

# Broome County Office for Aging



*. . . bringing seniors and services together*

## Plan for Services 2021-2022

*Update to the 2020-2024  
4-Year Plan*



## State of New York County of Broome Government Offices

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### Office for Aging

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

May 7, 2021

The *Broome County Office for Aging Plan for Services 2021-2022* outlines the projections for units of service to be delivered during the next state fiscal year, April 1, 2021– March 31, 2022. This Plan is an update to our four-year *Plan for Services 2020-2024*.

As part of this update we have included a special overview of program and services modifications due to the Covid-19 pandemic. Also included is information about the status of our Action Plan goals, objectives and outcomes defined for the 2020-2024 timeframe.

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

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

Sincerely,

A handwritten signature in black ink that reads "Lisa Schuhle".

Lisa Schuhle  
Director

## **Agency Mission**

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

The Office for Aging:

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

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

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## **Modification to Services Due to the COVID-19 Pandemic**

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

Listed below you will find a list of modifications of some of our core services as a direct result of the COVID-19 pandemic:

- **Broome County Senior Centers & Congregate Meals Program** – All senior centers in Broome County were closed to the public on March 17, 2020. Senior center staff continued to monitor participants' well-being by making regular telephone reassurance and safety calls. Senior center staff also continued to distribute meals through a curbside meal to-go program that was initiated to replace the former congregate meal program. Older adults who came to the senior center every day pre-pandemic could have meals delivered to them or, if able, drive by the senior center and pick up their meals.
- **Home Delivered Meals (HDM) Program** – During the initial shut down of the community due to the pandemic, demand for home delivered meals increased by 70%. To limit potential exposure of clients, staff and volunteers to COVID, the HDM Program cut back on the number of days hot meals were delivered to clients. Starting on March 23, 2020, clients received meals three days a week, with shelf stable food or frozen meals provided for the days without meal delivery. Volunteers and staff over the age of 70 were encouraged to stay home, due to the recently enacted Matilda's Law. As a result, the HDM Program lost over 230 volunteers that fit into this category. The Office for Aging gradually returned to delivering meals five days a week in July, thereby restoring daily safety checks on clients. We continue to struggle with attaining new volunteers.
- **Social Adult Daycare Program (ADC)** – Both ADC locations (Binghamton and Endwell) were closed to the public on March 16, 2020. Since then, ADC staff checked in on clients and their caregivers through weekly telephone calls. In late July, staff began offering online activities to ADC clients to keep them socially engaged. By August 17, 2020, limited in-person programming resumed at the Endwell location. The program offered two, 2-hour respite sessions per day, restricting the number of participants to 6 per session. This new safe format has limited the number of clients we can currently serve.
- **Transportation** – The OFA Mini-Bus continued to operate during the pandemic, but limited the number of riders to two per bus at one time. The OFA Shopper Bus service, available to residents at several senior housing buildings, postponed operations by mid-March. This was done to keep riders safe, as social distancing and limiting ridership to two clients per bus was not possible for this service. Participants were instead encouraged

to make individual reservations for the OFA Mini Bus or BC Lift or call OFA to explore ways to access essential supplies.

To meet the demand for safe transportation, OFA contracted with Rural Health Network's Getthere Mobility Management Program. This contract specifically focuses on supplementing public transportation in urban areas during COVID-19. Public transportation limits the number of riders at one time on the OFA Mini and BC lift buses. This contract also addresses transportation needs of those who reside in the traditionally underserved rural areas of Broome County. Through this contract, Getthere expanded their existing model that utilizes a dedicated taxi vehicle for those in need of transportation in the Windsor area. This model provides a much needed rural-to-rural transportation option.

