

ONEIDA COUNTY



OFFICE FOR THE AGING & CONTINUING CARE

2017 ANNUAL REPORT

Anthony J. Picente, Jr.
County Executive

Michael J. Romano
Director



Oneida County

**Anthony J. Picente, Jr.
County Executive**

Office for the Aging & Continuing Care

**Michael J. Romano
Director**

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January 2018

Dear County Executive Picente and Chairman Fiorini:

The following pages provide an overview and summary of programs and services provided by the Office for the Aging/Continuing Care to serve the elderly, disabled, and their families in Oneida County during 2017. The services and programs provided by OFA/OCC are achieved through a combined effort of staff and our many community partners.

All services and programs are performed through a combination of Oneida County Staff and a network of community based providers making a comprehensive community-based, long term care continuum. The Office for the Aging/Continuing Care services is also made possible through support of the Office of the County Executive, the dedicated leadership of the Oneida County Board of Legislators, and the OFA/OCC Advisory Council.

We are very proud of all our accomplishments throughout 2017. A few of the most significant accomplishments were:

- Served nearly 10,000 unduplicated clients with a variety of services ranging from information assistance to community based in-home services.
- In 2017, Oneida County Office for the Aging/Continuing Care continued to secure nonpublic aging services funding by collaborating with the Greater Mohawk Valley Community Elder Wellness Council. Initiatives to support aging services included the 7th Annual "Celebrating Life" Event and the 21st Annual Miles for Meals.
- Initiated a department-wide case management Mental Health certification program in partnership with NYSOFA and Association on Aging in New York for all Office for the Aging/Continuing Care case managers after successfully completing the required Aging Services Case Management Certification Program.
- Completed the initial 18-month phase of the World Health Organization and AARP Age Friendly/Livable Community Initiative for Oneida County.
- Restructured OFA/OCC Fiscal Unit to perform shared services between Office for the Aging/Continuing Care and Mental Health Department for administrative and fiscal management functions.
- Established the No Wrong Door Implementation Team to provide direction to OFA/OCC for the NYConnects expansion. This will enable NYConnects to provide information, assistance, and screening for persons across all service domains, including aging and disabilities.
- Reestablished the Elder Abuse Coalition and working closely with Oneida County Adult Protective Services through intensive weekly case conference sessions and monthly Elder Abuse Coalition meetings.
- Oneida County Sheriff's Department and Office for the Aging/Continuing Care has partnered to create a system for daily well checks for frail and at-risk older County residents who are identified by OFA/OCC and are referred to the Sheriff's Department of Community Affairs Division.

2018 Goals & Initiatives include:

- Office for the Aging/Continuing Care plans to collaborate with Health and Human services Department Heads to identify the needs of individuals and families of all ages and abilities. This will also serve to identify opportunities for sharing services and resources.
- Oneida County Office for the Aging/Continuing Care will participate in DSRIP activities with Mental Health. OFA/OCC will also participate in activities to assist in improved collaborations between hospital discharge planners and Office for the Aging/Continuing Care and NYConnects.
- Oneida County Office for the Aging/Continuing Care will begin the second phase of the Aging Friendly/Livable Community initiative by starting the project workgroups and continuing leadership role on the Age Friendly Steering Committee.
- The Oneida County Elder Abuse Coalition will actively participate on a regional multidisciplinary team to perform advocacy, interventions, and education on all facets of abuse and neglect of elders. The Oneida County Elder Abuse Coalition will also increase its visibility to address exploitation, abuse and neglect of elders during 2018.

Office for the Aging and Continuing Care looks forward to serving this community in 2018 to address the challenges in meeting the long term care needs of families in Oneida County.

Sincerely,

Michael J. Romano
Director

MISSION STATEMENT

The purpose of the Oneida County Office for the Aging / Office of Continuing Care is to serve as the lead planning, funding and advocacy agency for the elders, the disabled, and their families and caregivers. The mission is based on the goal of maintaining maximum independence through service provision that is guided by the core values of respect, dignity, compassion, honesty, confidentiality, commitment, and informed professionalism.

