

Broome County Office for Aging

... bringing seniors and services together



Annual Report 2019

Broome County Office for Aging

AGENCY MISSION

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

The Office for Aging:

- ✓ Promotes the dignity and independence of the older person.
- ✓ Ensures that comprehensive and coordinated services are brought to bear on the needs of older persons.
- ✓ Fosters public awareness of the value and contribution of older persons to the community.



State of New York
County of Broome Government Offices

Office for Aging

Jason T. Garnar, County Executive · Lisa M. Schuhle, Director

A Message from the Director

The Broome County Office for Aging continued to address the growing needs of our aging population in 2019. We made significant progress addressing the unmet needs of older adults in our community by acquiring additional funds for in-home services, along with developing new community partnerships to better serve our population. We also continued to work with numerous community volunteers, professionals, municipalities, and others on the Age Friendly Project, bringing Broome County closer to becoming an Age Friendly Community.

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.

We look forward to a productive and exciting year ahead, working creatively with our community partners to provide supports that allow older adults to age in their communities.

Sincerely,

A handwritten signature in cursive script that reads "Lisa Schuhle".

Lisa Schuhle
Director

2019 PROGRAM HIGHLIGHTS

Keeping You Informed, Healthy and Connected

Age Friendly Broome County Workgroups – The Office for Aging continued to facilitate the process of becoming an Age Friendly Community by organizing work groups on the eight domains of livability, a required step in this multi-year project.

A series of focus groups were held in the spring, and six workgroups began to meet monthly in the fall of 2019 to develop Age Friendly plans around the following topics: communication and information; community supports and health services; housing; outdoor spaces and buildings; respect, social inclusion, civic participation and employment; and transportation. Each of the workgroups consist of community volunteers and professionals, and they continue to meet to discuss options and methods for increasing the livability of our community for people of all ages.

Age Friendly Community Needs Survey – Another component of the Age Friendly process: a community needs survey was distributed throughout Broome County beginning in February 2019 and continuing through most of the summer. Those 55 and older were the target audience, as the goal of the survey was to assess the needs of older adults in the community. The survey was offered online and in paper, with paper copies available at a variety of community locations including senior centers, libraries, DMV offices, town and village halls, local businesses and more. Over 2,100 people responded.

Much of the success of this outcome can be attributed to the numerous businesses and government organizations who supported this effort by making the survey available in their locations, as well as the partnership between the Office for Aging and several departments at Binghamton University. Interns from the school of Pharmacy, the College of Community and Public Affairs, and the Human Rights Institute helped administer the survey over the phone, in the office, and at public events.



Binghamton University undergrads administered the Community Needs Survey over the phone to homebound individuals.

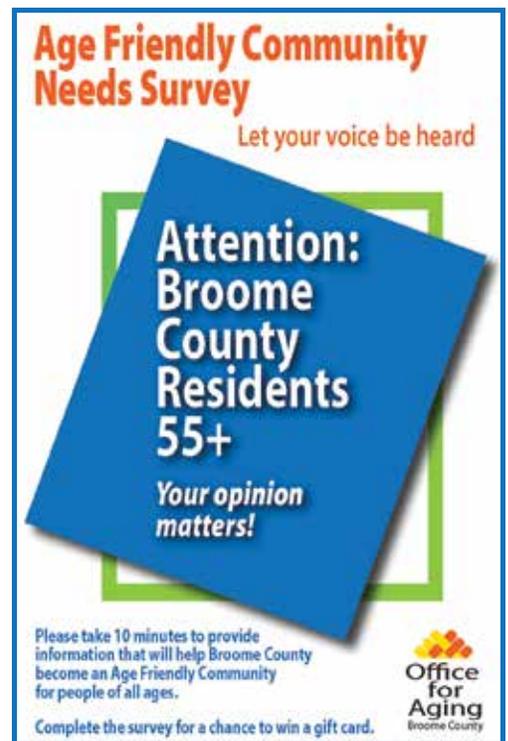


Mission Meltaway – The popular healthy lifestyle class “Mission Meltaway”, a six-week group approach to weight loss, was brought back to a number of senior centers in 2019 after a few years of absence. Through this class, participants set goals, develop a contract or action plan to work toward their goals, self-monitor through a log or diary, and work with partners to motivate, support and help one another find solutions to living a healthier lifestyle.

Participants in the Mission Meltaway Program at First Ward Senior Center. The group lost a total of 37 pounds and 14 inches off their waists.



