

Broome County Office for Aging

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



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

May 19, 2005

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

Dear Ms. Fiala:

I am pleased to submit to you the 2004 Office for Aging Annual Report.

During 2004, the Office for Aging provided services and benefits to an identified 16,413 seniors and caregivers. In addition, OFA had 4,241 contacts with unidentified seniors and caregivers. The number of clients receiving services during the year equated to a 9.7% increase over the total people served by the agency in 2003. This increase is the latest in a trend that reflects the aging of our community.

According to the 2000 Census, one in five Broome County residents is a senior. Findings from the Census also revealed that while Broome County experienced a population decline during the 1990s, the number of people age 75 and older increased. Significant increases occurred in the number of residents age 75 – 84, and the age 85+ cohort experienced the greatest rate of growth. It is these age groups who are most likely to access services and benefits through the Office for Aging.

OFA sponsors a diverse array of services that are designed to promote independence. Central to this effort is our Information and Assistance service that handled requests for help from over 8,900 seniors and caregivers last year, helping them to access the benefits and services that they need to remain independent. Office for Aging community-based and in-home services, such as senior centers, home health aides, Meals on Wheels, social adult day care and caregiver respite, helped seniors care for themselves and others. Seniors accessed benefit programs such as HEAP, employment training, or the Foster Grandparent Program, to better their financial situations. These and other programs comprise the Office for Aging's comprehensive mix of senior services.

Over the course of the year, OFA served as the lead agency in the Aging Futures Partnership, a coalition of 55 agencies, businesses and concerned individuals. With the funding of a prestigious Robert Wood Johnson Foundation grant, OFA led the Partnership in implementing a campaign to fight hypertension in the elderly and finding ways to connect isolated seniors with the community. Each of these efforts will serve to improve the health of elderly individuals living in Broome County.

The Office for Aging is Broome County's central provider of elder care information and referral. The Senior Resource Line serves as the backbone of the OFA information and referral system. In 2004, the Aging Futures Partnership implemented a successful media

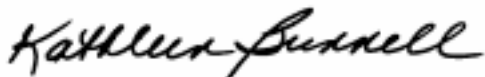
campaign aimed at educating seniors and caregivers to call the Senior Resource Line for information on senior services in Broome County. During the campaign, the Senior Resource Line received over 10,000 telephone calls, a 16.7% increase in calls over the same period in the previous year.

The Office for Aging offers a variety of in-home programs to help frail seniors remain independent. Among these services is the Home Delivered Meals program, through which 204,000 meals were delivered to 832 homebound seniors last year. Over 4,800 shopping trips were made for 93 seniors who were unable to leave their homes. A total of 19,333 hours of personal care and housekeeper/chore services were delivered to 182 frail elderly. These services all aim to delay and prevent the need for costly institutional care.

A key component of helping seniors to stay independent is supporting their caregivers. In 2004, OFA provided caregivers with nearly 4,700 units of information, assistance and support services. Over 2,876 hours of in-home and institutional respite service was granted to caregivers to replenish their energy. Caregivers found further support through the Yesteryears Social Adult Day program, where their loved ones received 39,962 hours of supervised quality care.

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

Sincerely,

A handwritten signature in black ink that reads "Kathleen Bunnell". The signature is written in a cursive, flowing style.

Kathleen Bunnell
Director

Table of Contents

Directory of Office for Aging Locations	ii
Services and Programs of the Office for Aging	iii
Broome County Office for Aging Mission and Profile.....	1
Planning and Administration of a Coordinated Service System.....	2
Profile of Broome County’s Older Population and Persons Served in 2003	7
Financial Management	13
Access	18
Caregiver Services	18
Information and Assistance and Intake Services (Senior Resource Line)	19
Benefit Programs.....	21
Foster Grandparent Program (FGP).....	21
Gaining Resources for Older Workers (GROW)	22
Home Energy Assistance Program (HEAP)	23
Senior Community Service Employment Program (SCSEP)	23
Community Based Services	24
Elder Abuse Outreach Program	24
Health and Wellness Program.....	25
Health Insurance Information, Counseling and Assistance Program (HIICAP).....	26
Home Repair Program.....	26
Legal Services	27
Long Term Care Ombudsman Program (LTCOP)	27
Senior Community Centers	28
Social Adult Day Care - Yesteryears.....	30
Transportation	31
Volunteer Program.....	31
Weatherization Referral, Assistance and Packaging (WRAP)	32
In-home Services.....	33
Expanded In-home Services for the Elderly (EISEP)	33
Home Delivered Meals	35
Mental Health Services	37
Shopper Program.....	38
Contract Agencies	39
Appendix	40
Advisory Council Members	41

Broome County Office for Aging Directory

Main Office

44 Hawley Street

Binghamton, NY 13901

(607) 778-2411

Adult Day Care – Yesteryears

Binghamton

778-2946

Endwell

785-0494

Meals on Wheels

Binghamton

778-6205

Chenango Bridge

648-4571

Conklin/Kirkwood

343-4396

Harpursville

693-2069

Whitney Point

692-2653

Senior Centers

North Shore Towers, Binghamton

772-6214

Deposit

467-3953

East Side, Binghamton

723-4292

Endwell

785-3427

First Ward, Binghamton

729-6214

Harpursville

693-2069

Johnson City

797-3145

Oak Street, Binghamton

724-1220

Vestal

754-9596

Whitney Point

692-3405

Services and Programs

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

Access Services

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

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

Benefit Programs

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

- J Foster Grandparent Program (FGP)
- J Gaining Resources for Older Workers (GROW)
- J Home Energy Assistance Program (HEAP)
- J Senior Community Service Employment Program (SCSEP)

Community Based Services

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

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

In-home Services

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

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

Broome County Office for Aging

Agency Mission

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

The Office for Aging :

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

The guiding policy of the mission is to implement the mandates and requirements of federal and state regulations pertaining to the elderly. These are provided in federal law 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, Federal / NYS Department of Social Services, and the NYS Department of Health.

Agency Profile

The Broome County Office for Aging is a non-profit government regulated agency and one of 59 Area Agencies on Aging in New York State. The agency is dedicated to being a focal point for information, advocacy and coordination of aging services. The community is served directly by the agency, as well as through contractual agreements with 20 community agencies, and coordination with other service providers. Through several locations and 23 programs, the Office for Aging provided services to the senior citizens and caregivers of Broome County in 2004.

The agency serves as a strong advocate for senior citizens. The staff of 41 full-time and 27 part-time employees is involved with numerous community agencies in board membership or advisory capacity. The staff participated in statewide initiatives concerned with performance outcome measurement, caregiver initiatives and community-based services. Representation at the local and state level helps to assure community awareness and provides support for solutions to issues faced by our elder population and their caregivers.

Planning and Administration of a Coordinated Service System

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

Accomplishments

During 2004, the Office for Aging provided benefits and services to an identifiable 16,413 seniors and caregivers, representing over 39% of the Broome County senior population. Nearly one-third of these clients were people who were new to Office for Aging services. The number of people served in 2004 increased by nearly 10% from the previous year. Over the course of the year, OFA also had an additional 4,241 contacts with unidentified seniors and caregivers. The majority of these individuals received information from the Office for Aging that will allow them to make a link with

community services and assist an older adult to remain independent.

OFA strives to ensure that supports are in place for the frailest and most vulnerable members of the community. In 2004, over 68% of those served by OFA were 75 years of age or older and more than 30% age 85 or older. These eldest of the elderly are the people who are most in need of community support. By providing a comprehensive mix of in-home and community-based services, OFA works to maintain the health and wellness of all seniors; while assisting those with chronic conditions and functional limitations.

The issue of knowing where to turn for help in times of need is an ongoing concern for seniors and those who care for them. Working with the Aging Futures Partnership, a successful media campaign educated seniors and caregivers to call the Senior Resource Line at the Office for Aging for information on senior services in Broome County. During this campaign, OFA experienced a 16.7% increase in calls over the previous year, and served more than 3,900 callers.

The Office for Aging offers a variety of in-home programs to help frail seniors remain independent. Among these services is the home delivered meals program through which 204,000 meals were delivered to homebound seniors. Through the Shopper program, over 4,800 shopping trips were made for 93 seniors who were unable to leave their homes. The EISEP program provided a total of 19,333 hours of personal care and housekeeper / chore service were delivered to 182 frail elderly. These services all seek to delay and prevent the need for costly institutional care.

