

Broome County Office for Aging

... bringing seniors and services together



Annual Report 2021

Broome County Office for Aging

AGENCY MISSION

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

The Broome County Office for Aging:

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



State of New York County of Broome Government Offices

Office for Aging

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

A Message from the Director

The 2021 Annual Report details the many ways the Office for Aging served our senior community last year during one of the most difficult years in the agency's history.

During 2021, the Office for Aging continued to address the challenges of the pandemic while providing services to 16,954 individuals.

Central to this effort was the NY Connects Program which had 18,773 contacts with individuals in the community and provided them Information and Assistance services to help them address their needs. The main requests were for information and assistance related to consumer and caregiver supports, home based services, housing, transportation, and insurance benefits information. We also continued to receive many calls on pandemic related information and assistance.

Our nutrition program provided 260,275 meals through local senior centers and meals to homebound individuals. Close to 34,000 hours of personal care helped individuals remain safely in their homes. Throughout this report we provide more details on what these numbers mean and the positive impacts the office had on seniors and caregivers in 2021.

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

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

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

Sincerely,

Mary Whitcombe
Director

2021 Program Highlights

Returning to Pre-Pandemic Programming: In 2021, the Broome County Office for Aging (OFA) continued to support Broome County's older adults by restarting many services and modifying our services to meet pandemic related needs. OFA continued to operate the vaccine line to help older adults access the vaccine and directed people to transportation options to get to vaccine appointments. Two COVID vaccine clinics were held at local senior centers. In June 2021, all Broome County senior centers opened to the public. Strict safety protocols were followed to assure that all guests and staff were kept safe at all the senior centers.



Binghamton University Students helped at the Rite-Aid Vaccine Clinic held at the Broome West Senior Center.

Broome County Senior Centers & Congregate Meals Program – After being closed since the end of March 2020, all Broome County senior centers re-opened in June 2021. The senior centers



Activities including shuffleboard return to the senior centers.

experienced some challenges with running programming due to limited number of volunteers who returned to the centers. By the end of 2021 most programming and activities at the centers were reinstated including special events such as the Veteran's Day luncheon which served almost 500 people. In fall of 2021, Northern Broome Senior Center introduced a new program called "Drum Exercise" offered in person as well as over Zoom. In 2021, over 55,000 meals were served at senior centers. OFA continued to partner with its food vendor Sodexo to provide nutritionally balanced meals.

Meals on Wheels – Home Delivered Meals (HDM) Program OFA served over 205,000 home delivered meals in 2021 which is an increase from meals served in 2019 and 2020. Volunteers contributed over 22,000 hours in support of the Meals on Wheels Program. 75 new volunteers were recruited and 2 new routes were added to meet the community need. Several volunteers were recognized for their 20 years of service to the program. The HDM program saw almost a 50% increase in the use of EBT-SNAP benefits during 2021. As in previous years, Meals on Wheels teamed up with the Bandera Family for Christmas Day meal deliveries and saving county resources while assuring there was no interruption of nourishing meals to our clients. For the third year, Meals on Wheels participated in the Nationwide March for Meals campaign which brought awareness about the service, a space to advertise for more volunteers and provided the community an opportunity to make donations to the program.



MOW Volunteer Linda Biemer is recognized for her 20 years of service to the program.

Virtual Programming –To keep older adults engaged and connected, OFA launched the Virtual Senior Center Program through collaboration with New York State Office for Aging. Additionally, the Northern Broome Senior Center offered virtual exercise programming older adults could access from their homes throughout Broome County. For clients in the Yesteryears program, OFA was able to set up access to virtual programming which included activities streamed directly from



Northern Broome Senior Center streamed live exercise classes.

the Yesteryears program to any client unable to make it to the day program. Virtual programming has allowed OFA to reach older adults who lack socialization or/and resources to travel to senior centers or other community activities. OFA purchased 20 tablets with Wi-Fi service to be used for older adults who are isolated and could benefit from accessing virtual activities. A Binghamton University intern made home visits to older adults and trained them on how to use the tablets and how to access the Virtual Senior Center platform.

Support for Caregivers –Caregivers continued to receive support through caregiver counseling over the phone and in the office. In May 2021, OFA staff were able to re-start home visits to assist caregivers with their needs. Caregiver presentations resumed in the community and two support groups were held monthly via Zoom or call-in options. OFA continued to provide information on a variety of caregiver topics via the Caregiver Corner bi-monthly newsletter.