Community members discuss ideas for Age Friendly Broome County during a focus group meeting in March 2019.



The front cover of the Age Friendly Community Needs Survey

Expansion of Chronic Disease Self-Management Classes – The Health and Wellness unit at the Office for Aging added an evidence-based Diabetes Self-Management Program (DSMP) to their Chronic Disease Self-Management Program (CDSMP) offerings in 2019. Instructors led a six-week Diabetes Self-Management Workshop, where the importance of lifestyle changes like diet and exercise is stressed. Going forward, our office will maintain two trained peer leaders in DSMP in addition to those trained and cross-trained in CDSMP.

Respite Partnership with Grace Lutheran Church – To better meet the needs of family caregivers, the Office for Aging continued to expand its respite program in 2019 by offering Saturday respite for caregivers at Grace Lutheran Church in Vestal. This was accomplished through collaborations with several different community groups. Grant funding from the New York State Caregiver Respite Coalition gave the Office for Aging the opportunity to offer REST Program Curriculums (Respite Education and Support Tools) in the community. The REST Program provides evidence-based, in-depth training for volunteer-based respite groups, ensuring that those enrolled have the best tools and information at hand to successfully serve as respite providers in their communities.

REST Companion training courses were provided to Grace Lutheran Church in Vestal, two student groups at Binghamton University, community caregivers, and the staff and volunteers at the Yesteryears Social Adult Day Program. Course attendees from Grace Lutheran Church expressed interest in developing a volunteer respite ministry, and the Office for Aging brought Grace Lutheran members/volunteers and Binghamton University student volunteers together to accomplish this goal. The volunteer respite ministry at Grace Lutheran Church is a success, with church and BU volunteers providing caregivers with 3 hours of respite one Saturday a month.

Mini-Bus offered again in Whitney Point area – The Office for Aging Mini-Bus was brought back to the Whitney Point area in 2019 following a few years of absence. The bus makes it possible for rural older adults without reliable transportation to travel to and from the Northern Broome Senior Center, where meals and activities are offered.

March for Meals Campaign – Broome County participated in the National March for Meals campaign for the first time in 2019 with great success.

The Broome County Office for Aging partnered with Meals on Wheels of Western Broome in asking the community to deliver meals or make a monetary contribution to Meals on Wheels. Local celebrities, dignitaries, and community members made donations and volunteered to deliver meals during Champion’s Week, and several businesses joined the effort by collecting donations through the “Fill Our Plate for Meals on Wheels” program. Customers at local restaurants and coffee shops were asked to make a contribution to Meals on Wheels and could choose to fill out a donation ‘plate’ to put on display. Jane’s Diner on Conklin Avenue in Binghamton contributed the most “Fill our Plate” donations, totaling nearly \$500!



Employees of Jane’s Diner in Binghamton pose with a window full of “Fill Our Plate” for Meals on Wheels donations from customers.

Telehealth at Senior Centers - Telehealth education equipment was obtained through a Binghamton University Decker School of Nursing grant, providing new televisions, laptops and cameras for 6 local senior centers. Programming with this new technology will begin in 2020.

2019 PROGRAM HIGHLIGHTS CONTINUED

Enhanced Multidisciplinary Team (EMDT) – Enhanced Multidisciplinary Teams investigate, intervene, and prevent financial exploitation of older adults. In 2019 the Office for Aging joined the local EMDT along with Action for Older Persons, Adult Protective Services, the Broome County District Attorney’s Office, Crime Victims Assistance Center, the Sheriff’s Department, Legal Aid Society, and multiple financial institutions. The team worked collaboratively to stop current abuse, help clients recover from financial exploitation, and assist clients with creating plans to prevent future financial abuse or any co-occurring abuse from happening. The committee has also served as an excellent resource for distributing information about current scams targeting seniors in Broome County, which enabled partnering agencies to alert their clients of these scams.

Office for Aging Public Hearings – Each year, the Office for Aging is required to hold a public hearing on our Plan for Services, which gives community members the opportunity to make comments and suggestions on proposed services. For the first time in many years two separate Public Hearings were held in November 2019 – one at Broome West Senior Center in Endwell, and one at Northern Broome Senior Center in Whitney Point. Both hearings were well attended, with over 30 members of the public and community representatives present at each.



