besides Vestal	restore the picnic at BCC	exercise at Vestal
more fitness activities/swimming	dinners, social gatherings	trips
craft classes	more emergency preparedness	computer/phone literacy
more things that are stimulating	how to use smart phones, computers/tablets	concerts for people over 65
more activities during the day	dances for seniors	more trips
more activities for park/state park	concerts, movies, bingo	virtual classes
visits from professional care givers	weekend/evening transportation to attend activities	Bible studies
internet classes	more theater	better transportation services for non-essentials

more bingo	I'm not sure, they have rules here	movie night and holiday parties
sports and music	more coffee houses	church services and activities
genealogy instructions	swinging	yoga
more modern musical instruments		

8. If you don't currently go to a senior center, that is because...

busy with other activities at current level	don't drive	other obligations
health	I don't know where it is or what services they provide	I don't want to go
I don't have a way	transportation problems	I haven't taken the plunge
so, so food & boring	not currently interested	not close enough
no longer drive	there isn't one available	location
I'm not thinking about it	unable to leave house	not interested
just an older Vietnam Veteran	I would miss receiving Meals on Wheels	no reason except I'm a homebody
we forget about it	I do but not often b/c I don't drive, need transportation	no reason, just haven't yet
my life is full already	spinal cord injury	don't know anyone, don't like going alone, afraid of falling

9. Do you currently volunteer?

(225 responses)

Yes (110)	48.9%
No (115)	51.1%

If no, is this because:

- I don't have time (37 responses)
- I am not interested in volunteering (29 responses)
- I don't know where to look for volunteer opportunities (16 responses)
- I am interested in volunteering but don't like the expectations of opportunities offered (11 responses)
- I am interested in volunteering but don't like the opportunities available (7 responses)
- I only want a paid position (4 responses)

I would prefer to volunteer in this way:

- Helping at Vestal Senior Center;
- computer, literacy;
- cooking and helping out;
- volunteer at church;
- used to be a Foster Grandparent for 16 years;
- something I could do from home/phone;
- during day hospital auxiliaries;
- I'm already involved with church and professional societies;
- Help when I can my way!;
- I prefer interacting with people in person or through phone call;
- phone call to others;
- I sew quilts for nursing home residents;
- transportation is an issue, I don't drive however I would if it fit BC Lift schedule

10. Do you have internet at home? (240 responses)

Yes (210)	87.5%
No (30)	12.5%

If no, why not? Please explain:

- very slow/not dependable;
- too expensive;
- don't understand computers,
- needs help;
- not interested in learning about it;
- no need, have access via mobile phone;
- can't afford to; it's not useful for my lifestyle and if I need access I use the library's computer;
- not always safe with your information;
- very stressful;
- I don't understand how to use/work the internet

11. Is there anything else you would like to share about making your community a better place to age in place?

Dependable, affordable help	fix the sidewalks	pre-loaded cell phones for elderly with program options/apps
affordable housing, transportation and healthcare for all incomes	more community gardens, more daylight programs in the park	downtown not handicapped accessible, limited pharmacies
I would like my street safer, NYS DOT has made it very unsafe for everyone	build up more stores on Front Street	senior meet-up groups
more parking for attending festivities	lower property taxes for old people	honest/dependable home health aides
lessons in kindness on how to listen differently to a senior	programs for seniors at the library, I hate the automated phone calls – so annoying	affordable senior community living
reduce availability of guns especially automatic rifles	outdoor communal activities for less active adults	more health club exercise opportunities for senior that is no as expensive
easier shuttle access for non-drivers, all places should have handicap accessible doors	participate more in local government	having bank closer

434 is dangerous, perhaps more police presence	activities where young, teens, middle age and elderly can interact together	bus service to the Town Square Mall (a dream come true!)
police cracking down on road speeding	no more building for the students	it needs to “beautify itself”
not here!	source of reliable people with references to help with home maintenance	easier access to getting doctor appointments vs. waiting 2-6 months when you have an illness
I would like to exercise with other women	I have taught the Bonesaver Class for almost 20 years. At the present time my class is just too big for where we meet (old Town Hall)	my particular Senior Housing has no bus line and I like to see 2x a month bus for shopping needs
need more benches along streets	no – it’s fine!	less repetitive emphasis on nutrition, exercise, socializing, etc.