Transportation: In 2021, OFA transportation services included the OFA Minibus operated by BC Transit and Mobility Management services contracted through Getthere. The Getthere contract originally established in May 2020 was extended to cover the period of October 2021 through September 2024. Funding provided to Getthere helps supplement public transportation options including the OFA Minibus service with a special focus on providing service to clients in our rural areas. Older adults in Broome County can utilize Getthere to navigate public transportation options and access other transportation services to get to medical appointments, senior centers, grocery stores and other location. OFA Shopper bus that provides transportation to local grocery stores for older adults who reside at several senior housing buildings was reinstated in the summer of 2021.

Social Adult Day Program (ADC) – In September 2021, both Binghamton and Endwell locations resumed regular service hours (M-F 8:30-4:30). In addition to the in-person programming Yesteryears continued to offer virtual sessions at both sites for clients who were too frail to join the program in person. OFA supported the Grace Lutheran Church Respite Program offered once a month on Saturdays by training their volunteers in the Respite Education Support Tools (REST) Training Program.

NY Connects/Information & Assistance (I&A) – In 2021, the NY Connects/I&A staff had close to 19,000 contacts with 6,554 unduplicated individuals. The vaccine line initially opened at the end of January of 2021 and was operated by the NY Connects staff who handled 5,500 calls between end of January – April 2021. Through the vaccine line staff assisted clients who needed help registering for the initial Covid-19 vaccines. Per Broome County Health Department, more than 80% of the seniors in Broome County received at least one dose of the Covid-19 vaccine. NY Connects/I&A staff also assisted homebound seniors by making sure those who were unable to get to a vaccine site were provided access to the vaccine in their homes. OFA coordinated with the Broome County Emergency Operation Center who assigned EMT's to administer the vaccine in clients' homes. In October 2021, NY Connects/I&A re-opened the vaccine line to assist people who did not have computer access and registered them for the Covid-19 booster shots. NY Connects/I&A staff was able to restart home visits in May 2021 and distributed items such as toilet paper, food, masks, adult incontinence products, etc.

In Home Services Program: In 2021, older adults in need of services such as personal care and housekeeping continued to face challenges with finding reliable help. Older adults' access to informal supports such as family and friends continued to be limited due to COVID exposure fears. To improve availability of services to eligible older adults through OFA's In Home Program, OFA expanded its current contracts to include chore services in the home and expand on our respite services to eligible families affected by the pandemic. OFA continued to promote the Consumer Directed Program as another option to support older adults in their homes. OFA staff connected more clients to the Personal Emergency Response System (PERS) buttons resulting in a 25% increase between 2020 and 2021.

Foster Grandparent Program (FGP) –After more than a year of the program being on hold due to the pandemic, FGP resumed most operations in the fall of 2021. With some schools not allowing volunteers back, FGP was able to place 30 volunteers in 14 schools and Head Start programs. The program continued to support children with special needs and help older adults stay connected and engaged. 90% of students mentored by Foster Grandparents in grades K-6 showed improvements in literacy and/or math. 93% of Foster Grandparents reported an improvement in their overall quality of life.



Foster Grandparent Volunteers enjoy their first in-person recognition event held at the Broome West Senior Center.

Health Insurance Information Counseling and Assistance Program (HIICAP) - In 2021, Action for Older Persons, Inc. (AOP) continued providing appointments and Medicare seminars virtually. With extremely high demand for Medicare open enrollment assistance, AOP found that they were able to serve more clients virtually because access was easier for older adults who live in rural areas and for those with transportation issues. AOP returned to in-person outreach at the senior centers and increased efforts to reach low-income older adults.

Senior Helpers Program – The program continued to be very busy with job requests that included yard work, gardening, driver, painting, home repairs, appliance repair, mover, companion, and personal care services. A new process for becoming a Senior Helper was started in 2021. The new process was put in place to ensure that both the Senior Helpers and consumers of the program understand that OFA provides a matching service only and it is at the discretion of the parties to determine a schedule, payment arrangements and suitability for the job.