The hearing at Northern Broome Senior Center provided another important opportunity: introduction of a new program – Northern Broome Cares (a NORC, or Naturally Occurring Retirement Community). Northern Broome Cares focuses on enhancing existing services for older adults in Whitney Point as well as developing new services specifically for these rural residents. The goal of the program is to provide the supportive services seniors need to live independently in their own communities. Northern Broome Cares was made possible through the partnership between the

Office for Aging and the Rural Health Network of South-Central New York, the community organization that applied for and was awarded grant funding to operate the program.

Congregate Dining – Over 74,000 meals were served at Broome County Senior Centers in 2019, an increase of over 2% compared to meals served in 2018.

Alzheimer’s Disease Caregiver Support Initiative – The Office for Aging provided respite to 19 caregivers of those diagnosed with Alzheimer’s through the partnership we have with the Alzheimer’s Association Central NY Chapter. Through this collaboration, the Alzheimer’s Association provides grant funding to the Office for Aging to provide 120 hours of free respite to eligible family caregivers. The program provides caregivers an opportunity to recharge, relax, and take care of their own needs.

Care Compass Network (CCN) – We continued and expanded our partnership with Care Compass Network, which resulted in a collaboration with the Visiting Nurse Service of NY (VNSNY). Through this partnership, nutrition education and counseling will be provided directly to people living in local senior housing developments.

Foster Grandparent Program (FGP) – Foster Grandparents exceeded volunteer service hours for the 2018-19 school year. Nearly 52,000 hours were provided; the goal was 49,000.



Foster Grandparents collected and donated 50 new toys to the Children’s Charity of Greater Binghamton during the 2019 holiday season.

Health Insurance Information Counseling and Assistance Program (HIICAP) –

During the 2019 Open Enrollment period (Oct. 15 – Dec. 7), our HIICAP contractor, Action for Older Persons, Inc. (AOP), researched Medicare plan options for 1,320 people, an increase of 5% compared to 2018’s Open Enrollment numbers. Additionally, HIICAP saved over \$2.5 million in health costs for seniors over the last year.

Companion Pet Program – The New York State Office for Aging (NYSOFA) sponsored a new program in 2019 to combat social isolation and loneliness through the use of robotic pets. Individuals with memory impairment and/or isolation were provided with a companion (robotic) pet. The pets interact with their owners by barking, meowing, purring and responding to touch. They have been proven to help with depression and isolation in many older adults.



Companion ‘robotic’ pets are a great fit for older adults who love animals, but are no longer able to have a pet.

Home Energy Assistance Program (HEAP) – In 2019, 2.15% more adults age 60 and older and/or those with a disability applied for HEAP than projected, and the benefits awarded to these households were 3.67% higher than anticipated.



2019 Bocce Competition – Broome County Senior Games

In-Home Services Unit (IHSU) – Fifty-five additional clients were able to access homecare services and supports due to new unmet needs money. This additional funding was included in the 2019 New York State budget to address unmet homecare needs. This was the first time IHSU spending was increased since 2009.

Information and Assistance/NY Connects – Calls to the I & A and NY Connects unit increased by 27% compared to 2018 numbers.

Legal Aid Services – Legal Aid Society of Mid-New York, our contractor for free legal services for older adults, provided 536 hours of service in 2019. This was 11% more than we projected for the year, and an increase of 1.8 % over 2018 hours without any increase in the hourly rate or contract amount.

Caregiver Chat/Support Group – Our ‘Wayne Street’ Caregiver Chat Group, held each month at the Broome West Senior Center in Endwell, saw an increase of 19% in unduplicated attendees.

Senior Games – Over 275 Senior Games participants were involved in the 2019 tournament season, ranging in age from 56 to 92.

Yesteryears Social Adult Day Program – This program saw a 5% increase in clients served over the past year.



Yesteryears members and their families enjoy some music at the annual Fall Fest celebration.

SENIORS IN BROOME COUNTY

Census estimates from 2018 show 25.1% of the total Broome County population is age 60 or 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.

BY AGE, SENIORS SERVED BY OFA IN COMPARISON TO COUNTY POPULATION – 2019

AGE	2018 CENSUS ESTIMATES	CLIENTS SERVED BY OFA IN 2019	PERCENT OF AGE GROUP SERVED
60+	48,729	8,325	17%
75+	16,970	3,976	23%
85+	5,896	1,575	27%

TARGETED POPULATION:

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 2019 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 latest 2018 Census estimates for the 60+ targeted populations.

Data about the “live alone” status is available in Table 4. The 2018 Census estimates that 40% of all Broome County households have a householder age 60+. Of these 31,472 households, 50% 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. Forty-six percent of these non-family households have a householder age 60+ who lives alone.