Caregivers are the backbone of the community's ability to care for its frailest citizens. In 2004, the Office for Aging continued its support for caregivers by providing 42,838 hours of caregiver respite through our adult day care and caregiver respite programs. OFA provided 72 group training and support sessions to offer caregivers a chance to gain information, skills and encouragement in a supportive setting. By participating in the *Making the Link* and *Reaching Caregivers in the Workplace* programs, OFA made it easier for those involved in caregiving to learn about services for caregivers.

Last year, Office for Aging volunteers provided the community with over 84,000 hours of service, worth the equivalent of \$1,440,000 in wages. These volunteers lowered the cost of service delivery and saved county tax dollars. It would have taken the equivalent of 46 full-time workers to accomplish the tasks performed by OFA volunteers in 2004. Not only did volunteers save money, but they were the means through which many services were delivered. Programs such as Meals on Wheels depended on a dedicated body of volunteers to deliver in-home services. Volunteer shoppers have helped over one hundred homebound seniors retain their independence. And volunteers provided ongoing support at senior centers and adult day care sites.

The number of meals served across all senior centers increased from 125,741 to 127,143. This increase marks the sixth straight year in which the number of meals served in the congregate setting has increased. Broome County's meal increases are occurring at a time when many other communities throughout the nation are experiencing a decline in their congregate meal programs. Seniors using

senior centers were able to obtain nutritious meals and remain socially connected. One of the attractions for elders to attend Broome County senior centers is the array of health and wellness programs offered through these facilities. Specific programs included Mission Meltaway, Eat Smart New York, arthritis education and awareness classes, and an osteo exercise program.

The agency continues to meet the growing demand for home delivered meals. OFA has experienced growth over the last ten years. In 2004 alone, OFA served 204,000 meals to homebound seniors – nearly 12,500 more meals than were served in 2003. Meeting this growing demand is a challenge for the agency. The demand has been met without adding new staff or additional labor hours. The more than 350 volunteers who delivered meals donated over 20,280 hours of service in 2004.

Mission Meltaway, the Office for Aging's team approach to weight loss, continued to expand. In 2004, the Nutrition Unit held six sessions with over 150 senior participants. Those participating in the program reported marked weight loss, increased physical activity, and healthier eating habits. Through a "STEPS to a Healthier US" grant awarded to the BC Health Department, 33 people were trained to hold their own Mission Meltaway sessions. Articles featuring Mission Meltaway were published in the *Older Americans Report* and on The Robert Wood Johnson Foundation website.

The Office for Aging, Broome County Planning Department and the Delaware County Planning Department partnered to identify ways to enhance services in the Deposit region. During 2004, these departments worked with the Towns of

Sanford and Deposit and the Village of Deposit to complete a Community Services Needs Assessment.

Recommendations have been made and these Broome County departments will continue to support the Deposit Community as it moves forward.

The Office for Aging Caregiver Services unit received recognition for its innovative programs that provide support and information to caregivers. Caregiver Services staff were invited by the New York State Association of Area Agencies on Aging to speak on their *Men Making Meals* and *Reaching Caregivers in the Workplace* programs at several locations around the state. Following these events, they were invited by the New Jersey Department on Aging to present workshops at their fall conference – *Caregivers' Best Practices: Looking to the Future*.

Outcome measurements conducted in 2004 revealed the effectiveness of OFA programs. Nearly 87% of surveyed home delivered meals recipients reported that their health improved as a result of the meals program; and over 81% reported that the program allowed them to continue living in their home. Over 74% of congregate meal survey participants stated that they eat a healthier variety of food as a result of the nutrition program. Over 81% of those respondents prescribed a special diet by a doctor or dietician reported that they are better able to follow that diet as a result of the nutrition program. And over 91% of survey participants reported that their social opportunities have increased since they became involved with this agency's activities.

OFA completed its fifth full year of weekly *Successful Aging* columns in the

Press and Sun-Bulletin. This project started in September of 1999 as a result of several OFA focus groups and the commitment and willingness of our local newspaper to help disseminate information for seniors and caregivers. Since then, *Successful Aging* has served as a vehicle for getting timely information to Broome County seniors.

Documenting program performance is fast becoming a requirement for providers of human services. Designing performance measures and documenting the effectiveness of aging services programs has proven to be a challenge. OFA is one of six New York counties that have been chosen by the New York State Office for Aging to participate in the federal Administration on Aging's Performance Outcome Measurement Project (POMP). By participating in POMP, OFA is helping to develop and test a system of outcome measures to be used across the country by the aging network. OFA staff worked with others on the state and national level to develop and implement surveys for assessing the benefits of participating in case management, home delivered meals, and congregate meal services.

Rising costs of living can be especially hard for low-income seniors who are on a fixed income. Many seniors find that they need some form of assistance to make it through a trying situation. In 2004, the Office for Aging offered several programs to help low-income seniors. During the past year, the WRAP program used \$10,000 in government seed money to leverage over \$354,000 in community services and home repairs for low-income seniors. Low income senior job trainees enrolled in the Broome County Office for Aging's Senior Community Service Employment Program earned \$197,690

while providing 38,386 hours of community service. Over 2,100 seniors received help with home energy costs through the award of nearly \$672,000 through Home Energy Assistance Program (HEAP) benefits.

Office for Aging Foster Grandparent volunteers provided over 61,000 hours of service to 155 children with special or exceptional needs this past year. Foster Grandparents provide one-on-one attention to infants, preschoolers and school age children each school day. Their labor of love provides many children with the extra attention they need each day to develop in a healthy way. Volunteering also betters the lives of seniors, with 96% of Foster Grandparents stating that their quality of life has improved since joining the program.

The Office for Aging continually monitors the issues affecting Broome County seniors. Each year, OFA staff responds to emerging needs in the community. The issues that arose in 2004 included helping seniors respond to: increased energy costs, changes in retiree health insurance coverage, the need for snow removal, and choosing a Medicare drug card. Staff also assisted homebound seniors who needed assistance to meet the application deadlines for property tax exemptions.

The Broome County Senior Games experienced another record year. Participation in the Senior Games continued to climb with over 500 seniors taking part in last year's events. In an effort to attract more seniors, the games were moved to the fall and featured two new events: no-tap bowling and billiards. A goal of the Senior Games is to encourage seniors to remain active throughout the year. Some of the

participants used the games to try certain activities for the first time. As a result, these seniors were encouraged to continue with new physical activities and leisure pursuits.

Management Information Systems

Together, the Office for Aging and Broome County Community Alternative Systems Agency (CASA) offer a central point of entry for long-term care services and a central access point for senior services. During this past year, steps were taken by OFA and CASA to implement an integrated data management system for tracking and managing clients. The foundation of this system is the SAMS software package. SAMS will create an integrated OFA/CASA data system that will:

- J Provide a shared database of client characteristics and transactions.
- J Transfer data between the shared assessment tool and various collateral documents used to track client activity.
- J Analyze and report data gathered from the shared assessment tool and collateral documents.
- J Improve client related communication between the staff of In-home Services, Meals on Wheels, and CASA.

- J Reduce the collection of duplicate information and redundant client contacts.

As part of creating the integrated data management system, the SAMS software was used to redesign the assessment tool used by OFA and CASA. The redesigned assessment tool was digitized and made ready for loading onto pocket PCs and laptops, so that in the future, the client assessment process will be computerized. Once assessment information is entered into the system, the software allows the data to be shared between multiple assessment forms; thereby creating the ability to share a consistent set of client data. Having the ability to ensure a seamless transfer of data between assessment tools reduces the need for duplicate client contacts by the two agencies.

A small subset of client data was loaded into the SAMS database to test the system. Following the successful tests, staff from the In-home Services Unit began to plan the implementation and training processes for deploying the computerized assessment process.

Several forms used for data collection were created or redesigned during 2004. These included the mini-assessment form, the senior center registration form, and the OFA Identification card application.

OFA continued its efforts to meet the federally mandated data collection requirements prescribed under NAPIS. For the first time, data collected in the last quarter of the year was electronically transferred to the New York State Office for Aging.

Information Technology Department staff worked with the Foster Grandparent Program to create a comprehensive system for tracking the different program components. These components included: volunteer stipends, site management, youth assignments, client characteristics and benefits.

All of the agency's computers were upgraded to Windows XP and Office 2003. The upgrade process created a variety of challenges including the replacement of computers that were not adequate for the upgrade. Information Technology Department staff assisted and trained staff on various aspects of the new software.