Broome Age-Friendly Project- Starting in 2021, implementation of the Broome Age-Friendly Action Plan began. Several ad hoc and ongoing workgroups were convened to begin working on various steps in the plan. The workgroups have consisted of community volunteers, government and nonprofit professionals, OFA staff, and Binghamton University interns. Some areas of implementation had to be put on hold due to the pandemic, However, some new opportunities also emerged during this time and some services were started that were not in the original plan. Information about the Broome Age-Friendly Project including the “Broome Age-Friendly Project Action Plan Update” for 2021 can be viewed on OFA’s website.



Broome Age-Friendly Project Coordinator Danielle Clemens provided information at India Day.

Elder Abuse and Prevention – In 2021, OFA supported 1,082 unduplicated older adults identified as at risk through the Elder Abuse Prevention Program funded through the Department of Social Services (DSS). OFA staff participated in case conferencing with Adult Protective Services staff where they discussed the needs of the clients and plans on how to address the needs. We attribute this increase to people becoming frailer and more unable to care for themselves following the COVID pandemic.

Home Energy Assistance Program (HEAP)- OFA continued as an alternative certifier for HEAP, serving adults ages 60 and older and adults of any age receiving disability income. In 2021, HEAP became more important than ever due to steeply rising heating costs. In addition to processing applications for Regular HEAP, OFA also reviewed each client for eligibility for the new Regular Arrears Supplement (RAS) program which pays past due utility bills up to \$10,000. In addition, OFA HEAP initiated a new coordinated screening process to identify and assist clients who may be eligible for other benefit programs such as SNAP, Medicaid, the Medicare Savings Program, Enhanced STAR, and the Low-Income Household Water Assistance Program. Enrollment in these programs can result in hundreds or even thousands of dollars of benefits each year.

Seniors in Broome County

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

Table 1: Seniors Served by OFA Compared to County Population

| Age | 2020 Census Estimates | Clients Served by OFA in 2021 | Percent of this Age Group Served |
|-----|-----------------------|-------------------------------|----------------------------------|
| 60+ | 50,107 | 10,412 | 21% |
| 75+ | 17,082 | 4,435 | 26% |
| 85+ | 6,204 | 1,675 | 27% |

Targeted Populations

The Office for Aging is federally mandated to assure that certain targeted populations (which have been identified as most likely to need services) receive services in proportion to their presence in the Broome County senior population. The targeted senior populations include women, racial or ethnic minorities, low income individuals (at or below 150% of the federal poverty level) and those with the greatest social need (currently measured by counting those who live alone). Table 2 shows total clients served by OFA in 2021 as well as totals and percentages for clients served in the targeted population categories. Totals and percentages for the targeted population categories represent OFA clients who provided information about their age, gender, live alone and poverty status, race and ethnicity. Table 3 shows the 2020 ACS estimates for the 60+ targeted populations.

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

Table 2: Targeted Populations Served by OFA in 2021

| Targeted Populations | Total number of clients with a known age, gender, poverty, live alone, race and ethnicity | % of total clients served |
|---|--|----------------------------------|
| Total served | 11,954 | 100% |
| Total 60+ served | 10,412 | 87% |
| Women | 7,712 | 64.51% |
| Low Income (below 150% of Federal Poverty Level) | 2,309 | 19.3% |
| Live alone | 3,763 | 31.48% |
| White – Not Hispanic | 5,972 | 49.96% |
| Black/African American | 270 | 2.26% |
| American Indian/Native Alaskan | 33 | 0.28% |
| Asian | 46 | 0.38% |
| Native Hawaiian/Other Pacific Islander | 2 | 0.02% |
| Other Race | 30 | 0.25% |
| 2 or more races | 41 | 0.34% |
| White-Hispanic | 246 | 2.06% |
| Race Unknown | 4,715 | 39.44% |

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

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

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

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

2019 ACS 5-Year Estimates

Table 5: 2021 Federal Poverty Guidelines*

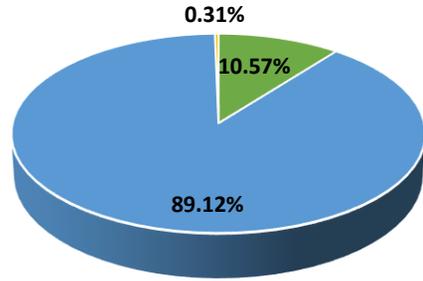
| SIZE OF HOUSEHOLD | 100% POVERTY | 150% POVERTY |
|--------------------------|---------------------|---------------------|
| 1 | \$12,880 | \$19,320 |
| 2 | \$17,420 | \$26,130 |
| 3 | \$21,960 | \$32,940 |

*2021 Health and Human Services Guidelines as published in Federal Register.