TABLE 2: TARGETED POPULATIONS AGE 60+ SERVED BY OFA IN 2019

TARGETED POPULATIONS	TOTAL NUMBER OF CLIENTS WITH A KNOWN AGE, GENDER, POVERTY AND LIVE ALONE STATUS, RACE, AND ETHNICITY.	PERCENT OF TOTAL CLIENTS SERVED
Total served	9,724	100%
Total 60+ served	8,326	85.62%
Women	6,441	66.24%
Low income (below 150% of Federal Poverty Level)	2,425	24.94%
Live alone	3,549	36.50%
White – Not Hispanic	6,462	66.45%
Black/African American	251	2.58%
American Indian/Alaskan Native	35	0.36%
Asian	54	0.56%
Native Hawaiian/Other Pacific Islander	3	0.03%
Other Race	38	0.39%
Two or More Races	45	0.46%
White-Hispanic	216	2.22%
Race Unknown	2,620	26.94%

TABLE 3: CENSUS ESTIMATES FOR TARGETED POPULATIONS IN BROOME COUNTY FOR RESIDENTS AGE 60+

BROOME COUNTY 60+ POPULATION	ESTIMATE	PERCENT
Total 60 +	48,729	100%
Women	26,801	55%
Low Income for the 60+ population with a known income status (below 150% of the Federal Poverty Level)	8,480	18%
White	46,195	94.8%
Black/African American	1,267	2.6%
American Indian and Alaska Native	97	0.2%
Asian	926	1.9%
Native Hawaiian/Pacific Islander	0	0%
Some Other Race	98	0.2%
Two or More Races	146	0.3%
Hispanic or Latino	585	1.2%

2018 ACS 5-Year Estimates

TABLE 4: DATA ON HOUSEHOLDS WITH A PERSON AGE 60+

HOUSEHOLD CATEGORIES	ESTIMATE	PERCENT
Households with a Householder age 60+	31, 472	100%
Non-Family Households	15,736	50%
Householders Living Alone	7,239	46%

2018 ACS 5-Year Estimates

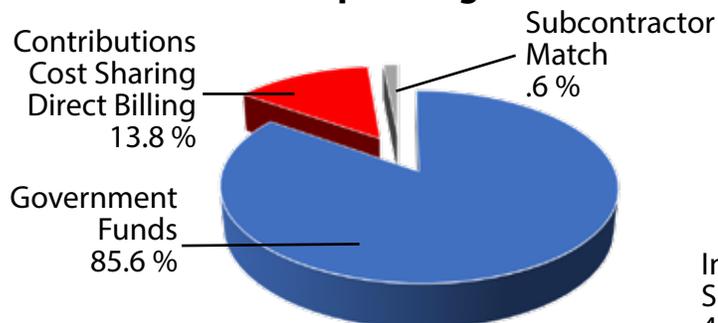
TABLE 5: 2020 FEDERAL POVERTY GUIDELINES*

SIZE OF HOUSEHOLD	100% POVERTY	150% POVERTY
1	\$12,760	\$19,140
2	\$17,240	\$25,860
3	\$21,720	\$32,580

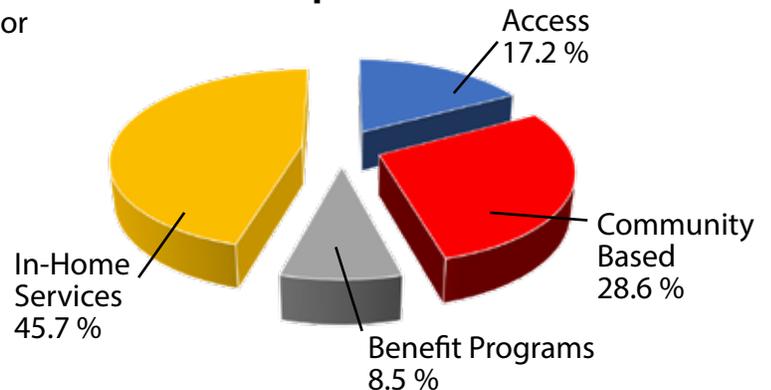
*2020 Health and Human Services Guidelines as published in Federal Register.