A Profile

Seniors in Broome County and Persons Served by OFA

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

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

Changes in the Broome County Population 1990 - 2000

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

Source: U.S. Census 2000

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

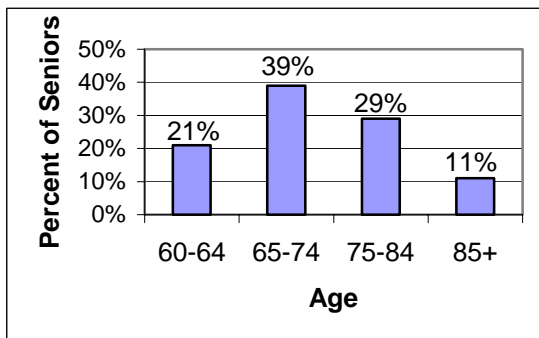
¹ U.S. Department of Commerce. 2001. *Profiles of General Demographic Characteristics: 2000 Census of Population and Housing*.

Broome County Seniors by Age - 1990 & 2000

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

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

Broome County Elderly Population ²



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

J Those age 75 and older comprise 40.3% of the total Broome County age 60+ population. This exceeds the New York State percentage of 36.6%.

J US Department of Health and Human Services data reveals that 30% of those age 65 – 74 faced limitations due to chronic conditions, while 50.2% of those age 75 and above reported chronic conditions do limit their activities.³

J In 2002, 18% of the vulnerable seniors surveyed by Mathematica Policy Research, Inc. reported a functional limitation.

Services

Services provided through the Broome County Office for Aging and its subcontractors are made available to individuals age 60 and over; a few programs begin at age 55. Certain high-risk populations are given priority. Included in this group are individuals who are: isolated, frail, disabled, minority, low income, low-income minority, and limited English speaking.

Age Data

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

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

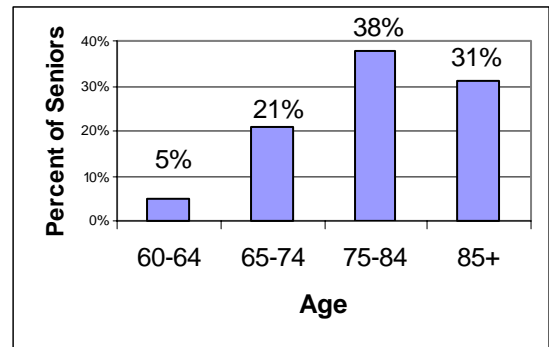
² Ibid.

Seniors Served by OFA in Comparison to County Population - 2004

Age	2000 Census	Known Served 2004	Percent Population Served
60+	41,542	10,375	24.9%
75+	16,758	7,496	44.7%
85+	4,576	3,382	73.9%

- J In 2004, OFA served 16,413 different seniors and caregivers.
- J The number of OFA clients served in 2004 was 10% higher than the total for 2003.
- J In 2004, OFA served a minimum of 3,382 individuals who were age 85 or older. This represents nearly 74% of the 85+ population.
- J During 2004, OFA served nearly 45% of the Broome County 75+ population..
- J A total of 3,169 individuals of those whose ages are known, were between 70 – 79 years of age.
- J Of the clients with known ages, 1,583 were between the ages of 60 – 69.

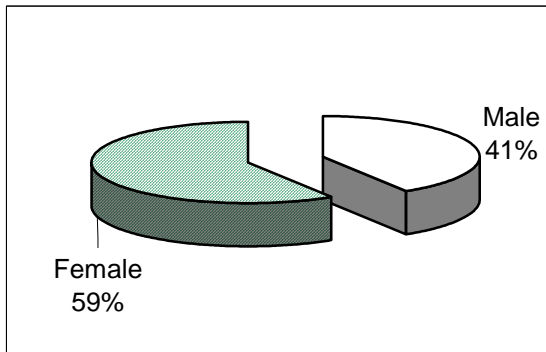
Percent of Known OFA Clients by Age Cohort - 2004



Gender

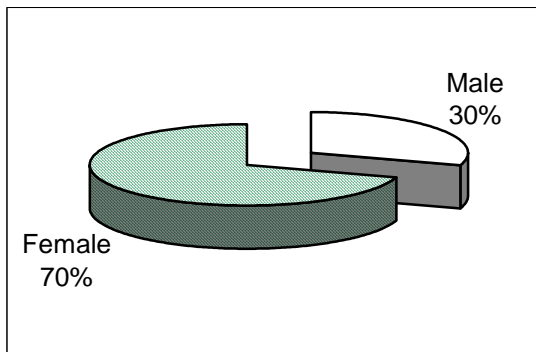
National statistics reveal that elderly women are often more vulnerable in terms of economic and health status, and are more likely to live alone than are elderly men. Therefore, women over 60 would be expected to demonstrate greater economic and social need. Examining the gender of all clients served by the Broome County Office for Aging and its subcontractors in 2004 reveals that nearly 70% of all persons served were female. Elderly females comprise 59% of the senior population, indicating that OFA’s efforts to target senior services to this higher risk group are effective.

Broome County Male / Female Population Age 60+



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

Male / Female Clients Served by OFA - 2004



Source: Broome County Office for Aging Characteristics Data

Minority Status

The 2000 Census figures reveal that minorities in Broome County compose a significantly smaller portion of the senior population (2.5%) than the New York State average of 23.6%. However, the senior population of Broome is becoming increasingly more diverse. A decade ago, only 1.2% of those age 60 or over were a minority. The current number represents a doubling of this population segment. In 2004, 2.6% of the individuals served by OFA were minorities. The age 60 and

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

Income

The Older American's Act specifically directs local Area Agencies on Aging to target low-income individuals. This directive does not exclude persons with higher incomes from receiving services; it simply means that those with low incomes are more vulnerable and should be given priority. The Office for Aging uses two indicators to gauge how well low-income seniors are being served. The first is a person's income status as a percentage of poverty. The second is the dependence on Social Security as the main source of income.

Poverty Levels of Clients Served - 2004

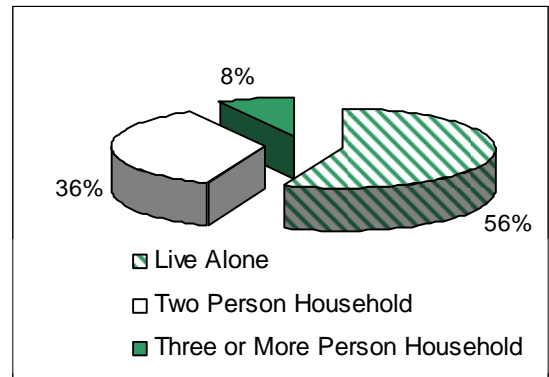
- J Fifteen percent of Broome County's Office for Aging clients have incomes that put them at the poverty level. This exceeds the 6.8% found in the overall Broome County 60+ population.
- J Thirty-one percent of Broome County's Office for Aging clients are between 100% and 150% of the poverty level. This is higher than the rate of 10.7% found in the overall Broome County 60+ population.

2004 Federal Poverty Guidelines*

Size of Household	100%	150%
1	\$9,310	\$13,965
2	\$12,490	\$18,735
3	\$15,670	\$23,505

*2004 Health and Human Services Guidelines as published in Federal Register.

Size of Household Served by OFA - 2004



Social Security

A very large percentage (78.5%) of persons served by Broome County OFA programs rely on Social Security as their main source of income. This indicates that services are appropriately targeted to those in greatest economic need.

Household Size

Those persons who live alone are at higher risk of finding themselves in need in terms of economic status and social isolation. The Broome County Office for Aging targets those who live alone for aging services. Of those served by the OFA in 2003, nearly 56% were people who live alone. This compares to the 24.8% that live alone in the Broome County 60+ population.