In 2021 the Office for Aging provided services and benefits for 16,954 individuals. This number includes 11,954 individuals who provided consent to be entered in the Office for Aging Client Data System and an estimated 5,000 individuals who received services and did not provide consent to have their information recorded.

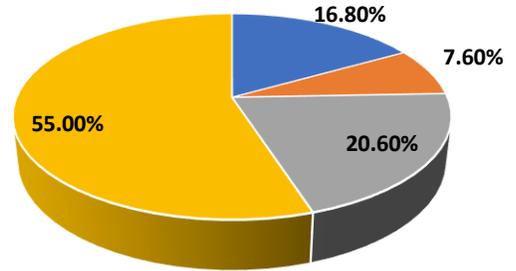
Services Provided

2021 Source of Operating Funds



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

2021 Service Expenditures



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

I. Access Programs

Caregiver Services

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

| Service | Description | 2021 |
|-----------------------------------|--|-------|
| All Caregiver Services clients | Unduplicated participants | 242 |
| Caregiver Counseling | Participants receiving counseling Unit type effective 04/01/2021-09/30/2021 | 106 |
| Caregiver Counseling | Hours of service New unit type effective 10/01/2021 | 49.75 |
| Information & assistance | One contact | 72 |
| Caregiver support groups/training | Participants attending training Unit type effective 04/01/2021-09/30/2021 | 60 |
| Caregiver Training | Hours of service New unit type effective 10/01/2021 | 50 |
| Caregiver Support Groups | Number of sessions New unit type effective 10/01/2021 | 22 |

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 | 2021 |
|--------------------------|--|-------|
| Information & Assistance | Unduplicated clients for OFA I & A and NY Connects | 1,726 |
| Information & Assistance | I & A contacts for OFA and NY Connects | 3,961 |

Elder Abuse Outreach Program

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

| Service | Description | 2021 |
|----------------------|----------------------|-------|
| Elder Abuse Outreach | Unduplicated clients | 1,082 |

Senior News

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

| Service | Description | 2021 |
|-------------|------------------------------------|-------|
| Senior News | Average monthly copies distributed | 6,445 |

II. Benefit Programs

Foster Grandparent Program *

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

| Service | Description | 2021 |
|---------|--|-----------|
| FGP | Unduplicated Foster Grandparents | 46 |
| FGP | Stipend dollars for low-income seniors | \$141,232 |
| FGP | Hours of service to Broome County schools and other institutions | 47,078 |

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

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 | 2021 |
|---------|--------------------------------------|-----------|
| HEAP | Applications received | 2,166 |
| HEAP | Applications certified for a benefit | 1,834 |
| HEAP | Benefits awarded | \$888,894 |

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

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 | 2021 |
|--------------------------|---|------|
| Senior Helpers employers | Unduplicated count of Senior Helpers employers who hired a worker | 684 |
| Senior Helpers workers | Unduplicated count of Senior Helpers workers with a job match | 159 |
| Senior Helpers workers | New job seekers registered | 53 |
| Senior Helpers workers | Job matches made | 919 |

III. Community Based Services

Social Adult Day Care (Yesteryears)

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

| Service | Description | 2021 |
|----------------|-----------------------------|----------|
| Adult Day Care | Unduplicated clients served | 78 |
| Adult Day Care | Hours of service | 8,557.50 |

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 | 2021 |
|----------------|-----------------------------|-------|
| Legal Services | Unduplicated clients served | 250 |
| Legal Services | Hours of service | 515.4 |

Senior Centers

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

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

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

| Service | Description | 2021 |
|------------------|---------------------------|--------|
| Congregate Meals | Unduplicated participants | 2,173 |
| Congregate Meals | Number of meals served | 54,891 |

Transportation

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

| Service | Description | 2021 |
|----------------|----------------------|--------|
| Transportation | Unduplicated clients | 586 |
| Transportation | One-way trips | 15,218 |