SERVICES PROVIDED

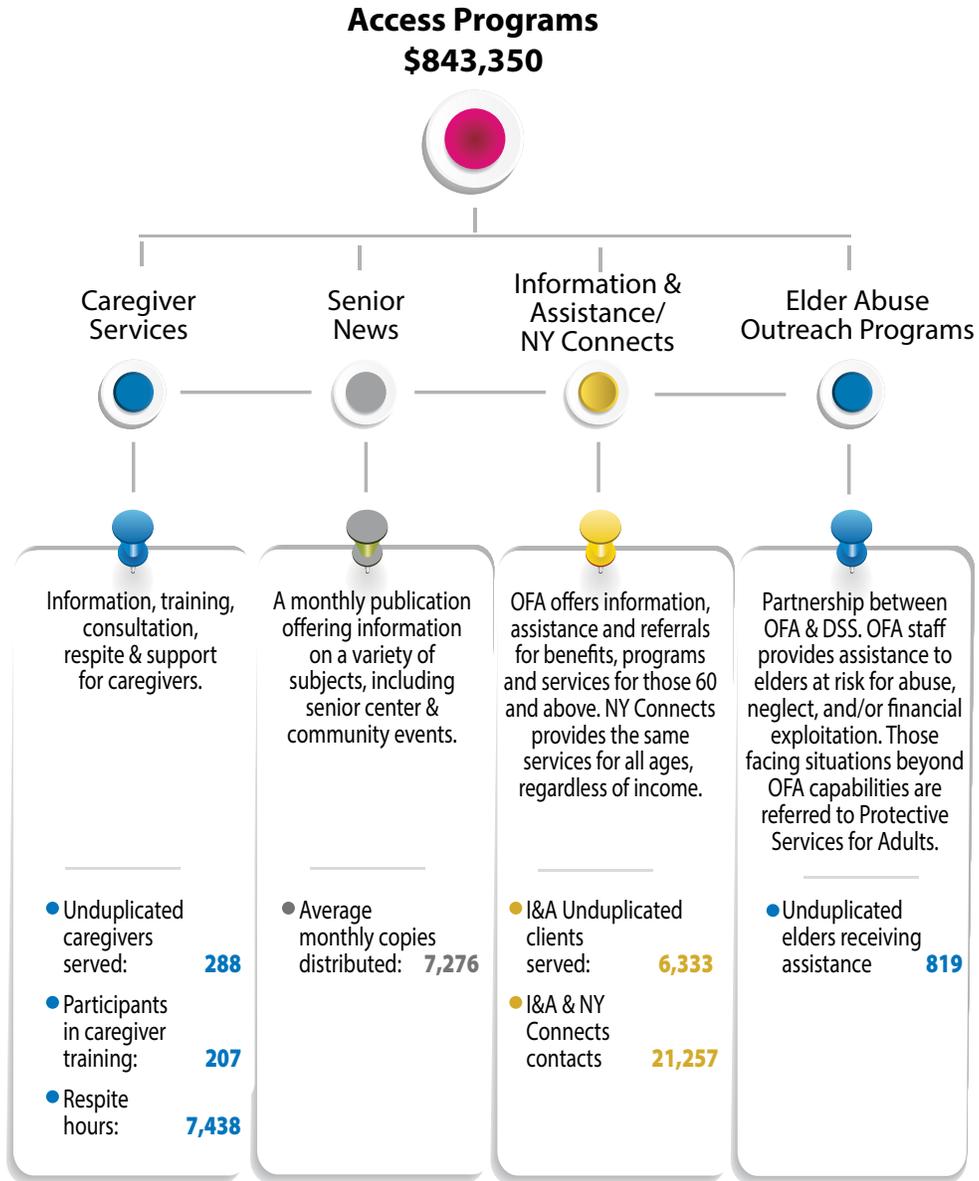
Source of Operating Funds



Service Expenditures

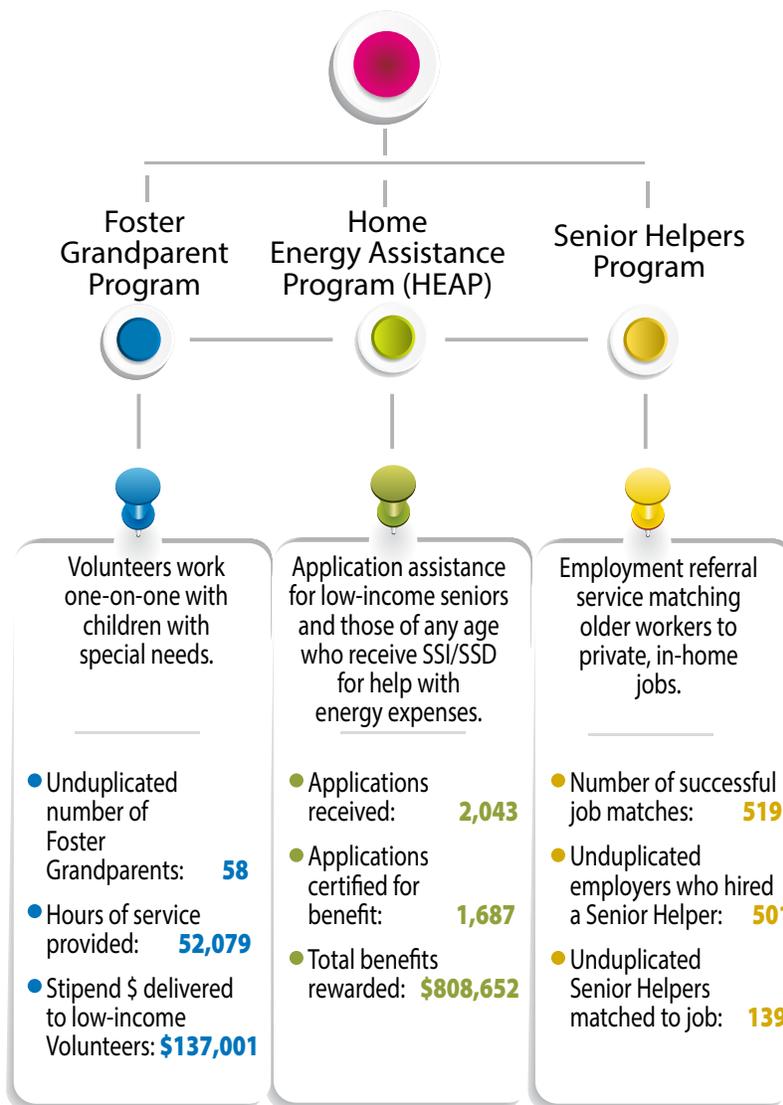


SERVICES PROVIDED



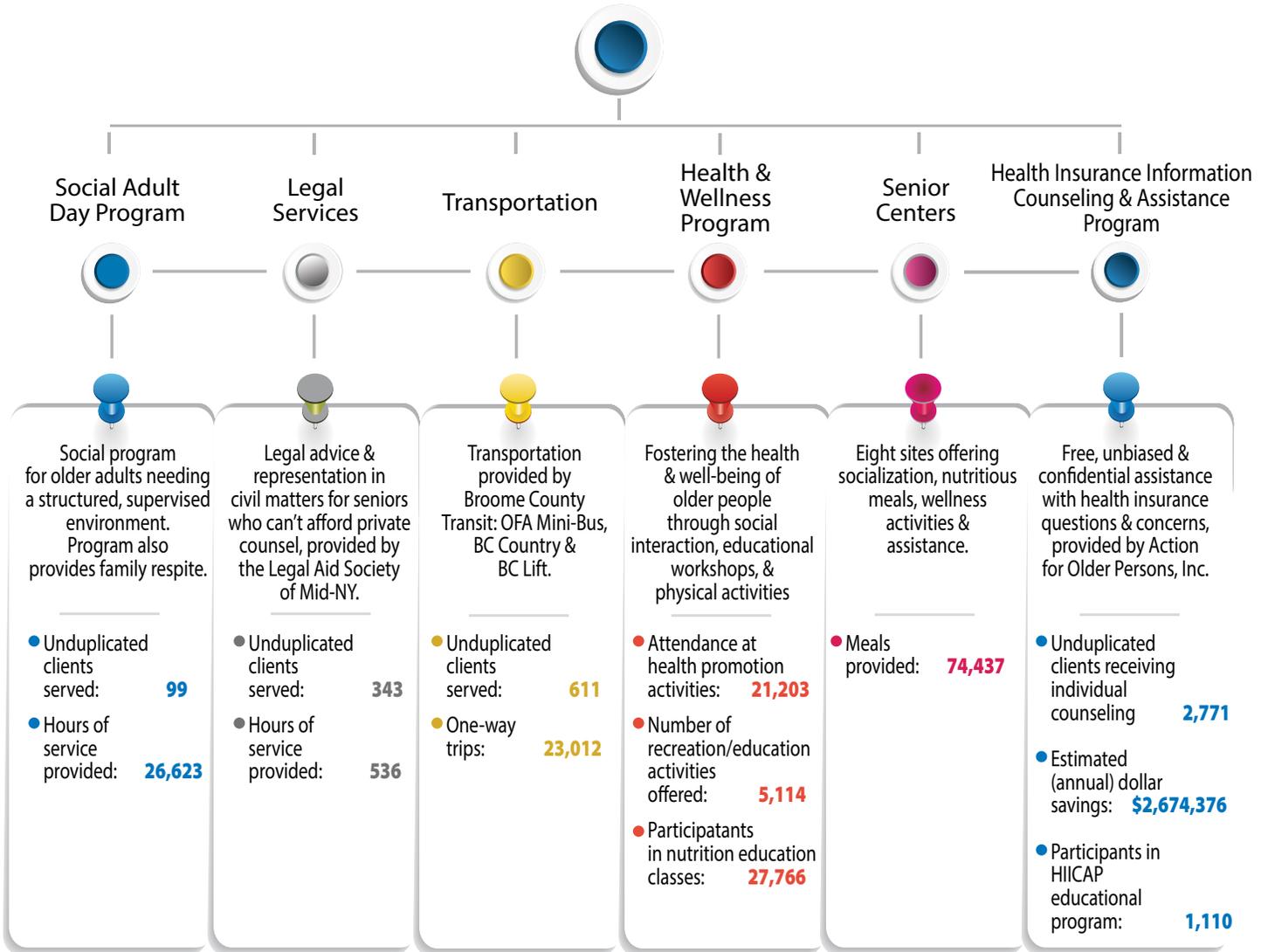
SERVICES PROVIDED

Benefit Programs \$416,261



SERVICES PROVIDED

Community Based Services \$1,404,542



SERVICES PROVIDED

In-Home Services

\$2,247,461



In-home assessment of needs, homemaker & personal care services, home delivered meals, shopping & Personal Emergency Response Services (PERS).

- IHS unduplicated clients served: **1,075**
- Personal care & chore hours: **31,957**
- Case management hours: **5,442**
- Home delivered meals - unduplicated clients served: **694**
- Home delivered meals provided: **153,971**
- Home delivered meals - average clients served per day: **321**
- Shopper Program unduplicated clients served: **28**
- Unduplicated PERS clients served: **157**

VOLUNTEERS MAKE IT HAPPEN