- **Serve as lead agency** for planning and the development of coordinated systems for the delivery of home and community-based services for the elders, disabled, their families and caregivers;
- **Provide access** to programs and services that will meet the needs of vulnerable individuals;
- **Advocate** on behalf of the elders, especially minorities and those in greatest economic and social need for preventative programs and services that will promote a quality of life and enhance or maintain wellness, health functioning, and independent living in the community;
- **Achieve positive outcomes** for the elders, disabled, families and caregivers through arrangements with community agencies for a continuum of home and community based long term care services;
- **Collaborate** with public and private organizations to form partnerships which leverage resources that will improve and expand programs and services for older adults, disabled, families and caregivers;
- **Seek non-traditional sources of funding** to enhance services and programs in the community.

We, the members of the Office for the Aging and the Office of Continuing Care team, serve the elders and disabled of Oneida County and their families. We assess individuals to identify unmet physical, mental, social, psychological, and financial needs. Care plans are created and implemented in collaboration with individuals and their families. Appropriate and available services are provided, and referrals are made to other agencies when necessary. We monitor the plans and evaluate their effectiveness. This mission is based on the goal of maintaining maximum independence for clients. All services are provided with the guiding value of respect for the dignity and autonomy of each person served.

**ADVISORY/LONG TERM CARE COUNCIL
2017 Advisory Council Membership**

Kelly Walters – Chairperson

| | | |
|--------------------|-------------------|-----------------------|
| Gale Barone | Dr. Amjad Rashid | Lisle Sanborn |
| Roseann Convertino | Emil R. Paperella | Lucille Soldato |
| Adelaide Foresti | Patricia King, RN | Mayor Robert Palmieri |
| Craig Grant | Michele Kohl | Mayor Jaqueline Izzo |
| Lucretia Hunt | David Lowitz | Jay Williams, Esq. |
| | | Mayor Robert Vineall |

GREATER MOHAWK VALLEY COMMUNITY & ELDER WELLNESS COUNCIL, Inc

2017 Board of Directors

Philip Williams– President

| | |
|---------------|--------------------|
| Julie Darling | Jay Williams, Esq. |
| Pamela Darman | Rose Hosp |
| Carol Steele | |

2017 PLANNING ACTIVITIES

Oneida County Office for the Aging & Continuing Care

Planning activities during 2017 included a series of community forums to create awareness of available services and programs. The sessions were also utilized to gather input and feedback from seniors, caregivers, and others in attendance. The sessions also help determine current needs and gaps in service delivery which will aid in future service and program planning.

**Parkway Center
220 Memorial Parkway
Utica, New York 13501
October 24, 2017
11:00 a.m.**

**Ava Dorfman Senior Civic Center
305 East Locust Street
Rome, New York 13440
October 27, 2017
10:00 am**

**New Hartford Senior Center
1 Sherman Street
New Hartford, New York 13413
October 13, 2017
10:00 am**

INFORMATION & ASSISTANCE / POINT OF ENTRY
Oneida County OFA-OCC NY Connects: Choices for Long Term Care

NY Connects provides locally accessible, consumer-centered access points that provide comprehensive information about long term care options and linkages to services for individuals of all ages with long term care needs. Long term care services refer to the wide range of in-home, community based, and institutional services and programs that are designed to help elderly and individuals with disabilities of all ages.

The goal is to empower individuals to make informed choices and to streamline access to long term care services and supports; NY Connects intends to advance the following vision: self-determination and personal responsibility; consumer centered and meeting consumer needs; high quality care; efficiency and affordability.

During 2017 the OFA/OCC NY Connects enhanced its No Wrong Door by forming a partnership with the Resource Center for Independent Living as part of the statewide No Wrong Door system and established the No Wrong Door Implementation Team. Throughout 2017 Oneida County OFA/OCC/NYConnects implemented statewide intake and screening protocols and worked with New York State Office for the Aging (NYSOFA) to transition into a statewide client data system and begin newly established protocols for consumer consents and release of information.

NY Connects functions consist of an infrastructure to support operations including staffing, planning and collaboration, establishment of a Long Term Care Council, and the following specific functions:

- **Information and Assistance:** Provision of comprehensive, objective information and support for individuals and their caregivers/families about home, community based and institutional long term care services and linkage to services and resources to meet their needs.
- **Screening:** A comprehensive screening consisting of a preliminary evaluation of the consumer's and their caregiver's general social, medical and financial needs in order to identify available services and options.
- **Public Education:** An on-going education and awareness campaign to educate all residents about NY Connects, the long term care services in their community and to assist consumers in preparing for their long term care needs.