- **Information and Assistance and NY Connects** – Staff in these programs had to shift gears and work remotely without missing a beat. Call volume increased substantially, with the bulk of requests involving basic needs like toilet paper, food, masks, cleaning supplies, adult incontinence products, etc. Caseworkers helped deliver these products to people in need. Masks were made available for curbside pick-up at senior centers and mailed to homebound individuals.  
A COVID-19 resource directory was developed to help the staff and community keep up to date with additional services and assistance related to the pandemic. This directory was posted on the Office for Aging website and is updated with new information as needed.
- **In-Home Services** – During the COVID-19 pandemic, caseworkers in the In-Home Services Unit began conducting assessments and reauthorizations for services by phone instead of in-person. Care plans were revised based on new client circumstances, and encrypted technology supported communication with home care agencies. Many home care services stayed in place; however, about 15-20% of clients put their services on hold. While agencies continued to send aides to clients, they did not conduct many nursing visits in the home. Instead these visits were done over the phone. The Broome County Emergency Operations Center supported all home care and Consumer Directed providers through bi-weekly ordering of personal protective equipment (PPE) from various state stockpiles.  
Personal Emergency Response System (PERS) units were still available, but often required installation by clients or family caregivers, as contractors temporarily suspended in-person visits/installation. Shopper services traditionally conducted by older volunteers were initially stopped and have since slowly resumed. To address the need for additional shopping assistance while trying to limit potential virus exposure in local stores, OFA expanded its current Shopper Service contract with Faith in Action Volunteers (FIAV) to include online shopping services. FIAV works with older adults to place the online order and volunteers pick up and deliver food directly to clients' homes.
- **Foster Grandparent Program (FGP)** – Due to the COVID-19 pandemic, the FGP program is temporarily on hold. When local schools shut down in-person learning in March 2020, FGP volunteers were unable to resume their work at the sites. This limitation continued into the fall of 2020 as schools reopened but did not allow visitors or

volunteers in their classrooms. The FGP Program Manager is working with local schools to offer alternative activities that would engage FGP volunteers.

- **Health Insurance Information Counseling and Assistance Program (HIICAP) –** Prior to the pandemic, Action for Older Persons (AOP) provided in person assistance at their Vestal location to more than 95% of HIICAP clients. During the COVID-19 pandemic, AOP's HIICAP staff and volunteers began to provide assistance to clients over the phone. AOP's phones were forwarded to a dedicated staff person who then distributed the calls to appropriate staff and/or made appointments. OFA provided funding to AOP to purchase 12 new laptops for HIICAP volunteers. These laptops will allow volunteers to operate remotely from their homes and keep up with the client volume during open enrollment. In addition to providing remote HIICAP assistance, AOP is offering all Medicare seminars online.
- **Senior Helpers Program –** The Senior Helpers Program shut down on March 17, 2020, due to health and safety concerns with older workers being out in the community. COVID-19 safety protocols were developed and mailed to Senior Helpers, and masks were made available to workers and employers upon request. The program resumed operations on June 25, 2020. Since reopening, staff have been very busy catching up with job orders. A variety of job matches have been made that include: yard work, gardening, painting, home repairs, appliance repair, mover, companion, and personal care services.

## Projected Units of Service – 2021

### Caregiver Services

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

| Service                           | Description                              | 2021 Projections |
|-----------------------------------|--|------------------|
| All Caregiver Services clients    | Unduplicated participants                | 290              |
| Caregiver support groups/training | Participants attending training          | 75               |
| Information & assistance          | One contact                              | 25               |
| Budget Projections                | Source                                   | Amount           |
|                                   | Federal, state or local government funds | \$ 153,052       |

### Foster Grandparent Program

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

| Service            | Description  | 2021 Projections |
|--------------------|--|------------------|
| FGP                | Unduplicated Foster Grandparents                                 | 55               |
| FGP                | New Foster Grandparents  | 11               |
| FGP                | Stipend dollars for low-income seniors                           | \$150,336        |
| FGP                | Hours of service to Broome County schools and other institutions | 50,112           |
| FGP                | Number of school districts/agencies hosting Foster Grandparents  | 23               |
| FGP                | Number of children served during the academic year               | 150              |
| Budget Projections | Source   | Amount           |
|                    | Federal, state or local government funds                         | \$308,467        |
|                    | Contributions, cost share or direct billing                      | \$ 16,500        |
|                    | <b>TOTAL</b>   | <b>\$324,967</b> |

## Health and Wellness

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

| Service  | Description                                 | 2021 Projections  |
|--|---|-------------------|
| Health Promotion (Evidence-based)*               | Attendance at activities                    | 225               |
| Health Promotion (Activities in the community)** | Attendance at activities                    | 200               |
| Health Promotion (Activities at senior centers)  | Attendance at activities                    | 21,000            |
| Recreation/Education                             | Number of activities (sessions) offered     | 5,200             |
| Budget Projections                               | Source                                      | Amount            |
|  | Federal, state or local government funds    | \$ 211,535        |
|  | Contributions, cost share or direct billing | \$ -0-            |
|  | <b>TOTAL</b>                                | <b>\$ 211,535</b> |
|  |   |                   |
|  |   |                   |

