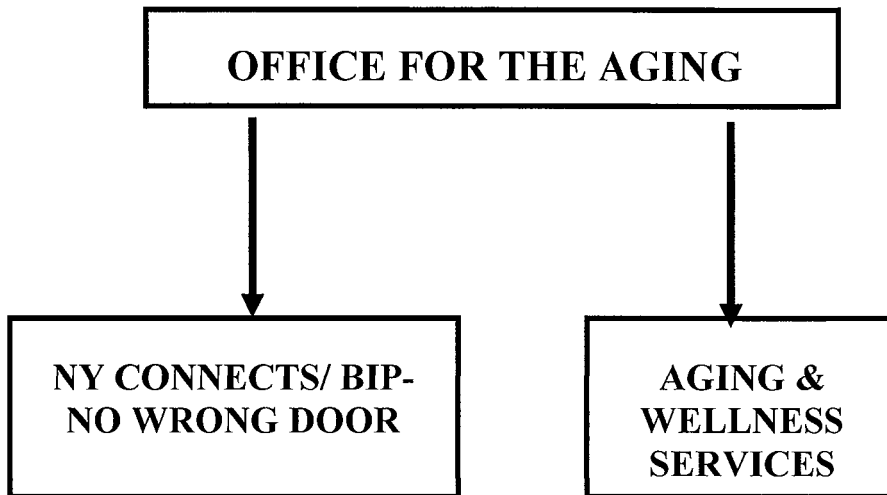


DEPARTMENT

ORGANIZATIONAL CHART



DEPARTMENT DESCRIPTION

Office for the Aging provides a wide array of nutrition, advocacy, educational, social, health related, and assistance programs and services to Orleans County's residents, primarily serving those age 60 and over. Program areas include case management; in-home personal care and housekeeping assistance; personal emergency response systems; medical transportation services; health insurance counseling; legal service including advance care planning; caregiver information, assistance, counseling and support; home delivered and congregate meals; volunteer opportunities; recreational, health, wellness, and social activities; home energy assistance; outreach and benefits counseling; and information and referral coordinated with NY Connects.

Through Orleans New York Connects, individuals of all ages who are in need of long term care are provided information, assistance, screening and connection to a wide range of in-home, residential and community based long term care services; while engaging planning partners to address service gaps.

Helping Seniors Help Themselves!

The Office seeks to participate in the development of community based services to insure that persons over age 60 have maximum opportunities to live with independence and dignity in their community. The Office's role in development of these services will include action to advocate for the rights of older people, provide community based services, and to plan and work with other services agencies to meet the needs of older people.

Key 2016 Accomplishments

- (1) **New York Connects:** Unbiased information, assistance, option counseling (see definition below) and access to long term care services for people of all ages is being successfully provided through Orleans New York Connects. The top services requested: Health Insurance Counseling, Transportation, Home Delivered Meals, assistance with high cost of heating bills, Benefit screening/counseling, Legal Service, and Caregiver Support/Long Term Care Information.
- (2) **Elders at Risk:** We continue to build on our ability to respond to needs of frail and at risk elderly by implementing the following: A) Continue to meet the demand of Information and Assistance and the increased amount of calls and walk-ins. Professional staff helps solve special problems of the elderly and their families on a **person to person** basis. Programs are designed to reduce reliance on institutional care, provide information about resources in the community and provide cost effective, non-medical services. In 2015, we served 6547 units of service for information and assistance to 2185 unduplicated contacts, with a projection of 6500 contacts in 2016. B.) Maintain quality service for **Expanded In-Home Services for the Elderly Program (EISEP)** through case management, in-home care for chronically ill and/or frail elders. C) Senior transportation medical rides through Community Action of Orleans and Genesee, OFA Out-of-County Medical Transportation, and providing free bus tickets through the Orleans County Transit Service. D) Processed 671 **Home Energy Assistance Program** applications which resulted in \$291,182 in home heating benefits to low income seniors. E) Continued **Home Delivered Meal** delivery to 261 older adults in 2015 averaging approximately 125 clients served daily (M-F). Currently, there is not a waiting list for meals. The Orleans County Legislature is very supportive of the meal program. Three congregate meal sites continue to serve seniors throughout the county.
- (3) **Health Insurance Counseling:** Through our Health Insurance Counseling Program, seniors in our county saved an estimated \$897,102 in 2015 and estimated \$876,686 as of August 2016. Changes in EPIC and in the Health Care Reform Act have increased volume of this greatly needed service. Medicare Advantage educational seminars and health insurance fairs are held to help serve all who need information to assist them in making health insurance decisions and/or applying for programs that can help cover some/most of their healthcare costs.
- (4) **Caregiver Support:** Staff successfully responded to more complicated situations in Caregiver Counseling, as older adults and their families strive to find ways to continue providing care needed by chronically ill/disabled older adults, but need information, support or community based long term care services in order to do so. This gives a caregiver the ability to discuss options and develop a plan that best meets the needs of their loved ones and themselves. Most contacts are very in-depth situations which take several on-going and hours to continue to support caregivers who care for their loved ones at home.
- (5) **Volunteer Services:** **Office for the Aging utilize 48 volunteers** who serve in many capacities including meals on wheels drivers, transportation drivers, meal site helpers, newsletter assembly, advisory council members, Long Term Care Council members, clerical, telephone reception and assistance with special projects.
- (6) **Health Promotion Program:** Successful programs include monthly presentations on Health Promotion topics at each of the four Nutrifair sites, and weekly exercise class at two locations in the county.