Demographic Questions:

12. Where do you live: Vestal; Windsor; Endicott (Tioga County); Endicott (Broome County); City of Binghamton; Town of Binghamton; Kirkwood; Sanford/Deposit; Port Crane; Harpursville; Sidney/Masonville; Union-West Corners; Colesville; Johnson City; Vestal Center; Endwell; Dickinson; Chenango Bridge; Whitney Point; Afton; Port Dickinson; Maine; Conklin; Town of Fenton; Town of Maine; Apalachin

13. How old are you? Respondents were between 55 and 96 years old

14. How do you identify? (240 responses)

Female (174)	72.5%
Male (63)	26.25%
Other (3)	1.25%

15. What is your race and/or ethnicity? (273 responses)

African American (5)	1.83%
Asian (2)	0.73%
Native American (2)	0.73%
White (251)	91.94%
Mixed Race (0)	0%
Other (2)	0.73%
I prefer not to answer (11)	4.03%

16. Are you of Hispanic or Latino/a origin? (259 responses)

Yes (0)	0%
No (259)	100%

Section VI: Action Plan

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

This section provides you with information on the status of our Action Plan goals that occurred in the 2022-2023. Please note that several of the objectives and its outcomes were impacted by the COVID-19 Pandemic.

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

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

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

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

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

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

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

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

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

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

Detailed below are specific objectives for each of the seven goals the Office for Aging worked on and an update from the 2022-2023 timeframe. Some objectives are output based while others describe strategies, collaborative partnerships and desired benefits.

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

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

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

Actions:

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

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

2022-2023 Status Update: Objective and actions have been achieved.

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

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

Actions:

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

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

2022-2023 Status Update: Objective and actions were achieved.

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

Actions:

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

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

2022-2023 Status Update: Objective and actions were achieved.

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

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

Actions:

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

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

2022-2023 Status Update: In the 2022-2023 program year, HIICAP saved older adults a total of \$2,266,680 on their healthcare and prescription costs.

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

Actions:

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

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

2022-2023 Status Update: In 2022-2023 AOP has continued to maintain public and private funding. No additional private funding has been sought since a multi-year private award was obtained in March 2022.

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

Actions:

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

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

2022-2023 Status Update: OFA’s HIICAP contractor – Action for Older Persons, Inc. (AOP) – trained 5 new volunteers between 4/1/22 and 3/31/23

Access Services: Case Management

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

Actions:

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

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

2022-2023 Status Update: Six newly hired caseworkers completed the CADER training in 2022-2023.

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

Actions:

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

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

2022-2023 Status Update: Outcome was met in 2020.

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

Actions:

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

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

2022-2023 Status Update: This objective was completed in 2020.

Access Services: Transportation

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

Actions:

- BC Transit will operate the OFA Mini-Bus that provides transportation for those who are 60 years and older.
- BC Transit will oversee the reservation line that clients use to reserve rides on the OFA Mini- Bus.
- OFA will promote the Mini-Bus through various marketing efforts including but not limited to the *Senior News*, *Successful Aging*, NY Connects Directory, brochures etc.

- OFA and NY Connects staff will continue to educate callers about available transportation options including the OFA Mini-Bus and provide support to those seeking assistance.
- OFA and NY Connects staff will refer clients in need of travel training or additional assistance with transportation to community partners, including the local Mobility Managers from Getthere, Broome County’s Mobility Management Organization.

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

2022-2023 Status Update: Per the 2022 Transportation Survey 95% of respondents reported that they would struggle getting to medical appointments, grocery shopping or other errands if they didn’t have the OFA Mini bus option. 93% of the surveyed seniors reported that they can get to their appointments within reasonable time when using the OFA Mini bus. 90% of the surveyed seniors reported that they had no trouble getting their rides for the time they requested. 100% of the surveyed seniors reported being pleased with the current transportation system.