In 2017, OFA-OCC served approximately 3,000 unduplicated persons under this program.

COMMUNITY BASED SERVICES

Serving the needs of Oneida County's Elderly, Disabled, and Families

The Office for the Aging and Continuing Care serves the elders and disabled throughout the entire county of Oneida, including: older adults, veterans, low income individuals, disabled adults and children, caregivers, persons in need of information on Medicaid and Medicare programs, people seeking to return to the community from an institutional setting, and people having difficulty accessing government services.

Community Outreach and Education is provided at Senior Centers, Congregate Meal Sites, Health Fairs, Social Adult Day Care Centers, articles in the Rome Sentinel Newspaper Prime Time section, and at legal seminars. Home visits are made to those in need of assessment, care linkages, and service coordination.

Case Management and Service Coordination may be ongoing for the provision of services or Information and Assistance may be done on an as needed basis.

All Referrals are initiated by calling **Oneida County Office for Aging and Continuing Care's** single point of entry, the **NY Connects Unit** at **315-798-5456**. Information & Assistance is provided to callers, regardless of age. A Screening may be initiated over the phone if home care services are indicated. Referrals are received by telephone, in the mail, through e-mail and fax, at case manager site visits, inter-office on open clients, and face-to-face at home visits.

Referrals are assigned to a Case Management team based on the geographic location of the individual being served. This allows for continuity of care, optimum time management of staff, and cost effectiveness. Case managers visit, assess unmet needs, provide referral and service coordination and work with the client and family with the goal of maintaining a person in the community as long as possible. Access to private pay, sliding fee services, Medicaid and grant funded service alternatives are options that are discussed.

2017 Oneida County OFA-OCC Service Provision Programs include:

Assisted Living Programs
Bill Payer Program
Caregiver Services Programs
Case Management Programs
Chronic Disease Self-Management Program
Community Assistance for Seniors Program
Congregate Meal Sites Program
Consumer Directed Personal Assistance Programs
Elder Abuse Protective / Preventative Program
Expanded In-Home Services for the Elderly Program
Health Promotions Programs
Health Insurance Information Counseling & Assistance Program
Home Delivered Meals Programs
In-Home Application Assistance for the Homebound Program
Information & Assistance

Legal Assistance Programs
Long Term Home Health Care & AIDS Home Care Programs
Long Term Care Insurance Education & Outreach Program
Medicaid Managed Care Programs
Medicaid Home Based Services Programs
Medicaid Waiver Programs
Nutrition Counseling Program
Nutrition Education Program
Outreach Activities Program
Placement Assistance Program
Public Education Programs
Senior Employment Program
Social Day Care Programs
Transportation/Volunteer
Veteran Directed Home and Community Based Services