The Office for Aging relies on hundreds of volunteers to deliver programs and services to Broome County seniors and caregivers. A total of 108,159 hours were volunteered in 2019. Some of the categories of service are included below.



Volunteers at the Vestal Senior Center

SENIOR CENTERS: 21,640 HOURS

HOME DELIVERED MEALS: 22,365 HOURS

**TAX COUNSELING FOR THE ELDERLY:
5,700 HOURS**

**HEALTH INSURANCE INFORMATION,
COUNSELING, AND ASSISTANCE PROGRAM:
1,798 HOURS**

YESTERYEARS: 2,147 HOURS

ADVISORS: 329 HOURS

SENIOR GAMES: 321 HOURS

HELP IN THE OFFICE: 788 HOURS

SHOPPING SERVICE: 992 HOURS

**FOSTER GRANDPARENT PROGRAM:
52,079 HOURS**



Volunteers and staff at the annual Senior Games chicken barbeque fundraiser.



Longtime friends enjoy volunteering together at Binghamton Meals on Wheels.



Broome County Foster Grandparents are acknowledged during 2019's National Service Recognition Day. New York State Assemblywoman Donna Lupardo, represented by Chris Whalen, and Broome County Executive Jason Garnar recognized more than 400 Senior Corps volunteers in Broome County.



Volunteers receive awards for 20+ years of service to the Office for Aging during the annual Volunteer Recognition Dinner.

CLIENT SATISFACTION

A NOTE FROM A CAREGIVER:

“My Mom was waiting for service for the nursing home transition waiver program and I wanted to thank you so much for getting the ball rolling. I’m meeting with the aide tomorrow. I can’t thank you enough for all of your efforts and what you did. Thank you so much.”

A HOME ENERGY ASSISTANCE PROGRAM CLIENT:

“Thank you to your staff for helping me get my HEAP benefit. I wouldn’t be able to remain in my home if it wasn’t for this program.”

DAUGHTER OF A SOCIAL ADULT DAY PROGRAM (YESTERYEARS) PARTICIPANT:

“We are so grateful for the amazing attention, kindness, professionalism and dedication everyone including Yesteryears staff has provided to our mother and to us. The Yesteryears staff is outstanding. We can’t thank you all enough and we are so humbled.”