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

Actions:

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

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

2022-2023 Status Update: OFA staff continue to attend Getthere Advisory council meetings and continue to consult with BC Transit on any needs. OFA staff participated in Inclusive Planning Assistance through CTAA to look at our current practices and what can be improved. OFA staff continue to participate on the Getthere (GT) Advisory council. We recently wrapped out our Inclusive Planning Assistance and results will be present to the GT council in December.

- In 2022 – 2023 the Getthere contract continued to supplement current public transportation options in urban areas and enhanced access to transportation in rural areas of Broome County. This included continuing of the Windsor Wednesdays program allowing older adults in Windsor to utilize a once a week taxi service within Windsor. Added in early 2023 is Deposit Tuesdays.

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

Actions:

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

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

2022-2023 Status Update: OFA participated in Inclusive Planning Assistance through CTAA to look at current transportation practices and what can be improved on with our local transportation options. OFA with help from CTAA consultant held two focus groups. From those focus groups OFA is working with BC Transit and Getthere to initiate a Bus Ambassador Program. This program will assign volunteer bus ambassadors from local senior housing units to work with other seniors on orientation of public transportation. The hope is that the stigma and fear of public transportation can be reduced.

Access Assistance: Private Pay

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

Actions:

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

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

2022-2023 Status Update: This objective has been impacted by the COVID-19 pandemic. OFA will re-visit this objective in 2023-2024 and explore ways a private pay policy would work in Broome County.

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

Actions:

- OFA will seek private partnerships with health care organizations to allow for payment for OFA services that address social determinants of health and improve health outcomes.
- OFA will contract with Northern Broome Cares - the new Naturally Occurring Retirement Community (NORC) in the Whitney Point area - to support this program with additional services.
- OFA will remain active in the local Delivery System Reform Incentive Payment Program (DSRIP) planning and implementation process, as we seek innovative programming to meet the demand for services for older adults and those with disabilities.

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

2022-2023 Status Update: OFA met with Lourdes Hospital to provide update on current programs, services and initiatives that support healthy aging. Outreach to UHS has received no response but OFA will keep trying to connect. A new meeting is scheduled for summer of 2023 with Lourdes Senior Services Center to discuss further collaborations. OFA continued to work with NORC to explore what services are needed in the NORC service area. OFA is awaiting further direction regarding the new DSRIP process which is still under construction.

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

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

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

Actions:

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

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

2022-2023 Status Update: In 2022, OFA entered into a guaranteed aide contract with a local home health agency. This contract allows for an aide to serve OFA for a guaranteed 30 hours per week. The funding for this contract continued in 2023 to provide for 1 full year of service.

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

Actions:

- Review sample contracts from other Area Agencies on Aging (AAAs/OFAs)
- Write a request for proposal.
- Implement the provision of ancillary EISEP services to clients living in substandard conditions.

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

2022-2023 Status Update: In 2022 OFA continued to utilize a local laundry cleaning company to save the time home health care aides spend on going to local laundromats and allowing them more time to focus on the other in-home needs. OFA was also informed of a DSS grant allowing for clean outs for clients who live in substandard conditions. A new laundry service opened in the area in 2023 called Clean Hamper. This option will be explored as well.

Objective 3: Expand respite opportunities for family caregivers.

Actions:

- Support volunteer-based respite programs with technical, grant, and planning assistance.
- Meet with Grace Lutheran Church to discuss expansion of the Respite, Education and Support Tools (REST) program.

- Pilot volunteer respite programs for four months in a rural community
- Explore options to contract for overnight respite at a Skilled Nursing Facility.

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

2022-2023 Status Update: OFA utilized Leisure Time activity aides and student volunteers to provide respite for caregivers. OFA staff worked with 27 families to enroll in the LifeSpan Voucher program providing a financial benefit to access respite services. Eastern Broome Senior Center hosted a summer respite program to help caregivers access respite services. A similar program was offered at the Whitney Point senior center but was not utilized by the community.

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

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

Actions:

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

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

2022-2023 Status Update: Objective and actions have been met. Office for Aging supports the Northern Broome CARES Program by providing office space at the Northern Broome Senior Center, inviting staff to OFA's monthly staff trainings and referring any individuals who reside in the Northern Broome community to the program. OFA staff serve on the Northern Broome CARES Program Advisory Council.