2017 OFA-OCC COMMUNITY PARTNERS

ONEIDA COUNTY SENIOR CENTERS

Ava Dorfman Senior Citizens Center

305 East Locust Street

Rome, New York

Phone: 315-337-8230

The Parkway Center

220 Memorial Parkway

Utica, New York

Phone: 315-733-2342

New Hartford Dining & Activity Center

1 Sherman Street

New Hartford, New York

Phone: 315-724-8966

North Utica Sr. Citizens Rec. Center

50 Riverside Drive

Utica, New York

Phone: 315-735-2032

South Rome Senior Center

211 Ridge Street

Rome, New York

Phone: 315-339-6457

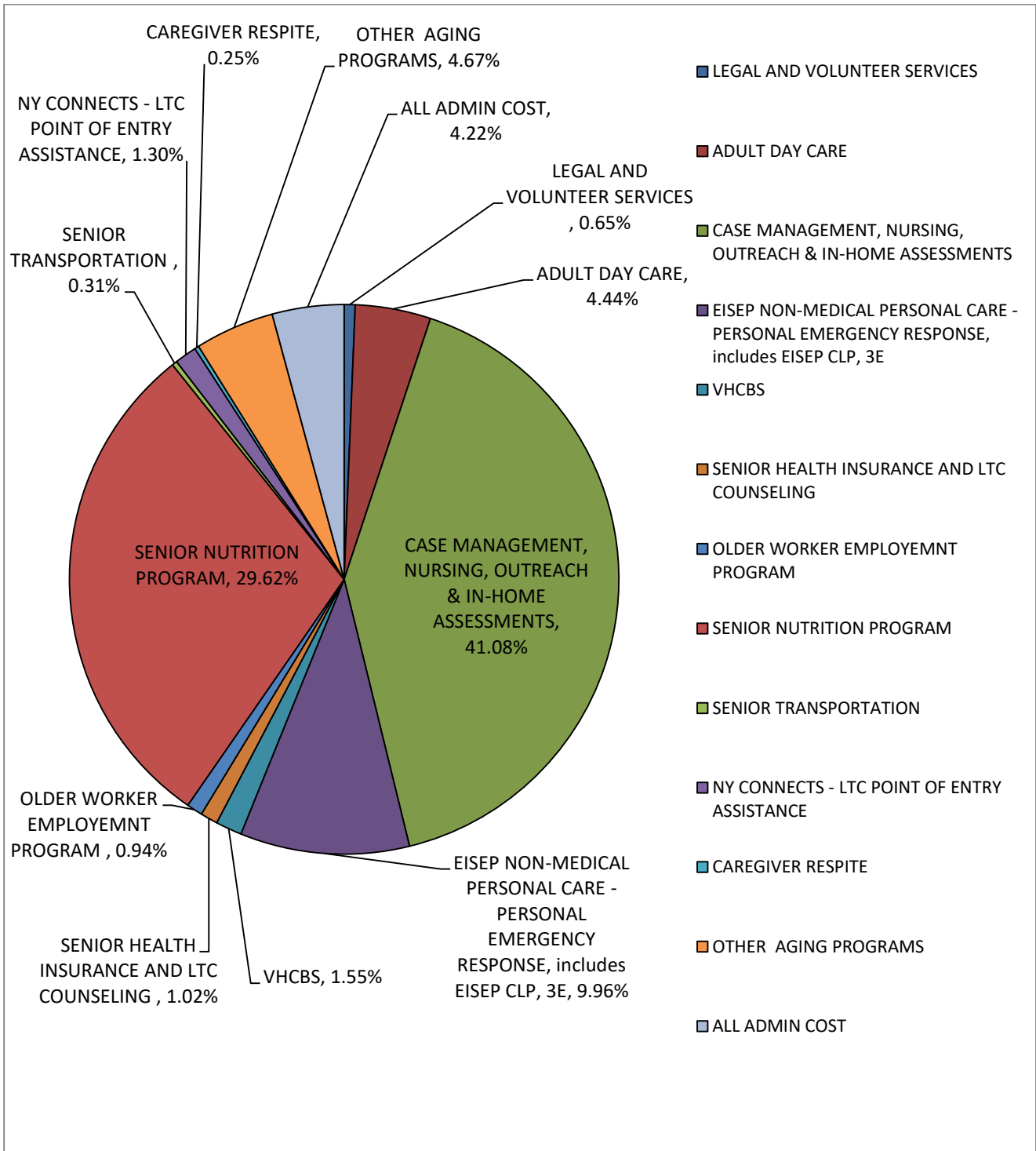
Whitestown Community Center

Westmoreland Road

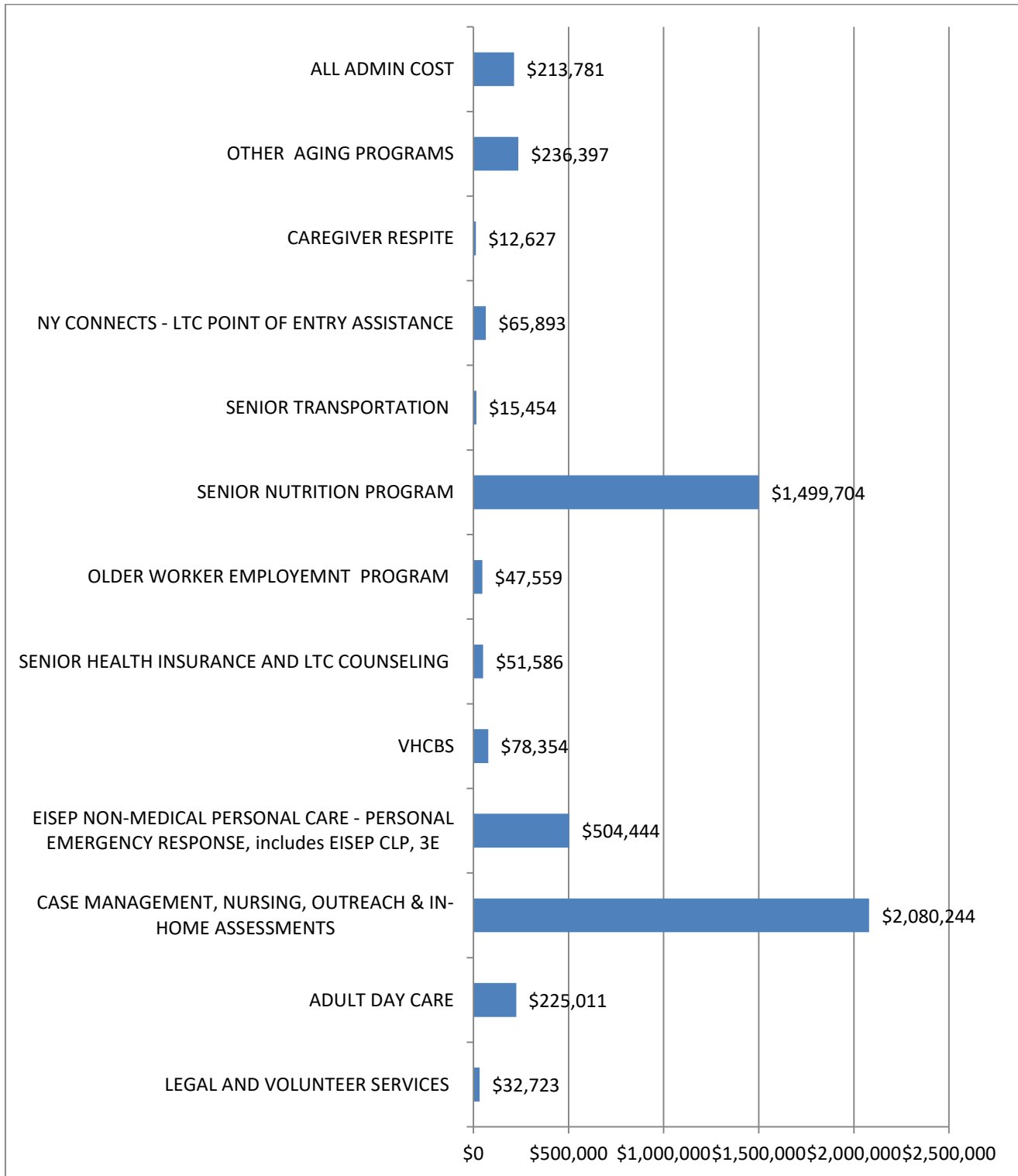
Whitesboro, New York

Phone: 315-736-3811

2017 Services and Program Expenditures



2017 Services and Program Expenditures



ASSISTED LIVING PROGRAMS (ALPS)

Assisted Living Program facilities serve individuals who are medically eligible for placement in a nursing facility, but serve them in a less medically intensive, lower cost setting. ALP provides personal care, room, board, housekeeping, supervision, home health aides, personal emergency response services, nursing, physical therapy, occupational therapy, speech therapy, medical supplies and equipment, adult day health care, a range of home health services, and the case management services of a registered professional nurse.

There are (5) **Assisted Living Facilities** in Oneida County:

- Cedar Brook ALPS at Sitrin Home in New Hartford (17 beds)
- Oneida Center (formerly Focus) in Utica (87 beds)
- Presbyterian Residential Community ALPS in New Hartford (78beds)
- Terrace at Woodland ALPS in Rome (16 beds)
- Willow Park ALPS in Utica (45beds)

BILL PAYER PROGRAM (VOLUNTEER)

The Oneida County Office for the Aging and Continuing Care Bill Payer Program is a partnership that is sponsored by **AARP**, and provided through **RSVP of Oneida County**.

This program is in place in order to ensure area seniors are able to maintain their independence in the community by gaining control of their finances. For many budgeting, bills, and regular expenses can become overwhelming. This program allows for seniors to have access to an accounting representative, who will enter their home and assist them in the process of paying bills on time, organizing billing cycles, and budget the client bank accounts.