A PARTICIPANT OF “MISSION MELTAWAY”:

“I am more aware of what I eat and I am making healthier choices. I did lose weight and that made me feel good. The instructors were very knowledgeable and the materials provided were a good key to follow.”

FROM A MEALS ON WHEELS RECIPIENT:

“This is a short note of appreciation to the Director, dietitian, cooks, packagers, and volunteers from the Broome County Office for Aging who deliver [meals]. Because of you, I am able to live independently and stay in my own home. Thanks!”

SENIOR NEWS READER:

“My Mom currently receives the Senior News every month and really loves it. She is homebound by illness and looks forward to getting her newsletter – so thank you! Thank you for all you do!”

FROM A HIICAP CLIENT:

“[The counselors] cleared up my concerns and enabled me to make informed choices.”

FROM A FOSTER GRANDPARENT:

“I enjoy the program very much. I think the kids love having us there. I find the whole experience is a lot of fun and I hope I can be a part of it for a long time.”

FROM A TEACHER WORKING WITH A FOSTER GRANDPARENT:

“The students love to see Grandpa. He jokes with them, makes them feel happy and important. They understand that he is here to help them any way he can. He never makes them feel like they can’t do something. Grandpa finds something positive in each of the students he comes in contact with.”

FROM AN I & A/NY CONNECTS CLIENT:

“A caseworker came to see me and helped me with a housing application and UHS financial assistance application. It really helped me, especially since I have not had or needed this service before. She was really nice and took her time, and I wanted to let you know how great she was.”

FROM AN IN-HOME SERVICES CLIENT:

“My caseworker is excellent – a very caring and wonderful human being, and I’m really impressed with her. She’s done so many great things for me. Thank you very much.”

A SENIOR CENTER PARTICIPANT:

“I have been coming to the senior center for 31 years, since I turned 55, and have been enjoying lunch all these years!”

OFFICE FOR AGING MINI-BUS RIDERS:

“I was my Mother’s caretaker for many years in our apartment; she has dementia and is now 100 and living in a nearby nursing home. I use the OFA Mini-Bus [to visit her], one of the best programs imaginable! Thank you!”

FROM A SHOPPER SERVICE CLIENT:

“Dependable, prompt, respectful of my wishes and choices. Thank you for your service and the oversight of this valuable program!”

FROM A SENIOR HELPERS EMPLOYER:

“After speaking to [a staff member] about some remodeling needs, she referred me to the Senior Helpers Program where [staff] took my information, assessed my needs, and promptly processed my request. Within a few days, I received a call from a Senior Helper. He agreed to help with some light carpentry. I could not be happier with his workmanship. He came to my home several different times and was always pleasant, punctual, honest, and professional. I would not hesitate for a moment to recommend him to family or friends.”



CONTRACT AGENCIES

Action for Older Persons, Inc.
Broome County Council of Churches/Faith in Action
Broome County Transit
CST Your Link to Life
Donna Bates, R.D.
Home Instead
Homemakers of Broome County (Caregivers)
Ideal Senior Living Center
Interim Health Care
Johnson City Senior Community Center

Legal Aid Society of Mid-New York
Sodexo Food Service
Southern Tier Independence Center
Staffkings
Susquehanna Home Health Care Agency
The Family & Children's Society of Broome County, Inc.
Twin Tiers Home Care
Willow Point Nursing Home
United Methodist Homes

ADVISORY COUNCIL MEMBERSHIPS

● Broome County Office for Aging Advisory Council

Lida Bassler
Don Bowersox
Kathy Bunnell
Rene Conklin
Jo Ann Freer
John Kang
Bill Knecht
Rick Lacey
Youjung Lee
Linda Mackenzie
Carolyn Price
Angela Riley
Sue Thrasher
Jerry Willard

● Senior Center Steering Committee

Regina Blazey
Ruth Butts
Joan Ebert
Karen Derrick
Virginia Haugen
Leslie Hiemstra
Pat Kolesar
Joyce Kretzer
Mary Maricle
Colleen Mihalko
Fran Pierson
Donna Tangorra
Maria Tangorra
Diane Wickham
Eva Wincek

● Foster Grandparent Advisory Council

Don Bennett
Peter Fuerst
Jean Golden
Deb Kerins
Joan Krissel
Youjung Lee
Bob McDonald
Tim McMullin
Rosanne Pinker
Donna Saker
Carol Schmidt
Kristy Sloma



*Crossing the finish line at the 2019 Seniors
Running and Walking Festival.*