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

Actions:

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

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

2022-2023 Status Update: NORC staff continue to refer caregivers in need of support to OFA.

Supporting Aging in Place: Broome County Age-Friendly Project

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

Actions:

- OFA will oversee the implementation of all required tasks as outlined in the Age-Friendly Grant funded through NYSOFA.
- OFA will hire a dedicated staff person to oversee the Broome County Age-Friendly Project.
- The Broome County Age-Friendly Project Coordinator will oversee the planning efforts of all Age-Friendly Workgroups representing the eight domains of livability.
- The Broome County Age-Friendly Project Coordinator will promote age-friendly concepts and improvements to encourage local municipalities to engage in and consider age-friendly planning efforts.
- A work plan will be submitted to AARP and approved.
- The work plan will be carried out over the next four years.

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

2022-2023 Status Update: Objective and actions are in progress. The Program Coordinator hired to oversee the Broome Age-Friendly Project continues to work on the implementation of the Broome Age-Friendly Action Plan that was submitted to AARP for approval in September 2020. A survey will be distributed in 2023 to gather input for the new Action plan.

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

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

Actions:

- Each year, the FGP Program Manager will plan and implement an advertising campaign in local news media such as television, radio and newspapers to promote FGP, increase interest in volunteering and increase community awareness.
- Each quarter, an article or advertisement will be placed in the *Senior News*, a monthly publication that reaches over 7,000 older adults.

- Each year, FGP staff will make at least 6 presentations at places where seniors gather such as senior housing community rooms and church meeting rooms.
- Each year, FGP staff will have an information table at a minimum of three community events such as the Senior Picnic and health fairs.
- Each year, the FGP Program Manager will provide incentives for Foster Grandparents to attend education programs on health management.
- Each year, the FGP Program Manager will schedule a press conference where local politicians and community leaders will publicly thank Foster Grandparent volunteers, recognizing their community service to children with special needs.
- Each year, the FGP Advisory Council will host a recognition dinner which will include teachers and supervisors from FGP-supported sites. The Foster Grandparents will also receive gifts in thanks for their community service.

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

2022-2023 Status Update: This program continued to be impacted post pandemic. 48 older adults volunteered in the FGP program. The grant was renewed for 2023-2026 and the number of active volunteers was lowered to reflect recruitment and retention trends.

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

Actions:

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

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

2022-2023 Status Update: FG volunteers had access to health and wellness opportunities at in person in-services offered by OFA.

Activities for Health, Independence and Longevity: Volunteerism

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

Actions:

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

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

2022-2023 Status Update: The final year of the three-year Broome Age-Friendly Action Plan was focused on addressing goals/objectives outlined in the plan as well as designing and distributing of a survey to inform the new Action Plan to cover 2023-2026. A final update to the 2020-2023 Action Plan will be distributed to community partners and available on OFA's website.

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

Actions:

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

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

2022-2023 Status Update: OFA continued to promote and offer the Virtual Senior Center Program to older adults. This project provides free access to activities and programming through an online platform. Two Binghamton University graduate interns provided friendly visits to socially isolated older adults. They also assisted with technology and provided animatronic pets and personal robots called ElliQ to qualified older adults. Older adults who received tablets from OFA continues to utilize them with the free internet service provided to them with the tablets.

Nutrition Services: Nutrition Program for the Elderly

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

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

Outcome: An annual review of customer satisfaction surveys will show that 70% of clients who participate in OFA meal programs report that they feel healthier because of the meals they receive.

2022-2023 Status Update: Customer satisfaction surveys for the Home Delivered Meals Program and the Congregate Meals Program will be completed. Feedback about meal quality is collected from Meals on Wheels and senior center participants continuously and addressed with the food vendor. 94% of the Meals on Wheels clients and 91% of the Congregate Program participants surveyed stated that they feel healthier because of the meals they receive.

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

Actions:

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

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

2022-2023 Status Update: Customer satisfaction surveys for the Home Delivered Meals Program and the Congregate Meals Program were completed. 66% of the surveyed congregate meal program participants and 69% of the Home Delivered meal participants reported that the overall quality of the meals is good.