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

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

## Health Insurance Information, Counseling & Assistance Program (HIICAP)

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

| Service            | Description   | 2021 Projections |
|--------------------|---|------------------|
| HIICAP/AOP         | Unduplicated clients with individual counseling sessions from AOP | 2,100            |
| HIICAP/AOP         | Estimated dollar savings for counseled clients                    | \$2,600,000      |
| HIICAP/AOP         | Education programs  | 70               |
| HIICAP/AOP         | Number of attendees at education programs                         | 1,000            |
| Budget Projections | Source  | Amount           |
|                    | Federal, state or local government funds                          | \$ 33,630        |
|                    |   |                  |
|                    |   |                  |
|                    |   |                  |
|                    |   |                  |

## Home Delivered Meals

Healthy meals delivered to the homebound.

| <b>Service</b>            | <b>Description</b>                          | <b>2021 Projections</b> |
|---------------------------|---|-------------------------|
| Home Delivered Meals      | Unduplicated participants                   | 705                     |
| Home Delivered Meals      | One meal                                    | 153,250                 |
| <b>Budget Projections</b> | <b>Source</b>                               | <b>Amount</b>           |
|                           | Federal, state or local government funds    | \$ 913,513              |
|                           | Contributions, cost share or direct billing | \$ 203,024              |
|                           | <b>TOTAL</b>                                | \$ 1,116,537            |

## Home Energy Assistance Program (HEAP)

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

| <b>Service</b>            | <b>Description</b>                       | <b>2021 Projections</b> |
|---------------------------|--|-------------------------|
| HEAP                      | Applications received                    | 2,000                   |
| HEAP                      | Benefits awarded                         | \$790,000               |
| HEAP                      | Applications approved                    | 1,700                   |
| <b>Budget Projections</b> | <b>Source</b>                            | <b>Amount</b>           |
|                           | Federal, state or local government funds | \$ 115,000              |

## In-Home Services

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

| <b>Service</b>                            | <b>Description</b>                          | <b>2021 Projections</b> |
|---|---|-------------------------|
| IHSU caseload                             | Unduplicated clients                        | 900                     |
| Personal care/chore hours                 | In-home care/services                       | 21,185                  |
| Personal Emergency Response System (PERS) | Unduplicated clients with PERS              | 140                     |
| Respite hours: in-home and institutional* | One hour of respite                         | 4,500                   |
| Case management hours                     | One hour of service                         | 5,300                   |
| <b>Budget Projections</b>                 | <b>Source</b>                               | <b>Amount</b>           |
|   | Federal, state or local government funds    | \$ 1,076,488            |
|   | Contributions, cost share or direct billing | \$ 12,000               |
|   | <b>TOTAL</b>                                | \$ 1,088,488            |

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

## Information & Assistance/NY Connects Program

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

| <b>Service</b>               | <b>Description</b>                                 | <b>2021 Projections</b> |
|------------------------------|--|-------------------------|
| Information & Assistance     | Unduplicated clients for OFA I & A and NY Connects | 5,000                   |
| Information & Assistance     | I & A contacts for OFA and NY Connects             | 16,300                  |
| Elder Abuse Outreach Program | Unduplicated elders receiving case assistance      | 820                     |
| Senior News                  | Copies printed monthly                             | 6,800                   |
| <b>Budget Projections</b>    | <b>Source</b>                                      | <b>Amount</b>           |
|                              | Federal, state or local government funds           | \$ 691,672              |
|                              | Contributions, cost share or direct billing        | \$ 30,000               |
|                              | <b>TOTAL</b>                                       | \$ 721,672              |

## Legal Services for the Elderly

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

| <b>Service</b>            | <b>Description</b>                          | <b>2021 Projections</b> |
|---------------------------|---|-------------------------|
| Legal Services            | Unduplicated clients served                 | 290                     |
| Legal Services            | Hours of service                            | 500                     |
| <b>Budget Projections</b> | <b>Source</b>                               | <b>Amount</b>           |
|                           | Federal, state or local government funds    | \$ 32,970               |
|                           | Contributions, cost share or direct billing | \$ 1,000                |
|                           | <b>TOTAL</b>                                | \$ 33,970               |