In-home and Frail Elderly Services Profile of Clients by Services - 2004

Service	Total Unduplicated Clients Served in 2004	Age			Gender		Income			Most Common ADL*/IADL** Impairment
		60-69	70-79	80+	M	F	At or Below Poverty	Over Poverty & Below 150% Poverty	Over 150% Poverty	
In-home Services Unit	1,220	11%	27%	62%	32%	68%	12%	30%	58%	Mobility
Enriched Living	8	--	37%	63%	0%	100%	--	100%	--	Mobility
Shopper Program	93	12%	22%	66%	20%	80%	9%	40.5%	50.5%	Mobility
HOME Mental Health Program	190	17%	28%	55%	28%	72%	15%	39%	46%	Specific ADL/IADL unknown – at least 37% are impaired in at least one ADL and 54% in at least one IADL
Home Delivered Meals	832	16%	27%	57%	31%	69%	20%	29%	51%	ADL – Bathing, mobility, IADL – Shopping, preparing/cooking meals, housework, handling finances
Social Adult Day Care	139	5%	23%	72%	34%	66%	14%	19%	67%	ADL – physically able to do most IADL – needs assistance with most

* ADL – Activities of Daily Living (See Page 40 for a listing)

** IADL – Instrumental Activities of Daily Living (See Page 40 for a listing)

1 Not Available

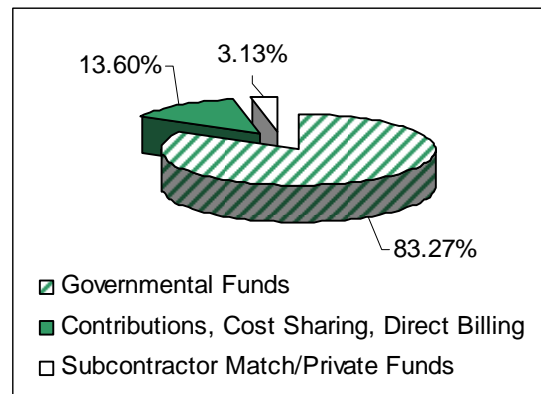
Financial Management

The Office for Aging budget consists of 27 grants with varying fiscal years and reporting requirements. Through careful planning, management and monitoring, our fiscal staff was able to prepare a complex budget, provide data and projections for analysis, and meet a myriad of reporting requirements.

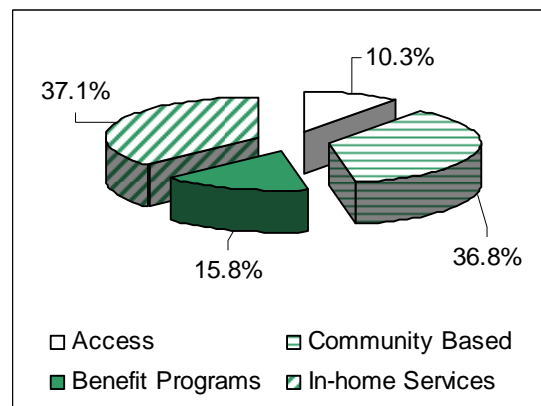
Government funding – especially federal and state – has been largely flat over the past several years. This trend continued through fiscal year 2004, with some programs seeing a minimal increase, while other programs had funding decreased. The total budget increased to \$5,003,395, some of which was due to expenses associated with the operation of county-owned senior centers and the addition of some new grant funding, including a four-year implementation grant from The Robert Wood Johnson Foundation.

Client contributions and direct billing continue to play a major role in Broome County Office for Aging’s funding, representing \$680,041, or 13.6% of the total operating budget for the year. These revenues came primarily from seven service areas – congregate meals, home delivered meals, EISEP, social adult day care, in-home respite, transportation and *Senior News* subscriptions. A concentrated effort continues to increase the rate of client contributions within each service area.

Sources of Operating Funds –2004



Service Expenditure Areas – 2004



Service expenditures were made within four categories. OFA dedicated 37.1% of its expenditures to the provision of in-home services. A total of 36.8% of the funds were expended on community based programs, including the entire amount of The Robert Wood Johnson funding. Expenditures on access services comprised 10.3% of the budget and 15.8% was spent on benefits programs.

The financial management staff continues to fine tune improvements that have been made in past years. Changes in reporting requirements are continuous and need to be made annually on most programs. These changes improve the accuracy of our reports, reimbursement claims to grantors, and ultimately, our quarterly report to the New York State Office for Aging. The preparation of the Consolidated Area Agency Report Systems, or CAARS, requires that figures be reported on the accrual basis of accounting, while the financial numbers available through the County's FAMIS system are on the cash basis. The gathering and conversion of this information is an area on which we are constantly improving, enabling us to provide the most accurate report possible. During each quarter of 2004, improvements were made in this data gathering, as well as the preparation of expense and revenue tracking systems for some of our major programs.

A positive cash flow for the County and adherence to reimbursement claim schedules continue to be areas of importance for the fiscal staff. Timely preparation of invoices and meeting of deadlines help expenditures incurred become eligible for reimbursement more quickly. This area has further improved during the year, aiding the agency in recouping dollars from grantors in a more timely manner.

Service Delivery Category In-home

	2004
Home Delivered Meals Program	\$896,800
Personal Care/Chore Service	323,929
In-home Respite	41,887
Mental Health Counseling	26,951
Shopper Program	38,833
Case Management	300,647
Total	\$1,629,047

Community Based

	2004
Social Day Care	\$230,861
Legal Services	26,566
Long Term Care Ombudsman (LTCOP)	22,757
Congregate Meal Program	918,334
Transportation	152,656
Weatherization Referral, Assistance and Packaging (WRAP)	55,448
Health Insurance Counseling (HIICAP)	9,844
Health and Wellness (includes Medical Management and Senior Games)	56,641
Aging Futures II Development	119,979
Volunteer Program	19,571
Total	\$1,612,657

Benefit

	2004
Senior Community Service Employment Program (SCSEP)	\$325,029
Gaining Resources for Older Workers (GROW)	20,036
Home Energy Assistance Program (HEAP)	35,546
Home Repair Program	10,000
Foster Grandparent Program (FGP)	303,851
Total	\$694,462

Access

	2004
Caregiver Services	\$117,835
I&A / Intake	294,103
<i>Senior News</i>	39,929
Total	\$451,867

2004 BUDGET SUMMARY/SOURCES OF FUNDS

FISCAL YEAR ENDING DECEMBER 31, 2004

2004-SM3.xls

05/11/05

Grant Program	Services	Governmental Funds	Contributions, Cost Share & Direct billing	Private Grants/ Subcontractor Match Funds	Expenditures/ Revenues	% of Total OFA Budget
III-B Supportive Services Federally funded - Older Americans Act	Information and Assistance, transportation, legal services, home repair program, "Senior News"	\$367,608	\$37,152	\$13,833	\$418,593	8.37%
HOME Program - Federal/NYS funded	Mental Health Counseling	\$36,279			\$36,279	0.73%
<u>Nutrition Services</u>						
III-C-1 Congregate Meals - OAA funded	Senior centers, meal programs, health & wellness	\$530,926	\$194,177		\$725,103	
CDBG - Federal funds from Town of Union	Support for Broome West Senior Center	\$34,250			\$34,250	
III-C-2 Home-Delivered Meals - OAA funded	Meals on Wheels Program	\$334,814	\$255,836		\$590,650	
S N A P - NYS funded	Support for 1 senior center and Meals on Wheels	\$218,894	\$74,335		\$293,229	
NSIP Cash-in-Lieu - Federally funded	Cash for eligible meals served to seniors	\$166,847			\$166,847	
Total Nutrition Services		\$1,285,731	\$524,348		\$1,810,079	36.17%
<u>Employment</u>						
Senior Opportunities - Administration	Administrative funds for Employment/FGP progs.	\$58,225			\$58,225	
SCSEP-SOFA - Federally funded OAA	Senior aide trainee program	\$62,604			\$62,604	
SCSEP-NCOA - Federally funded OAA	Senior aide trainee program	\$204,200			\$204,200	
Total Employment Program		\$325,029	\$0		\$325,029	6.50%
Expanded In-Home Services for the Elderly Program (EISEP)						
Planning Services	Administrative and planning funds	\$20,771			\$20,771	
New York State funded	Housekeeper/Chore and Personal Care/ Case Management	\$453,815	\$15,420		\$469,235	
Total EISEP		\$474,586	\$15,420		\$490,006	9.79%

2004 BUDGET SUMMARY/SOURCES OF FUNDS

FISCAL YEAR ENDING DECEMBER 31, 2004

Grant Program	Services	Governmental Funds	Contributions, Cost Share & Direct billing	Private Grants/ Subcontractor Match Funds	Expenditures/ Revenues	% of Total OFA Budget
Community Services for the Elderly (CSE) New York State funded						
Planning & Subcontracted Services	Planning, transportation & in-home counseling	\$82,399		\$14,916	\$97,315	
Adult Day Care	Social Day care for the elderly	\$114,142	\$89,425		\$203,567	
Enriched Living	Homemaker/chore program at Isbell St. housing	\$15,256		\$0	\$15,256	
Employment (Grow)	Employment match program	\$20,036			\$20,036	
Health Maintenance	Case management	\$83,569			\$83,569	
Total CSE Program		\$315,402	\$89,425	\$14,916	\$419,743	8.39%
Congregate Services Initiative New York State funded	Senior center/health & wellness enhancement program	\$20,114			\$20,114	0.40%
III-D Health Promotion - OAA funded	Medication management & Senior Games	\$4,519	\$8,496		\$13,015	0.26%
Foster Grandparents Program Federally funded - Corp for National Svc. NYS State funded	Intergenerational program where older volunteers work with children with special needs	\$290,338 \$13,513			\$290,338 \$13,513	
Total FGP Program		\$303,851			\$303,851	6.07%
STEPS to a Healthier US	Mission Meltaway Program	\$8,000			\$8,000	0.16%
POMP - Federally funded	Performance Outcome Measurement Program	\$2,000			\$2,000	0.04%
HEAP - Federally funded	Home Energy Assistance for low-income eligible residents	\$35,546			\$35,546	0.71%
Integrated Social Day Care - NYS funded	Social day care for mentally-challenged elderly	\$12,932			\$12,932	0.26%