Key 2017 Goals -

1. **Maintain Our Ability to respond to the Needs of Older Adults** aged 60 and older living at home in the community where 10 percent of the population have self-care limitations and 20 percent of the population have mobility limitations. Home and community-based services will become increasingly more important to support those with chronic conditions and functional limitations. Data has shown that frail individuals can indeed live independent and productive lives with community supports such as personal care, case management, and other support services. Office for the Aging does this by A) Maintaining **EISEP Support Services** at a high level by continuing to provide in-home care and case management for homebound elders. We currently do not have a waiting list for the EISEP program. B) Continue to grow the number of **Home Delivered Meal** clients served (average of 128 clients/ month) and continue number of meals served at 2016 levels. C) Continue providing **Transportation Services** for seniors to access medical appointments within and out of Orleans County, and providing free OTS passes for shopping or other basic needs.
2. Continue to strengthen our **Orleans New York Connects** Point of Entry system as we refer individuals to long term care service providers that serve disabled individuals of all ages. OFA continues to lead the Long Term Care Task Force, and coordinate with community agencies to plan and implement NY Connects. A) Strengthen OFA/NY Connects Information, Assistance & Referral processes. B) Continue identifying needs and opportunities in regards to long term care services.
3. Assist frail elderly to remain in their homes by providing support services to their informal **Caregivers**. This will be accomplished by Counseling, Support, Outreach, Information and assistance to Caregivers and frail elders.
4. **Options Counseling** – A high performing ADRC Options Counseling Program is designed specifically to help individuals and their family caregivers access the right services at the right time in the right setting.
5. Continue **Information and Assistance** services for seniors such as benefits counseling, home energy assistance, legal services, housing assistance, tax assistance, telephone discount, free cell phone for those income eligible, referral for medical equipment loan, payment options for long term care, and other information/assistance which help seniors/disabled persons.
6. Continue to provide **Health Insurance Information Counseling and Assistance**, especially regarding prescription drug programs – Medicare Part D & EPIC, Medicare Savings Program, Medicare Advantage Plans, Chronic Care Medicaid, Medicare benefits and info for those new to Medicare. Educate on Health Care Reform Act to help residents make good choices regarding their health care insurance.
7. Maintain the **Congregate Nutrifair Programs** at (3) current locations and strengthen OFA outreach and programming to participants by connection to Aging Services. Look at ways to increase participation at the sites with low attendance.
8. Maintain a high quality **volunteer program** by: A) Continue offering volunteer opportunities; B) Maintain a volunteering database to utilize our volunteers to the best of their abilities.

INDICATORS: ALL OFA SERVICES

I. Information & Assistance	Actual 2015	Estimated 2016	Estimated 2017
Information & Assistance Contacts	6547	6825	6922
Friendly Carrier Newsletter Circulation	25,547	26,249	26,500

II. Client Demographics	Actual 2015	Estimated 2016	Estimated 2017
Clients Served	2,685	2,739	2,793
All Programs	2,685	2,739	2,793
% Orleans Co. Seniors Served (60) +	32%	33%	33%

Client Demographics	Actual 2015	Estimated 2016	Estimated 2017
Clients Served	1,548	1,578	1,610
Age 75 & Above	1,548	1,578	1,610
Frail/Disabled	1,116	1,138	1,161
Lives Alone	991	1,011	1,031
Low Income	1,025	1,046	1,066