## Senior Centers

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

| <b>Service</b>            | <b>Description</b>                            | <b>2021 Projections</b> |
|---------------------------|---|-------------------------|
| Congregate Meals          | Unduplicated participants                     | 1,600                   |
| Congregate Meals          | Number of meals served                        | 74,750                  |
| <b>Budget Projections</b> | <b>Source</b>                                 | <b>Amount</b>           |
|                           | Federal, state or local government funds      | \$ 559,411              |
|                           | Contributions, cost sharing or direct billing | \$ 248,068              |
|                           | <b>TOTAL</b>                                  | \$ 807,479              |

## Senior Helpers Program

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

| Service                  | Description  | 2021 Projections |
|--------------------------|--|------------------|
| Senior Helpers employers | Unduplicated count of Senior Helpers employers who hire a worker | 500              |
| Senior Helpers workers   | Unduplicated count of Senior Helpers workers with a job match    | 150              |
| Senior Helpers workers   | New job seekers registered                                       | 60               |
| Senior Helpers workers   | Job matches made   | 550              |
| Budget Projections       | Source   | Amount           |
|                          | Federal, state or local government funds                         | \$ 29,449        |

## Shopper Service

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

| Service            | Description                              | 2021 Projections |
|--------------------|--|------------------|
| Shopper Service    | Unduplicated clients                     | 55               |
| Shopper Service    | Contacts                                 | 1,400            |
| Budget Projections | Source                                   | Amount           |
|                    | Federal, state or local government funds | \$ 25,000        |
|                    | Sub-contractor match                     | \$ 15,000        |
|                    | <b>TOTAL</b>                             | \$ 40,000        |

## Social Adult Day Care (Yesteryears)

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

| Service            | Description                                 | 2021 Projections |
|--------------------|---|------------------|
| Adult Day Care     | Unduplicated clients served                 | 80               |
| Adult Day Care     | Hours of service                            | 24,000           |
| Budget Projections | Source                                      | Amount           |
|                    | Federal, state or local government funds    | \$ 187,649       |
|                    | Contributions, cost share or direct billing | \$ 85,000        |
|                    | <b>TOTAL</b>                                | \$ 272,649       |

## Transportation

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

| Service            | Description                                 | 2021 Projections |
|--------------------|---|------------------|
| Transportation     | Unduplicated clients                        | 550              |
| Transportation     | One way trips                               | 22,000           |
| Budget Projections | Source                                      | Amount           |
|                    | Federal, state or local government funds    | \$ 168,028       |
|                    | Contributions, cost share or direct billing | \$ 26,000        |
|                    | <b>TOTAL</b>                                | \$ 194,028       |

**For detailed information on provided services and eligibility requirements, please call the Broome County Office for Aging at (607) 778-2411, or visit our website: <http://gobroomecounty.com/senior>**

## Action Plan Updates

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

In this publication of the 2020-2021 update to the Plan for Service 2020-2024 you will find information about the current status of the Action Plan objectives and their outcomes. Please note that several of the objectives and its outcomes were impacted by the COVID 19 pandemic.

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

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

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

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

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

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

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

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

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

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

Detailed below are specific objectives for each of the seven goals the Office for Aging plans to undertake; these objectives and actions will help us achieve measurable outcomes. Some objectives are output based while others describe strategies, collaborative partnerships and desired benefits.

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

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

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

**Actions:**

- Continue to train NY Connects and I & A staff to be knowledgeable and capable of providing timely, accurate and high-quality information and assistance to individuals on programs and services which can assist them with living independently in their community.
- Provide a language interpretation service for those with limited English proficiency who are seeking services and supports.
- Provide outreach at community agencies, community fairs and events to promote NY Connects.
- Conduct special outreach at community locations to reach vulnerable individuals, including those with limited English proficiency.
- To better serve individuals with disabilities of any age, OFA will partner with the Southern Tier Independence Center (STIC) to co-locate a STIC NY Connects staff at the OFA office.