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 | 2021 |
|------------|--|-------------|
| HIICAP/AOP | Unduplicated clients receiving individual counseling sessions from AOP | 1,976 |
| HIICAP/AOP | Estimated dollar savings for counseled clients | \$2,182,476 |
| HIICAP/AOP | Education programs | 38 |
| HIICAP/AOP | Number of attendees at education programs | 367 |
| HIICAP/AOP | Volunteer hours | 1,612 |

Health and Wellness

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

| Service | Description | 2021 |
|---|---|--------|
| Evidence Based Health Promotion * | Number of participants | 199 |
| Non-Evidence Based Health Promotion in the Community and Senior Centers** | Number of participants | 6,363 |
| Senior Recreation/Education | Number of sessions offered | 1,445 |
| Nutrition Counseling | Hours of service | 212.75 |
| Nutrition Counseling | Unduplicated number of participants | 70 |
| Nutrition Education | Total number of participants Unit type effective 01/01/2021-09/30/2021 | 13,684 |
| Nutrition Education | Number of sessions New unit type effective 10/01/2021 | 29 |

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

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

IV. In-Home Services

Home Delivered Meals

Healthy meals delivered to the homebound.

| Service | Description | 2021 |
|----------------------|---------------------------|---------|
| Home Delivered Meals | Unduplicated participants | 774 |
| Home Delivered Meals | Number of meals provided | 205,384 |

In-Home Services Unit (IHSU)

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

| Service | Description | 2021 |
|---|---------------------------------------|-----------|
| IHSU caseload | Unduplicated clients | 968 |
| Case management hours | One hour of service | 4,563.75 |
| Non-Consumer directed personal care and chore hours | One hour of service | 12,589.75 |
| Consumer directed personal care and chore hours | One hour of service | 21,369 |
| Personal Emergency Response System (PERS) | Unduplicated clients with a PERS unit | 187 |
| Respite hours | One hour of respite | 2,899.75 |

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

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 | 2021 |
|-----------------|----------------------|------|
| Shopper Service | Unduplicated clients | 46 |
| Shopper Service | Contacts | 817 |

Volunteers Make It Happen

The Office for Aging relies on hundreds of volunteers to deliver programs and services to Broome County seniors and caregivers. In 2021 we experienced a slow start to bringing volunteers back to the senior centers. Volunteers contributed a total of 36,018 hours in 2021 calendar year. Some of the categories of service are included below.

| Service | Volunteer hours in 2021 |
|--|-------------------------|
| Senior Centers | 4,548 |
| Home Delivered Meals | 23,987 |
| Yesteryears: Social Adult Day Program | 465 |
| Office for Aging Advisors | 100 |
| Office Volunteers | 223 |
| Health Insurance Information, Counseling, and Assistance Program | 1,531 |
| Shopping Service | 917 |
| Foster Grandparent Program | 47,078 |
| Tax Counseling for the Elderly | 3,420 |



Meals on Wheels Volunteers



Volunteers distribute meals on Veterans' Day.

Client Satisfaction

From an Office for Aging client:

“Your employees and department have shown brightly in these trying times, and should be commended for the work they do.”

“Thank you for everything you are doing to help with my mother. I would not have made it through without your guidance.”

Caregiver Services:

“My mother, who suffers from dementia, received a robotic companion cat through your office. The cat brought out conversation and smiles from my mom. It brought out a lot of positive things that are hard to get these days. I am so happy it brought her so much joy. I wanted to thank you again for this great companion cat, and to let you know how much I appreciate what you’re doing.”

“Today’s training was fabulous! I was greatly informed by the speakers and the discussion. Thank you again.”

Home Energy Assistance Program:

“I was assisted through the HEAP program after receiving a large heating bill. I was concerned about being able to afford another bill. The HEAP assistance has really made a difference for my finances. Thank you so much for helping me – you are doing a great job.”

Social Adult Day Program (Yesteryears):

“Mom seems more alert and better able to help make decisions, where she wasn’t as involved before. Her mind seems much sharper. Even just getting mom out of her house once a week has been great. She loves the socializing. She really looks forward to each Friday at Yesteryears.”

Nutrition Counseling:

“The dietician who worked with me was awesome. She took all the time with me to understand what is best for my health and diet.”

Meals on Wheels:

“You go above and beyond in caring for your clients. I just want you to know how much I appreciate it. The volunteers are great, each one. The meals are always delicious. Thanks again.”