2004 BUDGET SUMMARY/SOURCES OF FUNDS

FISCAL YEAR ENDING DECEMBER 31, 2004

2004-SM3.xls

05/11/05

Grant Program	Services	Governmental Funds	Contributions, Cost Share & Direct billing	Private Grants/ Subcontractor Match Funds	Expenditures/ Revenues	% of Total OFA Budget
Caregiver Resource Center - NYS funded Title III-E Family Caregiver - Fed. Funded OAA Total Caregiver Program	Information, education and support for persons caring for older adults	\$21,876 \$132,096 \$153,972	\$5,200 \$5,200	\$7,800 \$7,800	\$21,876 \$145,096 \$166,972	3.34%
Robert Wood Johnson Foundation Privately funded - Aging Futures II Project		\$0		\$119,979	\$119,979	2.40%
Elder Abuse Outreach Program Federally funded - Title XX of OAA		\$150,880			\$150,880	3.02%
W R A P - Federally funded	Home repair program for eligible residents, weatherization, safety	\$55,448			\$55,448	1.11%
LTCOP - New York State funded	Ombudsman program, funds passed to Action for Older Persons to recruit and train volunteers for local nursing facilities	\$12,690			\$12,690	0.25%
Title VII Elder Abuse Prevention Federally funded - Older Americans Act	Ombudsman program, funds passed to Action for Older Persons to recruit and train volunteers for local nursing facilities	\$10,067			\$10,067	0.20%
Operation Restore Trust - Federally funded	Funds to recruit and train volunteers to provide insurance counseling to seniors	\$1,350		\$450	\$1,800	0.04%
HIICAP - Federally funded	Funds to recruit and train volunteers to provide insurance counseling to seniors	\$8,044			\$8,044	0.16%
Operations	Broome County Operating Budget	\$582,328			\$582,328	11.63%
TOTAL AGENCY BUDGET		\$4,166,376	\$680,041	\$156,978	\$5,003,395	100.00%

Access

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

Caregiver Services

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

Funding provided through the New York Elder Caregiver Support Program enabled the program to reach under-served caregivers; improve transportation to adult day service programs; make affordable respite available to more caregivers; and help the Alzheimer's Association to serve more caregivers of dementia patients.

Units of Service to Caregivers

	2004
Caregiver related telephone contacts	*2,799
Counseling units	**1,804
Group training and support sessions	72
Respite hours provided	2,876
Transportation trips of care receivers to Social Adult Day Care	1,330

* Reflects caregiver related calls handled by Caregiver Services, Intake Unit and Alzheimer's Association.

** Includes Caregiver Services and Alzheimer's Association.

Caregivers Write. . .

"I just wanted to tell you how much I enjoyed the workshop "Tips for the Late Blooming Handywoman." The presenter was very knowledgeable and patient with this group of women, most of whom had no experience in home repairs. He taught us everything from fixing a toilet to changing furnace filters."

"I had never cooked before, but had to learn how when my wife could no longer remember. The course started me well on the road to cooking and taught me what I needed to know to do the job."

Highlights

- J This year Caregiver Services participated in the nationwide “Making the Link” project, providing outreach to physicians’ offices to enlist their help in reaching caregivers. Ten doctors’ offices are actively participating in this project.
- J Caregiver Services offered two sessions of “Tips for the Late-Blooming Handywoman.” This is a new program that was developed to meet a similar need to that of “Men Making Meals” – that is, helping to provide education for caregivers in a new role. Caregiver Services also held two sessions on “Basic Money Management” for seniors who needed to take over this role late in life.
- J The Caregiver Respite program provided 69 families with 2,876 hours of respite during which caregivers “recharged their batteries.”

Information and Assistance & Intake Services (Senior Resource Line)

The Office for Aging is the central information source on senior services in the county. Through the Senior Resource Line, the Intake Unit provides assistance on a variety of issues. After assessing the needs of the caller, Intake personnel make referrals to other units within OFA or to other service providers. Aging Services Representatives from the Information and Assistance Unit visit senior centers and make visits to homebound individuals to answer questions and provide assistance with forms, applications, referrals and other specific tasks.

Information is also made available through the monthly publication of the *Senior News*. Over 7000 papers are made available by mail and at community locations each month. Articles in this newspaper cover a variety of topics that include health issues, benefits, programs, special events and senior community center activities.

Outcome Measures

- £ Ninety-eight percent (98%) of caregivers participating in the spring retreat reported learning something that will help them as a caregiver.
- £ Ninety-seven percent (97%) of women participating in the “Tips for the Late Blooming Handywoman” seminar reported feeling they knew more about doing simple home repairs.
- £ One hundred percent (100%) of men participating in the “Men Making Meals” seminar reported knowing more about the basics of cooking nutritious meals.

I&A / Intake Units of Service

Service	Units/ Contacts	Clients Served
Information	2,221	1,349
Referrals made	4,297	3,286
Case assistance	16,923	6,852
<i>Senior News</i>	96,575	15,720

**I&A / Intake Type
of Service Contacts**

Service	2004
Incoming telephone calls	12,007
Walk-in contacts	673
Senior center contacts	1,024
Home visits	2,224
Other*	11,392

*Other includes: nursing home, mail, field, out-going calls, senior club, church, hospital, agency and office.

Unduplicated Clients Served

	2004
I&A	1,541
Intake	7,903
Total I&A / Intake	8,926

Highlights

- J A successful media campaign was conducted by the Aging Futures Partnership that increased community awareness of senior services and the Senior Resource Line.
- J Case assistance was increasingly provided to assist clients experiencing multiple, complex issues.
- J The unit responded to increased requests for assistance related to: higher utility bills, expanding energy choices, changes in Medicare and retiree health insurance coverage, meeting application requirements for benefit programs, and identifying snow removal options.
- J Over the course of 2004, the Information and Assistance and Intake units served 8,926 unduplicated seniors and caregivers. This represents a 19% increase from the previous year.

Outcome Measures

- £ Ninety-nine percent (99%) of surveyed clients reported that talking with OFA staff provided them with new information on programs and services.
- £ Ninety-seven percent (97%) of surveyed clients indicated that the information from OFA helped them solve their problems.
- £ Ninety-seven percent (97%) of surveyed clients reported that the information provided by OFA helped them to make a better decision.

Family Members Comment . . .

“There aren’t enough words or actions that can be shown by us that could thank you for all that you have done for my sister during her lifetime, but most of all during her rough times during her illness. We personally appreciate in our hearts all the words and comfort given to us.”

“Thank you for all your kindness and help to mother. Your insights were a help to me, which I so appreciate.”

Benefit Programs

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

Foster Grandparent Program (FGP)

The Foster Grandparent Program provides income-eligible seniors, age 60 and older, the opportunity to make a difference in a child's life. Foster Grandparents assist children at schools, day care centers, and Head Start programs 20 to 40 hours per week. Unlike other volunteer programs, Foster Grandparents receive benefits, including an hourly stipend, travel reimbursement, and paid time off.

Foster Grandparent Units of Service

	2004
Unduplicated count	75
Number of new Foster Grandparents	14
Hours of service	61,908
Number of children served	155
Number of volunteer stations	22

Highlights

- J Seventy-five Foster Grandparents provided 61,908 hours of volunteer service at Broome County schools and day care centers.
- J Foster Grandparents assisted 155 children with exceptional or special needs.

Outcome Measures

- £ Ninety-four percent (94%) of Foster Grandparents reported that their quality of life improved as a result of the program.

A Foster Grandparent Writes. . .

"Just knowing I've been given a chance to help mold our future in some small way 'for the better' makes me feel that aging can have a purpose."

Gaining Resources for Older Workers (GROW)

GROW matches workers age 55 and over with private employers seeking to hire help. Typical jobs include housekeeping, companion, personal care, and repair/maintenance. The workers and their employers negotiate the conditions of work; jobs may vary from a one-time moving job to an on-going housekeeping job.