- Continue to seek community collaborations to encourage the utilization of NY Connects and I&A services to reach those in need of supports.
- Continue to maintain accurate and quality listings in the NY Connects Directory.
- Assure information is provided to individuals in their preferred mode of communication (by phone, email, home visit etc.) to be inclusive of individuals with disabilities and individuals with limited English proficiency.
- Update printed materials and brochures that provide information about a variety of topics; these materials will also be provided in different languages as requested and needed.
- Continue to educate professionals and consumers about NY Connects.

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

**2020-2021 Status Update:** Objective and actions are in progress and on track.

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

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress and on track.

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress and on track.

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

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress and on track.

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

**Actions:**

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

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

***2020-2021 Status Update:*** Objective and actions are in progress and on track.

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

**Actions:**

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

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

***2020-2021 Status Update:*** Objective and actions are in progress. COVID 19 pandemic that began in 2020 may significantly impact this objective and outcome.

## Access Services: Case Management

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

**Actions:**

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

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

**2020-2021 Status Update:** No new case manager was hired in 2020.

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

**Actions:**

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

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

**2020-2021 Status Update:** Outcome was met in 2020.

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress. OFA held two interactive training sessions on cultural competency, health numeracy and “teach back” that were attended by ten OFA case managers.

## **Access Services: Transportation**

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

**Actions:**

- BC Transit will operate the OFA Mini Bus that provides transportation for those who are 60 years and older.
- BC Transit will oversee the reservation line that clients use to reserve rides on the OFA mini bus.
- OFA will promote the Mini Bus through various marketing efforts including but not limited to the *Senior News*, Successful Aging, NY Connects Directory, brochures etc.
- OFA and NY Connects staff will continue to educate callers about available transportation options including the OFA Minibus and provide support to those seeking assistance.
- OFA and NY Connects staff will refer clients in need of travel training or additional assistance with transportation to community partners, including the local Mobility Managers from GetThere, Broome County’s Mobility Management Organization.

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

**2020-2021 Status Update:** Objective and actions are in progress. The survey to measure this outcome has been delayed due to COVID 19 Pandemic and will be completed in early 2021.

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

**Actions:**

- OFA staff will serve on the Advisory Council of Getthere – Broome County’s Mobility Management Organization.
- OFA will provide expertise about the needs of older adults to support the work of Getthere.
- OFA will provide support to Getthere including but not limited to new grants, volunteer driver programs, outreach efforts, etc.

- OFA will work closely with BC Transit – Broome County’s public transportation provider – to enhance transportation options for older adults. This support will include but not be limited to ongoing review of existing transportation services, customer satisfaction surveys for the OFA minibus, assistance with grant applications, etc.

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

**2020-2021 Status Update:** Objective and outcome were met through two new service options:

- Enhancement of transportation options in urban areas: In May 2020, OFA entered into a contract with Getthere – Broome County’s Mobility Management Organization to provide additional transportation options to the 60+ population during the COVID 19 pandemic. This contract specifically focuses on supplementing the OFA Mini Bus and BC Lift service in urban areas during COVID 19 as there is a limit of two riders who are able to ride on a bus.
- New rural transportation option: This contract also addresses transportation needs of those who reside in the traditionally underserved rural areas of Broome County. Through the contract Getther expanded their existing model that utilizes a dedicated taxi vehicle to those who need transportation within Windsor. This model provides a much needed rural-to-rural transportation.

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and several actions were accomplished or are in progress. An Action Plan was submitted and approved by AARP in September 2020.

## Access Assistance: Private Pay

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

**Actions:**

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

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

**2020-2021 Status Update:** No progress was made toward this objective due to the COVID-19 pandemic.

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress. OFA is moving forward with building new partnerships and developing a business case.

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

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

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress. COVID 19 pandemic will impact this objective.

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress. COVID 19 pandemic will significantly impact this objective.

**Objective 3:** Expand respite opportunities for family caregivers.

**Actions:**

- Support volunteer-based respite programs with technical, grant, and planning assistance.
- Meet with Grace Lutheran Church to discuss expansion of the Respite, Education and Support Tools (REST) program.
- Pilot volunteer respite programs for four months in a rural community
- Explore options to contract for overnight respite at a Skilled Nursing Facility.

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

**2020-2021 Status Update:** Objective and actions are in progress. COVID 19 pandemic will significantly impact this objective. Due to the pandemic we had to shut down the Adult Daycare Program.