Senior News:

“I am so happy to receive the Senior News. The articles and recipes are very helpful. Thank you for all the work you’re doing.”

HIICAP:

“The counselor who helped me was very patient. If he did not know something or was unsure, he looked it up and got back to me. I felt that he was genuinely concerned about getting me in the right plan.”

Foster Grandparent Program:

“The children want to work with Grandpa and they enjoy his presence in the classroom. He is wonderful with the kids and is an asset to have for the extra support that some children need. I am very pleased with the Foster Grandparent Program.”

“I’m so happy to have Grandma back in my class. I’m not sure what I would do without her! The children love her and missed her. Glad this program is back this year!”

NY Connects/I&A:

“You helped me and four of my friends sign up for the COVID vaccine. This was lifesaving, getting these vaccines, so thank you very much.”

Senior Centers:

“I am very happy and impressed with the senior center! The staff here are wonderful. They explain to us everything the center has to offer and help us if we need it. People talk and smile while at the center. It is just a very nice place to be a part of, and I am recommending it to my friends.”

Office for Aging Mini-Bus rider/Getthere Transportation:

“I wanted to let you know that my first experience riding on the bus was excellent. I always drove my car. I am 94 years old and just started using the bus. I travelled to a doctor’s appointment, and I was so impressed. The bus was clean and the driver was very nice.”

Shopper Service:

“I don’t know what I would do without [Shopper Service]. I haven’t been able to drive and I’m in a rural area. Your service is a real blessing to me.”

Senior Helpers:

“The Senior Helpers program has helped so very much transporting me to and from my doctors’ appointments. The driver showed so much kindness and was very patient. I hope to continue to use this great service. Thanks again.”

Virtual Senior Center Program:

“I am very impressed with your OFA and how you operate. I really appreciate you. You lent me a tablet and you advised me on how to use it and you followed up. You got me set up with this technology.”

Community Partners and Contractors

ACHIEVE

Action for Older Persons, Inc.
AgeOn Fund of Broome County, Inc.
Alzheimer's Association of Central NY
Ascension/Lourdes
Association on Aging
Binghamton City School District
Binghamton University
Broome County Central Foods Nutrition Services
Broome County Council of Churches
Broome County Department of Social Services
Broome County Health Department
Broome County IT Department
Broome County Land Bank
Broome County Mental Health
Broome County Parks, Recreation and Youth Services
Broome County Planning Department
Broome County Public Works
Broome County Office of Emergency Services
Broome County Real Property Department
Broome County Transit
Broome INCLUDES
Broome Metropolitan Transportation Study
Care Compass Network
Catholic Charities of Broome County
Chenango Forks Central School District
City of Binghamton
Donna Bates, R.D.
Faith in Action
Family Enrichment Network
Fidelis Care
First Ward Action Council
Getthere Mobility Management
Grace's Place
Home Instead Senior Care
Homemakers of Broome County (Caregivers)
iCircle Care

Ideal Senior Living Center
Interim Health Care Systems
Johnson City Central School District
Johnson City Senior Community Center
Language Link Interpretation Services
Legal Aid Society of Mid-New York
Maine-Endwell Central School District
New York State Office for Aging
Nascentia Health
Northern Broome Cares
NYSEG
Office for People with Developmental Disabilities
Opportunities for Broome, Inc. Head Start
Rural Health Network
Sodexo
Southern Door Community Land Trust
Southern Tier Home Builders & Remodelers Association
Southern Tier Independence Center
Stafkings
Stuart S. & Jean H. Wilson Children's Center
SUNY Broome
Susquehanna Home Health Care Agency
Susquehanna Valley Central School District
Town of Dickinson
Triple Cities Hiking Club
Twin Tier Home Care
The SEPP Group
United Health Services
United Methodist Homes
United Way of Broome County
Veterans Services Administration
Visiting Nurse Service of New York
Whitney Point Central School District
Willow Point Nursing Home
YMCA Broome County
YWCA Broome County

Broome County Office for Aging Advisory Council

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Jerry Willard

Foster Grandparent Advisory Council

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Peter Fuerst
Deb Kerins
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Bob McDonald
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Carol Schmidt

Senior Center Steering Committee

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Joan Ebert
Karen Derrick
Virginia Haugen
Leslie Hiemstra
Pat Kolesar
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Fran Pierson
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