GROW Units of Service

Unit	2004
Job matches	659
Unduplicated workers	180
New job seekers	108

GROW Jobs Filled

Job Title	2004
Repair / maintenance	183
Companion	118
Housekeeping	95
Yard work	79
General chore	51
Snow / ice removal	48
Driver	42
Personal care	16
Other	27

Highlights

- J There were 659 employer/worker job matches made in 2004.
- J The number of unduplicated workers making a successful connection with an employer increased by 14% over the number of job matches made in 2004.

Outcome Measures

- £ One hundred percent (100%) of individuals and families who hired a worker referred by GROW reported that they were satisfied with the work.

A GROW Employer Comments. . .

“GROW is an amazing and wonderful asset to our community. Being a widow and 77 years old, if it wasn't for GROW, I would be in an apartment.”

Home Energy Assistance Program (HEAP)

HEAP assists low-income individuals with their home heating costs. Those age 60 and older may apply through the Office for Aging. Payment is made to the fuel vendor, or the benefit is paid directly to the individual if heat and utilities are included in the rent. The amount of benefit is based on income and the type of heating fuel used.

HEAP Units of Service

	2003-2004
Applications received	2,349
Applications approved	2,112
Total benefits awarded	\$671,890

Highlights

- J Benefits were approved for 2,112 clients for a total benefit amount of \$671,890 during the 2003-2004 season. This was 407 more applicants, and \$114,500 more in benefits, than the previous HEAP season.
- J Soaring utility charges have resulted in many people applying for benefits for the first time.

A HEAP Client Writes. . .

"Thank you for taking care of my HEAP application. I sent it in early so as not to lose out on HEAP. It means a lot to get it."

Senior Community Service Employment Program (SCSEP)

SCSEP helps low-income individuals age 55 and over put their skills and experience back to work. Participants update skills and learn new ones while working 20 hours a week at a not-for-profit or government agency. When the participants are job ready, they transition to regular employment.

SCSEP Units of Service

	2003-2004
Jobs off the program	12
Hours of service	38,386
Wages paid	\$197,690

Highlights

- J During Program Year 2003-2004, low-income seniors earned a total of \$197,690 in wages. In return they provided 38,386 hours of service to community agencies.

Outcome Measures

- £ When asked which SCSEP service was the most helpful, 82% of the respondents selected the on-the-job training and the opportunity to learn new skills for a job.

A Trainee Writes. . .

"The program made me more aware of the job possibilities that I qualify for."

Community Based Services

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

Elder Abuse Outreach Program

The Elder Abuse Outreach Program enhances the potential for case-finding and successful intervention. Through early identification and intervention, the program seeks to reduce the number of seniors referred to Adult Protective Services by linking elders at risk to appropriate services. The program identifies elders with mental or physical impairments who are unable to meet their essential needs for food, shelter, clothing or medical care and who have no one available who is willing or able to assist them responsibly. It provides services that protect these elders from further risk of physical, sexual or emotional abuse or neglect, or financial exploitation.

At Risk Elders Receiving Case Assistance from OFA

	2004
Unduplicated elders identified as at risk by OFA	170
At risk elders where intervention prevented need for referral to APS*	146
Percentage of at risk elders where intervention prevented need for referral to APS	86%

*APS = Adult Protective Services

Elder Abuse Prevention Activities

Activities	Number
Referral to APS	45
Consultations with APS	11
Cases	63
Unduplicated Clients	59

Description of Referrals Made to Adult Protective Services

Type	Cases
Self-neglect	31
Abuse and neglect by others	14

Health and Wellness Program

Senior citizens need reliable, affordable, and accessible resources for recreational programs, health education, and nutrition information. The Health and Wellness Program provides health screenings, education seminars, nutrition education, exercise classes and special community wellness events in cooperation with other health service agencies and area hospitals.

Health and Wellness Units of Service

	2004
Nutrition counseling sessions	248
Nutrition education sessions	84
Flu shots administered	264
Recreation sessions	12,606
Health promotion sessions	3,612
Senior Games participants	500

Highlights

- J The Mission Meltaway program, designed by the Nutrition and Health & Wellness units, was adopted as part of a new partnership established with the Broome County Health Department through a STEPS to a Healthier US grant.
- J Over 150 seniors participated in Mission Meltaway in 2004.
- J In the fall of 2004, 500 seniors participated in the Broome County Senior Games.
- J Participants in the Mission Meltaway program reported marked weight loss, increased physical activity, and healthier eating habits.

A Health and Wellness Participant Writes. . .

"I lost 16 pounds in seven weeks by watching my portions and walking every day. I started out walking 15 minutes, and now am up to 55 minutes. Thank you for opening the schools for seniors to walk."

"I lost 25 pounds and decided to have knee replacement surgery. I made the changes due to the information and motivation the class gave me."

Health Insurance Information Counseling and Assistance Program (HIICAP)

HIICAP recruits and trains volunteers that counsel and assist seniors and their families with making informed health care decisions. These counselors provide free, confidential and unbiased health insurance information to interested individuals. This program is subcontracted through Action for Older Persons, Inc.

HIICAP Units of Service

	2004
Client contacts	1,040
Education programs	97
Attendees at educational events	3,503
Estimated savings	\$211,048
Volunteer hours	731

Highlights

- J In 2004, the HIICAP program concentrated on educating individuals experiencing shrinking benefits; low-income Medicare beneficiaries struggling with rising costs; seniors questioning the effects of the new Medicare Prescription Drug program; and seniors interested in long-term care insurance.
- J HIICAP clients saved an estimated \$211,000 in insurance costs through their participation in the program.

Home Repair Program

This service provides home repairs for low-income elderly who cannot perform or afford the needed work themselves. Eligible persons must be age 60 or older and meet income guidelines. This service is provided through a contract with the First Ward Action Council. Labor is free, but materials must be purchased by the client or other funding source.

Home Repair Units of Service

	2004
Units of repair	212
Households served	67

Highlights

- J Sixty-seven different low-income households were provided with 212 repairs.
- J Typical services provided by the Home Repair Program included patching roofs, building wheelchair ramps, repairing railings and steps, installing grab bars and dead-bolt locks, and repairing windows.

Outcome Measures

- £ Eighty-seven percent (87%) of clients who received safety-related repairs felt their home is now safer than before the repairs were completed.
- £ Ninety-six percent (96%) of the clients surveyed reported they could not have afforded the repairs without help from the Home Repair program.

Legal Services

Broome County Office for Aging contracts with Legal Aid Society of Mid-New York to provide legal services in civil matters to residents of Broome County who are 60 years or older. The program is targeted to persons who do not qualify for other free legal services and who are unable to afford private counsel.

Legal Services Units of Service

	2004
New Cases	350
Cases resolved	344
Hours of service	633
Clients served	235

Areas of service	2004
Wills and estates	40%
Consumer	9%
Family	2%
Health	1%
Housing	5%
Income	2%
Miscellaneous *	41%

*Miscellaneous includes powers of attorney and health care proxies.

Highlights

J Legal services experienced a 6% increase in cases resolved over the proceeding year.

A Client Writes. . .

“. . .this is a wonderful and much-needed legal service that you provide for seniors.”

Long Term Care Ombudsman Program (LTCOP)

The Long Term Care Ombudsman Program assists residents of long term care facilities and their families to resolve complaints through the use of certified volunteers. Ombudsmen are trained and committed to ensuring that residents' rights are protected. This program is subcontracted through Action for Older Persons, Inc.

LTCOP Units of Service

	2004
Number of volunteers	18
Volunteer hours	1,800
Facilities served	*30
Complaints received	1,489
Cases opened	1,342
Cases closed	1,344

*Includes nursing homes, adult homes, family-type homes, and assisted living facilities.

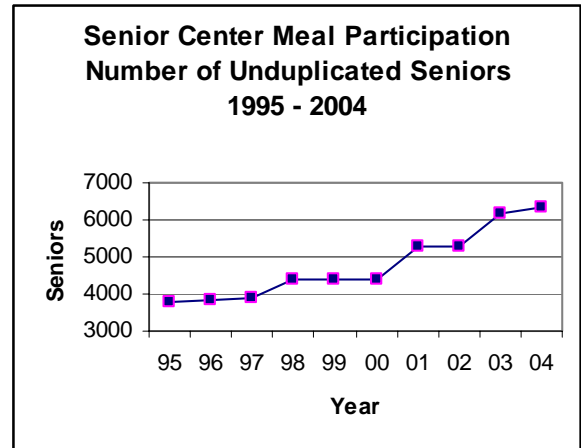
Highlights

J During 2004, there was a 59% increase in the number of cases resolved by volunteer ombudsmen.