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

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress. Outcome is impacted by the COVID19 pandemic.

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress. Outcome is impacted by the COVID19 pandemic.

### **Supporting Aging in Place: Broome County Age-Friendly Project**

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress. A Program Coordinator was hired to oversee the Broome Age-Friendly Project and an Action Plan was submitted to AARP for approval in September 2020.

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

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

**Actions:**

- Each year, the FGP Program Manager will plan and implement an advertising campaign in local news media such as television, radio and newspapers to promote FGP, increase interest in volunteering and increase community awareness.
- Each quarter, an article or advertisement will be placed in the *Senior News*, a monthly publication that reaches over 7,000 older adults.
- Each year, FGP staff will make at least 6 presentations at places where seniors gather such as senior housing community rooms and church meeting rooms.
- Each year, FGP staff will have an information table at a minimum of three community events such as the Senior Picnic and health fairs.
- Each year, the FGP Program Manager will provide incentives for Foster Grandparents to attend education programs on health management.
- Each year, the FGP Program Manager will schedule a press conference where local politicians and community leaders will publicly thank Foster Grandparent volunteers, recognizing their community service to children with special needs.

- Each year, the FGP Advisory Council will host a recognition dinner which will include teachers and supervisors from FGP-supported sites. The Foster Grandparents will also receive gifts in thanks for their community service.

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

**2020-2021 Status Update:** Due to the COVID-19 pandemic the FG Program is temporarily on hold. With the closing of local school all FGP volunteers were unable to visit their placement sites. This limitation continued into Fall 2020 when schools opened and did not allow any visitors or volunteers to come in to their classrooms. The FGP Program Manager is working with local schools to offer alternative activities that would engage FGP volunteers.

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are significantly impacted by the COVID 19 pandemic. No in person activities for the FGP volunteers were allowed after March 2020. Some online opportunities will be presented to those volunteers who will remain in the program after Fall 2020.

## **Activities for Health, Independence and Longevity: Volunteerism**

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress and will likely be impacted by the COVID 19 pandemic. An Action Plan was submitted and approved by AARP in September 2020.

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress and are impacted by the COVID 19 pandemic. OFA staff started utilizing the De-Jong Scale of Loneliness when conducting assessments with clients. This scale helps to identify those who are socially isolated and lonely. A project proposed by Binghamton University to evaluate this data was not funded. Further collaboration with Binghamton University will be sought to meet this outcome.

## **Nutrition Services: Nutrition Program for the Elderly**

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

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

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

**2020-2021 Status Update:** Objective and actions are in progress. A customer satisfaction survey for congregate meals program was not conducted due to the COVID 19 pandemic and closing of all senior centers in the middle of March 2020.

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress. A customer satisfaction survey for congregate meals program was not conducted due to the COVID-19 pandemic and closing of all senior centers in the middle of March 2020.

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress and will be reported by 2024.

**Supporting Caregivers: National Family Caregiver Support Program (NFCSP)**

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress and are on track.

### **Supporting Caregivers: Social Adult Day Services**

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

**Actions:**

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

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

**2020-2021 Status Update:** No action taken on this objective due to the COVID-19 pandemic.

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

**Actions:**

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

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

**2020-2021 Status Update:** No services were expanded due to the COVID-19 pandemic.

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

**Title IID and Medicare Prevention Services: Disease Prevention and Health Promotion Services**

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

**Actions:**

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

- OFA will provide information and printed materials about Older Americans Act programs at community presentations.
- OFA will publish articles in the *Senior News* about Older Americans Act services. The *Senior News* has a circulation of over 7,000 in Broome County.

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

**2020-2021 Status Update:** Objective and actions are in progress and on track.

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

**Actions:**

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

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

**2020-2021 Status Update:** This objective has been significantly impacted by the COVID-19 pandemic.

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

**Actions:**

- OFA will organize/host a minimum of two, six-week Chronic Disease Self- Management Program (CDSMP) and Diabetes Self-Management Program (DSMP) workshops annually, each to be led by two certified facilitators.
- OFA will utilize convenient locations such as senior centers, community centers, and senior housing facilities to offer CDSMP and DSMP workshops
- OFA will promote CDSMP and DSMP workshops through the *Senior News*, OFA social

media accounts, senior center monthly newsletters, and flyers which will be distributed to local agencies and NY Connects staff.