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

Actions:

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

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

2022-2023 Status Update: Objective and actions are in progress and will be reported by 2024.

Supporting Caregivers: National Family Caregiver Support Program (NFCSP)

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

Actions:

- OFA will operate the Caregiver Services Program to provide support and assistance to caregivers.
- OFA Caseworkers will provide caregiver counseling over the phone, in the home, in the office or in community locations. Assistance will include monthly educational caregiver events and monthly caregiver chat/support groups.
- Outreach will be conducted via the local newspaper, OFA’s *Senior News*, OFA’s Caregiver Corner newsletter, and social media accounts.
- OFA Caseworkers will provide outreach to community agencies to promote Caregiver Services at community fairs and events
- Caregiver Services will update printed materials and brochures to provide information on caregiver topics.
- OFA will continue to seek community collaborations to encourage the utilization of Caregiver Services to reach those in need of support.

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

2022-2023 Status Update: Objective and actions were achieved.

Supporting Caregivers: Social Adult Day Services

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

Actions:

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

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

2022-2023 Status Update: In early 2022, a six-week Respite program was offered at the Eastern Broome Senior Center. An informal group was started at the Church of Holy Family called “Fun and Games. This groups met once a week and included Caregivers.

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

Actions:

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

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

2022-2023 Status Update: An evening support group available online began in Spring of 2023.

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

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

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

Actions:

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

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

2022-2023 Status Update: Objective and actions were met.

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

Actions:

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

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

2022-2023 Status Update: OFA continued to offer a new evidence-based program called Bingosize that includes a falls prevention component. A new evidence-program called Walk with Ease was offered to older adults starting in 2022. Additional OFA staff was trained in Tai-Chi to allow easier access to this evidence based program. A contract with UHS was established to provide Tai Chi classes at local senior centers.

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

Actions:

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

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

2022-2023 Status Update: No CDSMP or DSMP classes were held in 2022-2023 due to low interest from older adults in our area. Bingosize was continued to be offered. Another evidence based program called Walk with Ease was held at the Oakdale mall.

Disease Prevention and Health Promotion Services: Sepsis Prevention

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

Actions:

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

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

2022-2023 Status Update: Objective and actions were met. OFA staff continued to share information about sepsis during initial home visits with clients who requested in-home services.

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

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

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

Actions:

- OFA will distribute AOP's flyers about MSP/LIS to Meals on Wheels clients.
- OFA will publish articles about MSP/LIS benefits at least once a year in the *Senior News*.
- NY Connects will warm transfer callers to AOP for MSP/LIS assistance if they appear to be eligible.

- Through the Home Energy Assistance Program (HEAP), OFA will provide clients who are potentially eligible with AOP's contact information and encourage them to contact AOP for MSP/LIS assistance.

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

2022-2023 Status Update: During the 4/1/22 to 3/31/23 program year, AOP helped 115 individuals with MSP/LIS applications.

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

Actions:

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

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

2022-2023 Status Update: During the 4/1/22 to 3/31/23 program year, 152 clients attended Medicare outreach events related to the MIPPA grant.

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

Objective 1: Obtain the Return on Investment (ROI) Calculator from grantor to be able to substantiate the value of NY Connects services.

Actions:

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

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

2022-2023 Status Update: The NWDBC grant ended in September 2020. OFA staff continue to participate in NYS Office for Aging planning meetings to discuss the NWDBC grant action steps and provide expertise as needed.

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

Actions:

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

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

2022-2023 Status Update: The NWDBC grant ended in September 2020. OFA staff continue to participate in NYS Office for Aging planning meetings to discuss the NWDBC grant action steps and provide expertise as needed.

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

Elder Justice – Legal Assistance Program

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

Actions:

- OFA will draft a new annual contract and budget with the Legal Aid Society of Mid-New York, Inc. (Legal Aid) for the provision of no cost legal services for Broome County residents age 60+.
- Legal Aid staff will utilize a manual intake form and computerized case management system to record client and case information about legal services provided to adults age 60+.