J Volunteers provided over 1,800 hours to help seniors in long term care facilities resolve their complaints.

Senior Community Centers

The Broome County Office for Aging operates/contracts for 10 senior community centers. Centers provide socialization opportunities, nutritious meals, and numerous health and wellness activities. Senior centers are locations for accessing the information and assistance necessary for helping seniors maintain their independence and remain active in the community.

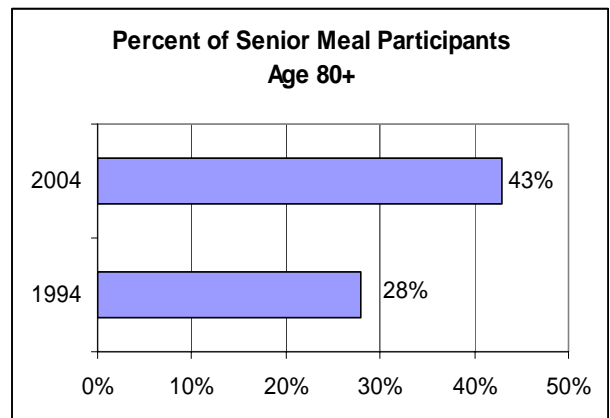


Senior Centers Units of Service

	2004
Unduplicated clients	6,333
Total meals served	127,143
Average meals per day	514
Percent of clients new to centers	43%
Average meal contribution	\$1.69

Today a greater percentage of senior center participants are older seniors. Ten years ago only 28% of the participants were age 80 or over. In 2004, 43% of senior center participants were 80 years of age or older. The senior centers are also serving more of a rural population than in the past. In 1994, 34% of the participants lived in rural areas as compared to 41% in 2004.

Senior centers have evolved from a place where the same people attend 3-5 times weekly for only a meal, to a place where many different seniors participate in a variety of health and wellness activities, including having a meal. However, many of these different people do not attend as frequently as seniors have in the past.



Senior Community Centers

Highlights

- J The number of meals served at the senior centers rose from 125,741 in 2003 to 127,143 in 2004.
- J The number of different people using the senior centers continues to increase. Over the last two years, the number of different people using the senior centers has risen by 19%.
- J The congregate meal program participated in the Administration on Aging's Performance Measures Outcome Study (POMP). A total of 133 clients were surveyed.

Center Participants Write. . .

"Staff and volunteers are excellent. The centers have so many programs and activities that are interesting. The center keeps me active, involved, and feeling alive."

"So many of my friends passed away, I went to the center to make new ones. The center has been a lifesaver."

"The social opportunities through the centers are so important, and I love my art classes."

Outcome Measures

- £ Over 91% of surveyed senior center participants reported that their social opportunities have increased since becoming involved at the senior centers.
- £ Nearly 58% of surveyed senior center participants report that their health has improved and that they feel better as a result of the meals and activities at the senior centers.
- £ Over 74% of surveyed seniors reported that they eat a healthier variety of food as a result of the nutrition program.

Social Adult Day Care

The Social Adult Day Care program provides frail, isolated and impaired seniors with structured and supervised activities that offer opportunities for socialization. The program creates a stimulating environment for the senior while providing respite and support for caregivers.

Social Adult Day Care Hours of Service and Clients Served

Location	2004
Isbell Street (Binghamton)	17,411
Northminster (Endwell)	22,551
Clients Served	139

Highlights

- J In 2004, specialized programming was implemented to improve program participants' lives by rebuilding their self-esteem, making them feel as though they belong to a group, and renewing their sense of purpose.
- J During 2004, the adult day care program provided nearly 4,700 more hours of respite than the previous year.
- J The average length of stay for program participants increased by seven months during 2004.

Outcome Measures

- £ One hundred percent (100%) of surveyed caregivers reported that the program improved their quality of life, as measured by having greater peace of mind and having more patience with their care receiver.
- £ One hundred percent (100%) of surveyed caregivers reported feeling more comfortable leaving their loved ones in the care of someone else.
- £ Ninety-five percent (95%) of caregivers whose care receiver had attended the program for six or more months reported that their loved ones had an improved ability to perform more tasks independently and appeared happier and less worried.

A Caregiver Writes. .

"Because of your program I am able to continue to work part time and we are able to remain self sufficient."

Transportation

Subsidized curb-to-curb services are provided to seniors with transportation needs through a contract with the Broome County Department of Public Transportation. All vehicles are lift equipped and accessible to physically challenged persons. Reservations are scheduled on a first-come, first-served basis and are accepted up to two weeks in advance.

Transportation Clients Served

	2004
Unduplicated clients served	610
Number of rides provided	23,946

Type / Percent of Trips Provided

	2004
Medical appointments	29.8%
Shopping	18.3%
Personal business	8.9%
Recreation	1.6%
Senior center	24.3%
Miscellaneous	17.1%

Highlights

- J A total of 23,946 rides were provided during 2004.
- J Of the clients transported, over 50% were age 80 or older and more than 80% live alone.
- J Over 30% of the clients have mobility impairments.

Volunteer Services

Volunteer Services support older people who are striving to remain independent. In addition to providing the homebound with social contact, volunteers offer assistance with shopping, small home repairs, financial management assistance, and escort service to appointments. Volunteers are also recruited for other OFA services, such as Home Delivered Meals, **Yesteryears** Social Adult Day Care, and senior community centers.

Volunteer Services

	2004
Volunteer hours donated	89,612
Full-time equivalent workers	46
Dollar value of volunteer time	\$1,533,253
MOW volunteer hours	20,283

Highlights

- J OFA volunteers provided 89,612 hours of unpaid service, valued at \$1,533,253.
- J Services provided by volunteers translated to the equivalent of 46 full-time workers.
- J OFA volunteers delivered meals, assisted in the daily operation of our senior centers, shopped for homebound seniors, provided financial management assistance and conducted a variety of other activities.

Weatherization Referral, Assistance and Packaging (WRAP)

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

WRAP Units of Service

	2004
Dollar value of WRAP services provided	\$354,077
Referrals to other agencies	807

Highlights

- J WRAP leveraged \$354,077 in repairs and home improvements for seniors in Broome County.
- J In 2004, eight WRAP clients' homes received renovations through the "Rebuilding Together" Program.
- J WRAP worked with NYSEG to identify seniors who met income eligibility for the Power Partner Program.

Outcome Measures

- £ Ninety-six percent (96%) of clients surveyed reported that they would not have been able to have the work done without assistance from the WRAP program.
- £ Eighty-seven percent (87%) of the clients surveyed reported that the repairs made their homes safer.
- £ Seventy-four percent (74%) of clients surveyed reported that their homes were less drafty after the repairs were completed.

A WRAP Client Writes. .

"Even when the temperature dropped below zero during the winter, my utility bill, especially the gas, cost much less than last year."

In-home Services

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

Expanded In-home Services for the Elderly

The In-home Services Unit (IHSU) provides support to older persons living in their own homes. The primary program is the Expanded In-home Services for the Elderly Program (EISEP) that offers assessment, care planning, housekeeping, personal care, non-institutional respite, and ancillary services. On-going case management provides direction and support to clients and families who are in need.

In-home Services Unit Clients Served

	2004
Unduplicated clients served	1,220

In-home Services Unit Activities

Type of Service	Clients
EISEP assessments	301
MOW assessments	401
MOW 6 month review	211
Assessment only	48
Adult Day Care assessments	72

In-home Services Unit Hours of Service

Type of Service	Hours
Housekeeping/personal care	16,459
Case management	4,538

**In-home Assessments
Clients with ADL / IADL
Limitations-2004**

Number of Limitations	Percent Clients ADL Limitations	Percent Clients IADL Limitations
1	45%	3%
2	21%	6%
3	13%	9%
4	6%	14%
5	4%	21%
6	5%	16%
7	6%	19%
8	N/A	12%

**Length of Stay
EISEP Terminated Clients
Receiving Aide Service - 2004**

Length of Stay – Months	Number Clients	Percent Clients
< 1	9	9.5%
1-6	32	32%
7-12	23	23%
13-24	16	16%
25-36	5	5%
37-48	9	9.5%
49-60	0	0%
61+	5	5%
Total	99	

Highlights

- J During 2004, 1,220 older adults were served by the In-home Services Unit. Each of these seniors was assessed and had a care plan developed for them.
- J Sixty-nine caregiving families received in-home respite services that provided them with needed time for themselves.
- J In-home Services provided 19,333 hours of personal care and housekeeper/chore service to 182 clients.