Bill Payer Volunteers are trained, and supported by professional Care Managers, to provide bill payer assistance to low-income elders, and people with disabilities, to enable them to continue living independently. The program participants have the capacity to remain in control of their finances and they voluntarily receive the services.

The tasks include sorting mail, writing checks for the client to sign, balancing the checkbooks and making sure bills are mailed in a timely manner. The program uses screened and trained volunteers to help seniors with confidential monthly money management, in which the client's bill paying funds are bonded.

CAREGIVER SUPPORT (CAREGIVER & CARE RECEIVER) PROGRAMS

Family members or friends are responsible for the majority (85%) of all home care that is provided in a community, and one out of every four households in the United States is involved in some form of care giving. OFA-OCC provides unique and specialized services to informal family caregivers. An informal caregiver is a person, often a relative, who provides unpaid assistance to an individual with unmet needs. Research findings suggest that unpaid caregiver support saves the American taxpayer billions of dollars annually.

It is believed that by providing caregivers with support, premature institutionalization can be deterred and some of the strain caregivers endure can be alleviated. We continue to initiate system changes within our program to provide a wider array of respite services for caregivers. Oneida County OFA-OCC has partnered with the **Alzheimer's Association** for the Caregiver Support Services Program.

CASE MANAGEMENT PROGRAMS

Oneida County OFA-OCC provides case management services to the elders and disabled throughout Oneida County.

CONGREGATE DINING SITES

Nutrition Programs for the Elderly (NPE) consists of Meal Programs which ensure adequate nutrition to individuals living in the community with functional impairments which may pose the risk of malnutrition. Both Home Delivered Meal and Congregate Meal programs provide good tasting, well-balanced meals providing 1/3 the Recommended Daily Allowances for adults as established by the American Dietetic Association.

The (10) **Congregate Dining Sites** are located in Senior Centers, Senior Housing, and other community focal points throughout Oneida County. Meaningful social activities are planned around the noon time meal at most of the sites. Reservations required at least 24 hours ahead.

There is a suggested donation of \$2.25 per meal for participants' age 60 and older, or \$7.75 full cost of meal for guest under 60 years old. Donations are voluntary and confidential, and no one age 60 or older will be denied a meal for inability to contribute.

This program has **(9) Congregate Dining Site Locations**

- Boonville United Methodist Church, Boonville
- Forestport Town Hall, Forestport
- New Hartford Senior Dining & Activity Center, New Hartford
- Ava Dorfman Senior Civic Center, Rome
- South Rome Senior Center, Rome

- North Utica Senior Citizen Community Center, Utica
- Parkway Senior Center, Utica
- Perretta Twin Towers Apartments, Utica
- Noyes Manor Apartments, Sherrill

CONGREGATE DINING – SENIOR CLUB CATERED LUNCHEONS

The Senior Club Catered Luncheons are an alternative to the congregate program. It also has served as an outreach visit focal point to rural areas. The suggested donation of \$2.25 for anyone 60 years or older implies the same as at the congregate dining sites.

This program has (3) **Senior Clubs**:

- Whitestown Senior Club every Wednesday,
- Waterville Senior Club one day per month
- Knoxboro Methodist Church one day per month.

CONSUMER DIRECTED IN-HOME SERVICES

The Consumer Directed EISEP services provides a flexible consumer directed model for individuals at-risk for nursing home placement, and spending down resources for Medicaid eligibility is now a component of EISEP. Consumer Directed EISEP service also has a short wait list for admission.

CONSUMER DIRECTED PERSONAL ASSISTANCE PROGRAMS (CDPAP)

This Medicaid program provides services to chronically ill or physically disabled individuals who have a medical need for help with activities of daily living (ADLs) or skilled nursing services. Services can include any of the services provided by a personal care aide (home attendant), home health aide, or nurse.

Recipients have flexibility and freedom in choosing their caregivers. The consumer or the person acting on the consumer's behalf (such as the parent of a disabled or chronically ill child) assumes full responsibility for hiring, training, supervising, and terminating the employment of persons providing the services.

Recipients must be able and willing to make informed choices regarding the management of the services they receive, or have a legal guardian, designated relative or other adult able and willing to help make informed choices.

The consumer or designee must also be responsible for recruiting, hiring, training, supervising, and terminating caregivers, and must arrange for back-up coverage when necessary, arrange and coordinate other services; and keep payroll records.