- Legal Aid will provide OFA with monthly reports outlining the types of legal services provided, the number of unduplicated clients receiving services, the number of each type of legal cases opened and closed each month (guardianship, health care proxy, etc.), the number of hours of services provided by Legal Aid staff attorneys, the rural composition of clients served, the age of clients served, and the gender and race of clients served.
- To serve clients through the contract, Legal Aid will continue to operate a Legal Helpline, maintain regular hours to see clients by appointment at Broome County senior centers, and serve clients out of their Binghamton office. In addition, Legal Aid will provide an annual “Senior Legal Clinic” for the public.
- OFA will promote the availability of no cost legal services to adults age 60+ through the *Senior News*, senior center newsletters, Successful Aging, the Legal Services for Senior brochure and through NY Connects staff who will promote the service to those in need.

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

2022-2023 Status Update: Objective and actions are in progress and on track.

Elder Justice – Elder Abuse Prevention and Outreach Program

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

Actions:

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

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

2022-2023 Status Update: In the 2022-2023 program year 993 individuals received preventative services through OFA.

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

Actions:

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

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

2022-2023 Status Update: This objective was met in 2020. OFA will continue to train local professionals to increase awareness about elder abuse and prevention.

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

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

Actions:

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

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

2022-2023 Status Update: This outcome has been met. OFA staff will continue to support Broome County's Enhanced Multi-Disciplinary Team.

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

Emergency Preparedness

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

Actions:

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

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

2022-2023 Status Update: No emergency shelter was operational in 2022-2023 in Broome County, but OFA is ready to assist with shelters if needed. Local Senior Centers were utilized as warming shelters several times in 2022-2023.

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

Actions:

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

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

2022-2023 Status Update: Outcome was met in 2020. Emergency protocols were updated again in 2022 and 2023.

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

Actions:

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

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

2022-2023 Status Update: Objective and actions are ongoing. OFA staff member supported to the Broome County Emergency Operations Center during the COVID-19 pandemic and continue to serve on the BCCOAD Advisory Committee.

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

Business Acumen Strategies

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

Actions:

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

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

2022-2023 Status Update: Objective and actions are in progress and ongoing. In 2022-2023 OFA continued to discuss OFA programs and services and their value with local health care systems.

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

Actions:

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

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

2022-2023 Status Update: Objective was met in 2020.

Section V: Projected Units of Service – 2023/2024

Caregiver Services

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

Service	Description/Unit	2023 Projections
All Caregiver Services clients	Unduplicated participants	300
Caregiver Counseling	Hour	145
Information & assistance	One contact	75
Caregiver Support Groups	Group session	24
Caregiver Training	Hour	40
Budget Projections	Source	Amount
	Federal, state or local government funds	\$ 131,641

Foster Grandparent Program

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

Service	Description	2023 Projections
FGP	Unduplicated Foster Grandparents	55
FGP	New Foster Grandparents	11
FGP	Stipend dollars for low-income seniors	\$157,872

FGP	Hours of service to Broome County schools and other institutions	50,112
FGP	Number of school districts/agencies hosting Foster Grandparents	20
FGP	Number of children served during the academic year	150
Budget Projections	Source	
	Federal, state or local government funds	\$ 308,467
	Contributions, cost share or direct billing	\$ 16,500
	TOTAL	\$ 324,967

Health and Wellness

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

Service	Description	2023 Projections
Health Promotion (Evidence-based)*	Attendance at activities	500
Health Promotion in the Community and Senior Centers (non-evidence based)**	Attendance at activities	10,000
Recreation/Education	Number of activities (sessions) offered	1,506
Nutrition Counseling	Hours of service	210
Nutrition Counseling	Unduplicated number of participants	70

Nutrition Education	Group Sessions	48
Budget Projections	Source	
	Federal, state or local government funds	\$ 209,274
	Contributions, cost share or direct billing	
	TOTAL	\$ 209,274

* Evidence-based Health Promotion programs such as flu clinics, Thai Chi, and CDMSP classes.