Outcome Measures

- £ Ninety-six percent (96%) of surveyed case management clients felt that their case manager knew their needs.
- £ Eighty-eight percent (88%) of surveyed case management clients reported that they understood the services their case manager explained to them.
- £ Ninety-two percent (92%) of surveyed case management clients reported that their case managers provided them with enough information to make decisions about their care.

A Client Writes. . .

“I want to remain independent but it’s getting harder and harder. With the help that I’m getting it makes every day life a bit easier.”

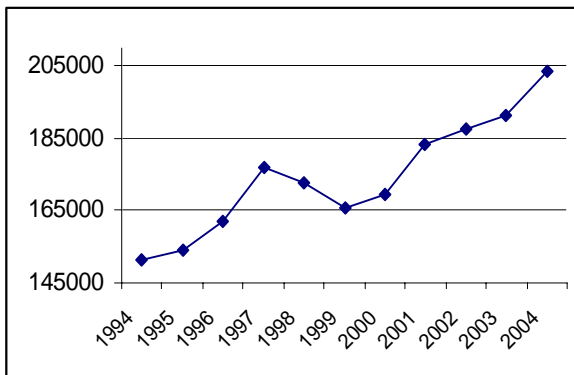
Home Delivered Meals Program

The Home Delivered Meals Program, better known as Meals on Wheels, is designed to improve and sustain the nutritional status of elderly homebound individuals who are unable to prepare their own meals. Volunteers deliver a hot lunch and cold supper Monday through Friday, as well as frozen, re-heatable meals for those needing weekend meal assistance.

Home Delivered Meals

	2004
Clients served	832
Meals served	203,596

Growth in the Number of Meals Served Annually



Length of Stay for Clients Served - 2004

Length of Stay - Months	Number Clients	Percent Clients
<45 days	158	18%
45 days – 3 months	129	14%
3-6	142	16%
7-12	140	16%
13-24	123	14%
25-36	69	7%
37-48	49	5%
49-60	29	3%
61-72	15	2%
73+	44	5%
Total	*893	

* Not unduplicated – some clients enroll, discharge, and then re-enroll in the same year.

Age of Home Delivered Meals Clients - 2004

Age	Percent
85+	33%
80 – 84	24%
75 – 79	16%
70 – 74	11%
60-69	16%

Home Delivered Meals Program

Highlights

- J The agency continues to meet the growing demand for home delivered meals. Over the last 10 years the number of meals served by this program has increased by over 52,000 meals. In 2004 alone, 12,500 more meals were delivered than in 2003. This increase has occurred without adding additional staff or labor hours. The agency is evaluating how to accommodate this demand should it continue.
- J Volunteers delivering meals to homebound elderly donated over 20,283 hours of service in 2004. Over 350 different volunteers gave of their time and energy to this program, including 52 newly recruited volunteers.

MOW Clients Write. . .

“After my stroke, I had a poor appetite and I did not bother to cook for myself. The Meals on Wheels made it so that I ate healthy foods and recovered faster.”

“This service is so valuable. Besides the meals, I look forward to having people contact with those who deliver the food. It’s reassuring that someone will be there each day.”

“I couldn’t stay in my own apartment without Meals on Wheels.”

Outcome Measures

- £ Nearly 97% of surveyed program participants report that they eat healthier foods as a result of receiving home delivered meals.
- £ Nearly 87% of surveyed program participants report that their health improved as a result of the home delivered meal program.
- £ Over 81% of surveyed program participants report that they are more able to continue to live in their own home as a result of the home delivered meal program.

Mental Health Services

In-home mental health assessment and counseling is provided to seniors who are unable or unwilling to leave their homes. Services are provided through a contract with The Family & Children's Society and a partnership with the Helping Through Outreach and Mental Health for the Elderly Program (HOME).

Family & Children's Society In-home Mental Health Counseling

	2004
Hours	1,345
Unduplicated clients	77
New clients	39

HOME Program

	2004
Referrals received through Intake	190
Cases closed	185
Unduplicated clients for closed cases	190

Primary Presenting Problem – HOME Program

	2004
Anxiety	38
Depression	74
Confusion	89
Unusual behavior	68

Highlights

- J During 2004, 190 clients received in-home counseling through the HOME program.
- J Nearly 1,350 hours of counseling were provided through the contract with The Family & Children's Society.

Outcome Measures

- £ Ninety-five percent (95%) of the respondents to the HOME Client Satisfaction Survey rated the program as good or very good.
- £ Ninety-five percent (95%) of the seniors served through the Family and Children's program did not need to be hospitalized or admitted to a nursing home since therapy and supportive counseling helped to maintain, or improve, their independent functioning.
- £ Fifty-eight percent (58%) of elders served by the Family & Children's Society program demonstrated fewer symptoms of depression and anxiety, and improved in functioning as a result of therapy.

A Client Writes. . .

"I'd recommend this program. It's very helpful to have someone, not family, to talk to. The program helped me to get through a very hard time. Because I don't drive and bus transport was a problem, I know I wouldn't have sought the help that I need."

Shopper Program

The Shopper Program provides support and assistance to homebound seniors, helping them to remain independent. This program provides weekly grocery shopping and limited errand service. In 2004, OFA subcontracted services with the American Red Cross. The program uses volunteers to shop for homebound seniors throughout the county.

A Shopper Client Writes. . .

“My shopper is so thoughtful; she opens boxes, loosens bottle caps and puts my groceries away. What a job she is.”

“My shopper is wonderful and he always goes the extra mile for me.”

Most Prevalent Health Problems - Shopper Clients

Arthritis	61
Heart problems	32
High blood pressure	37
Breathing problems	18
Diabetes	20

Shopper Clients by Age - 2004

Age of Clients	Number Clients
60-64	2
65-74	18
75-84	36
85+	37
Total unduplicated clients	93

Highlights

- J Volunteers made 4,852 one-way shopping trips on behalf of 93 frail, homebound elders.
- J Eighty-six percent (86%) of shopper clients live alone.

Contract Agencies - 2004

Action for Older Persons, Inc.

Alzheimer's Association – Central New York Chapter

American Red Cross - Southern Tier Chapter

Broome County Central Food Nutrition Services

Broome Transit

Catholic Charities

First Ward Action Council

Gentiva Health Services

Homemakers of Broome (Caregivers)

Ideal Senior Living Center

Interim Health Care Systems

Jeanne Straccuzzi, Registered Dietitian

Johnson City Senior Community Center

Legal Aid Society of Mid-New York

Metro Interfaith Housing Corporation

Retired Senior Volunteer Program

Stafkings

The Family and Children's Society of Broome County, Inc.

Willow Point Nursing Home

Woodland Manor Assisted Living

Appendix

Activities of Daily Living – ADLs

The performance of these fundamental actions is measured during an assessment. This determines the person's ability to function independently in their home on a daily basis. A person who needs assistance with one activity is eligible for in-home service.

The activities measured are:

- J Bathing
- J Mobility
- J Transferring
- J Dressing
- J Personal hygiene
- J Toileting
- J Eating

Instrumental Activities of Daily Living – IADLs

The performance of these actions is also measured during an assessment. This determines the level of quality of life as well as the level of assistance a person needs to function independently in their home on a daily basis. A person who needs assistance with any two activities is eligible for in-home service.

The activities measured are:

- J Do shopping
- J Get to places out of walking distance
- J Do laundry
- J Do housework/cleaning
- J Prepare light meals or reheat meals
- J Handle personal business and/or finances
- J Use telephone
- J Take medications

Advisory Council Membership

Broome County Office for Aging Advisory Council – 2004

Richard Annunziata
Francis Battisti
Kathy Cramer
Keith Heron
Bernice Kneller

Nancy Kumrow
Bernard Levy
John Miles
Doris Render
Suzanne Sullivan

Margaret Turna
Janet Vanek
Marcia Ward

Foster Grandparent Advisory Council – 2004

Ron Dillingham
Peter Fuerst
Skaidrite Krumins
Delores Manzer

Tim McMullin
Debbie Miller
Laurie Skinner
Marion Sterling

Rosemary Swarts
Marilyn Weiner
Gail Wellman
Irene Whipple

Senior Center Steering Committee – 2004

Bud Barshow
Gladys Bennett
Willie Callan
Bob DeMaria
Ruth Hauptman

Bud Henecy
Evelyn Henecy
Evenly Kerschner
Gloria Lumsden
Anna Popelka

Shirley Rick
Mary Saraceno
Alice Thompson
Eva Wincek