Oneida County OFA-OCC partnered with **US Care Plan It Staffing**, and **Resource Center for Independent Living** for consumer directed service provision.

EISEP - EXPANDED IN-HOME SERVICES FOR THE ELDERLY PROGRAM

The Expanded In-Home Services for the Elderly Program (EISEP) assists older people (aged 60 and older) who need help with everyday activities to take care of themselves (such as dressing, bathing, personal care, shopping, and cooking), who want to remain at home, and who are not eligible for Medicaid.

Program services include non-medical in-home services such as housekeeping, personal care, respite, case management, and related services (such as emergency response systems). EISEP services support and supplement informal care provided by clients' families. Clients are required to share the cost of services, based on income. These costs are determined by a sliding scale and range from no-cost to full-cost.

The Consumer Directed EISEP provides a flexible consumer directed model for individuals at-risk for nursing home placement, and spending down resources for Medicaid eligibility is now a standard service alternative within EISEP.

ELDER ABUSE PREVENTION PROGRAM

The Elder Abuse Program is divided into two components providing case management and coordination of the formal Elder Abuse Coalition.

CASE MANAGEMENT:

The Program Coordinator assesses all elder abuse referrals. Service plans are developed to address the current needs of each alleged victim. Service linkages, services, and programs are coordinated on his/her behalf. This includes advocating for the client with other agencies and law enforcement as well as providing education about available options. The Coordinator then follows up on the service plan.

ELDER ABUSE COALITION:

Currently, the Oneida County Elder Abuse Coalition is a partnership of community agencies, including the Oneida County Adult Protective Agency, Law enforcement agencies, attorneys, the District Attorney's office, and others. The Coalition was formed to promote awareness, recognition, and intervention to prevent elder abuse in our community. The Coalition meets the second Tuesday of every month to examine the more complicated cases, and to discuss issues causing the abuse, and offer possible solutions. These options are presented to the client by the Program Coordinator who then coordinates on behalf of the client.

HOUSING – ASSISTANCE

INTER-GENERATIONAL CLEAN-UP PROGRAM

The Oneida County Youth Bureau and Office for the Aging team up twice a year, once in the spring and once in the fall, to assist Oneida County elderly in a clean-up effort. Area youth agencies and groups volunteer their time two weekends a year to assist seniors with lawn care, raking, sweeping sidewalks and driveways, as well as bagging leaves and brush.

HEALTH INSURANCE INFORMATION, COUNSELING AND ASSISTANCE & LONG TERM CARE INSURANCE EDUCATION OUTREACH PROGRAMS

In 2017 Oneida County Office for the Aging/Continuing Care’s HIICAP/LTCIEOP Counselors once again provided Long Term Care Insurance & Health Insurance Information Counseling and Assistance Services in collaboration with its community partners: **North Utica Community Center, Inc.** and the **Senior Citizens Council of Rome (Ava Dorfman Senior Center)**.

HIICAP counselors provide information & assistance to Medicare Beneficiaries and the disabled. Counselors provided free, unbiased counseling, information, and education. They help consumers understand choices about their Medicare benefits, Medicare Advantage Plans, Long Term Care Insurance, along with Medicare Part D and NYS EPIC Prescription Drug Programs.

Client walk-in locations include:

**Senior Citizens Council of Rome New York
Ava Dorfman Senior Civic Center
HIICAP**
305 East Locust Street
Rome, New York 13440
Open Tuesday & Thursday
10 a.m. - 2 p.m.

**North Utica Community Center, Inc.
HIICAP**
50 Riverside Drive
Utica, New York 13502
Open Monday & Wednesday & Friday
10 a.m. - 2 p.m.

HIICAP Counselors performed educational seminars and workshops at several urban and rural focal points including senior centers, senior housing and senior clubs to provide guidance to persons who needed clarification and enrollment assistance relating to coverage issues they faced during 2017.

HEALTH PROMOTIONS PROGRAM / SENIOR HEALTH & WELLNESS

In 2017, the Oneida County Office for Aging & Continuing Care provided its **Health Promotions Program** utilizing the partnership and the services of **Parkway Senior Center, Inc.** The Parkway Senior Center Inc. collaborated on countywide medication education clinics and workshops, various health related educational sessions, and screening for older Oneida County residents.