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

Health Insurance Information, Counseling & Assistance Program (HIICAP)

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

Service	Description	2023 Projections
HIICAP/AOP	Unduplicated clients with individual counseling sessions from AOP	2,000
HIICAP/AOP	Estimated dollar savings for counseled clients	\$2,100,000
HIICAP/AOP	Education programs	45
HIICAP/AOP	Number of attendees at education programs	400
HIICAP/AOP	Volunteer hours	1,650
Budget Projections	Source	
	Federal, state or local government funds	\$ 57,146

Home Delivered Meals

Healthy meals delivered to the homebound.

Service	Description	2023 Projections
Home Delivered Meals	Unduplicated participants	750
Home Delivered Meals	One meal	189,800
Budget Projections	Source	
	Federal, state or local government funds	\$ 1,007,707
	Contributions, cost share or direct billing	\$ 305,631
	TOTAL	\$ 1,313,338

Home Energy Assistance Program (HEAP)

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

Service	Description	2023 Projections
HEAP	Applications received	2,200
HEAP	Benefits awarded	\$900,000
HEAP	Applications approved	1,850
Budget Projections	Source	
	Federal, state or local government funds	\$ 125,648

In-Home Services

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

Service	Description	2023 Projections
IHSU caseload	Unduplicated clients	950
Personal care hours	One hour of personal care	4,200
Personal Emergency Response System (PERS)	Unduplicated clients with PERS	160
Respite hours: in-home and institutional*	One hour of respite	4,500
Case management hours	One hour of service	4,200
Budget Projections	Source	
	Federal, state or local government funds	\$ 1,359,412
	Contributions, cost share or direct billing	\$ 11,300
	TOTAL	\$ 1,370,712

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

Information & Assistance/NY Connects Program

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

Service	Description	2023 Projections
Information & Assistance	Unduplicated clients for OFA I & A and NY Connects	1,650

Information & Assistance	I & A contacts for OFA and NY Connects	4,000
Elder Abuse Outreach Program	Unduplicated elders receiving case assistance	1,050
Senior News	Copies printed monthly	6,500
Budget Projections	Source	
	Federal, state or local government funds	\$ 767,771
	Contributions, cost share or direct billing	
	TOTAL	\$ 767,771

Legal Services for the Elderly

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

Service	Description	2023 Projections
Legal Services	Unduplicated clients served	250
Legal Services	Hours of service	500
Budget Projections	Source	
	Federal, state or local government funds	\$ 38,000
	Contributions, cost share or direct billing	\$ 3,500
	TOTAL	\$ 41,500

Senior Centers

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

Service	Description	2023 Projections
Congregate Meals	Unduplicated participants	2,000
Congregate Meals	Number of meals served	63,750
Budget Projections	Source	
	Federal, state or local government funds	\$ 623,161
	Contributions, cost sharing or direct billing	\$ 190,675
	TOTAL	\$ 813,836

Senior Helpers Program

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

Service	Description	2023 Projections
Senior Helpers employers	Unduplicated count of Senior Helpers employers who hire a worker	675
Senior Helpers workers	Unduplicated count of Senior Helpers workers with a job match	130
Senior Helpers workers	New job seekers registered	55
Senior Helpers workers	Job matches made	875
Budget Projections	Source	
	Federal, state or local government funds	\$ 25,559

Shopper Service

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

Service	Description	2023 Projections
Shopper Service	Unduplicated clients	35
Shopper Service	Contacts	400
Budget Projections	Source	
	Federal, state or local government funds	\$ 25,000
	Sub-contractor match	\$ 7,500
	TOTAL	\$ 32,500

Social Adult Day Care (Yesteryears)

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

Service	Description	2023 Projections
Adult Day Care	Unduplicated clients served	75
Adult Day Care	Hours of service	18,000
Budget Projections	Source	
	Federal, state or local government funds	\$ 205,379
	Contributions, cost share or direct billing	\$ 80,000
	TOTAL	\$ 285,379

Transportation

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

Service	Description	2023 Projections
Transportation	Unduplicated clients	550
Transportation	One-way trips	19,000
Budget Projections	Source	
	Federal, state or local government funds	\$ 209,571
	Contributions, cost share or direct billing	\$ 24,000
	TOTAL	\$ 233,571

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

<http://gobroomecounty.com/senior>