- The OFA Coordinator of Health and Wellness will visit local senior housing complexes and senior centers to give presentations to promote CDSMP and DSMP workshops and offer registration opportunities.

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

**2020-2021 Status Update:** Objective and actions are in progress. Modifications have been made to the actions to ensure safety of participants during the COVID-19 pandemic. This includes telephonic provision of this service and utilization of emails and phone calls to share relevant information with participants in this program.

### **Disease Prevention and Health Promotion Services: Sepsis Prevention**

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress. An article on sepsis was published in the May 202 Senior News.

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

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

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

**Actions:**

- OFA will distribute AOP's flyers about MSP/LIS to Meals on Wheels clients.

- OFA will publish articles about MSP/LIS benefits at least once a year in the *Senior News*.
- NY Connects will warm transfer callers to AOP for MSP/LIS assistance if they appear to be eligible.
- Through the Home Energy Assistance Program (HEAP), OFA will provide clients who are potentially eligible with AOP's contact information and encourage them to contact AOP for MSP/LIS assistance.

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

**2020-2021 Status Update:** Objective and actions are in progress and on track.

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress and on track.

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

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

**Actions:**

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

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

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**2020-2021 Status Update:** Objective and actions are in progress. The NWDBC grant has been extended due to the COVID-19 pandemic.

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress. The NWDBC grant has been extended due to the COVID-19 pandemic.

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

### Elder Justice – Legal Assistance Program

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

**Actions:**

- OFA will draft a new annual contract and budget with the Legal Aid Society of Mid-New York, Inc. (Legal Aid) for the provision of no cost legal services for Broome County residents age 60+.
- Legal Aid staff will utilize a manual intake form and computerized case management system to record client and case information about legal services provided to adults age 60+.
- Legal Aid will provide OFA with monthly reports outlining the types of legal services provided, the number of unduplicated clients receiving services, the number of each type of legal cases opened and closed each month (guardianship, health care proxy, etc.), the number of hours of services provided by Legal Aid staff attorneys, the rural composition of clients served, the age of clients served, and the gender and race of clients served.
- To serve clients through the contract, Legal Aid will continue to operate a Legal Helpline, maintain regular hours to see clients by appointment at Broome County senior

centers, and serve clients out of their Binghamton office. In addition, Legal Aid will provide an annual “Senior Legal Clinic” for the public.

- OFA will promote the availability of no cost legal services to adults age 60+ through the *Senior News*, senior center newsletters, Successful Aging, the Legal Services for Senior brochure and through NY Connects staff who will promote the service to those in need.

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

**2020-2021 Status Update:** Objective and actions are in progress and on track.

### **Elder Justice – Elder Abuse Prevention and Outreach Program**

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

#### **Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress and are on track.

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress and on track.

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

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

**Actions:**

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

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

**2020-2021 Status Update:** This outcome has been met. OFA staff will continue to support Broome County's Enhanced Multi-Disciplinary Team.

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

**Emergency Preparedness**

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

**Actions:**

- OFA will assist by connecting eligible clients with Home Health Care Agencies for continued service while utilizing the shelter.

- OFA will assist with finding alternative temporary housing.
- OFA will offer to set up an Information & Assistance Services to help those in the shelter.

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

**2020-2021 Status Update:** No emergency shelter was operational in 2020 in Broome County.

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

**Actions:**

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

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

**2020-2021 Status Update:** Outcome was met in 2020.

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are ongoing. OFA staff member provided support to the Broome County Emergency Operations Center during the COVID-19 pandemic and continues to serve on the BCCOAD Advisory Committee.

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

## **Business Acumen Strategies**

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective and actions are in progress and ongoing. BCOFA received technical assistance from Care Compass Network and its contractor Kulik Strategies to develop ROI for several OFA services in order to support future business partnerships.

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

**Actions:**

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

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

**2020-2021 Status Update:** Objective was met in 2020. OFA staff will continue to participate in DSRIP 2.0 planning activities. OFA participated in the Housing Cohort through Visiting Nurses Association to provide assistance with Medicaid applications, nutrition counseling and education. OFA Information and Assistance staff provided navigation services to Medicaid recipients as part of a contract Care Compass Network – the local DSRIP.