Oneida County OFA-OCC also partnered with the **Oneida County Health Department** and **Senior Centers**. Outreach and promotion/prevention activities are also scheduled at existing community events and health fairs.

Workshops, health fairs, and other health promotion activities were conducted throughout Oneida County, promoting good health and wellness along with program information representative of the available community services.

Some of the **2017 Health Promotion Workshops / Clinics** included:

- **Stay Young Strong Bones Educational Programs** were held at several locations county wide.
- **Healthy NY/Oneida County Chronic Disease Self-Management Program (CDSMP)** was conducted at several Oneida County locations including:

2017 LHNY Workshop and Class Activity

- Ava Dorfman ALED January 2017
- Country Club Courts ALED January 2017
- Country Club CPSMP January 2017
- Mt. Carmel CPSMP January 2017
- Ava Dorfman ALED June 2017
- Country Club HEED March 2017
- Ava Dorfman HEED March 2017
- Dunham Public Library HEED April 2017
- Oliver Apts. HEED October 2017
- Ava Dorfman “Senior Smarts” October 2017
- Country Club Courts Senior Smarts Dec.1, 2017 – Feb.18, 2017

Session 0’s

- Stone Church January 23, 2017
- Country Club Jan. 4, 2017
- Vince Scalise Veteran’s Outreach January 6, 2017
- Rescue Mission January 13, 2017
- Rural Health Network January 17, 2017
- Oneida Healthcare February 8, 2017
- Ava Dorfman HEED March 6, 2017
- Country Club Courts Heed March 8, 2017
- Core Life Eatery March 14, 2017
- Jervis Public Library April 3, 2107

- Mt. Carmel Apartments April 4, 2017
- Dunham Public Library April 14, 2017
- Boscov's Employee Wellness April 14, 2017
- Dunham Public Library April 28, 2017
- Oriska Valley Seniors October 3, 2017
- Mt Carmel Apartments November 21, 2017
- Presbyterian Group- The Meadows Community Room- Nov.14, 2017
- Helen Sarandrea Physical Therapy Group Nov.28, 2017
- Country Club Courts Dec. 1, 2017
- Ava Dorfman Senior Center Dec. 3, 2017 CDSMP

Some of the **2017 Health Fairs** included:

- Boscov's Health Fair March 1, 2017
- Rome Health Fair March 8, 2017
- Parkway Health Fair May 31, 2017
- Oneida Health Care October 27, 2017

HOME CARE UNIT

Home Care Brokerage and Coordination

The responsibility of the Home Care Unit is the brokerage and monitoring of the following home based service providers, including:

- **Personal Care Service Providers** (3 Community Partners),
 - Family Home Care,
 - Caregivers,
 - US Care,
- **Personal Emergency Response System Providers** (5 Community Partners),
 - Response Link,
 - Health Care Monitoring Systems,
 - Link to Life, and
 - Lifeline Systems.
- **Home Delivered Meals Provider** (1 Community Partner),
 - Trinity Food Services, Inc.
- **Social Adult Day Care Providers** (5 Community Partners)
 - Ava Dorfman Senior Citizens Center – Rome,
 - Lutheran Home – Clinton,
 - Presbyterian Residential Community – New Hartford
 - Charles T. Sitrin Health Care Center- New Hartford
 - Resource Center for Independent Living – Utica.
- **Consumer Managed Home Care Providers** (2 Community Partners)
 - Resource Center for Independent Living,
 - US Care Plan-it Staffing.

The Home Care Unit consists of staff that assist the OFA-OCC Case Managers and clients with service provision issues. The Unit is in regular contact with contracted provider agencies regarding service coverage, concerns, complaints and changes in clients' medical conditions and needs. The Home Care Unit screens and handles communications from clients, families and agencies and refers issues other than service provision issues to the OFA-OCC Case Manager assigned to the participant.

The Home Care Unit is responsible for:

- Obtaining physician orders for approved, authorized, and reauthorized services.
- Brokering to all contracted agencies for service requests from coordinators/case managers on a daily basis as needed.
- Notification of case managers and agency contact persons when there are changes indicated.

03/22/2013

HOME DELIVERED MEAL PROGRAM

Nutrition Programs for the Elderly (NPE) consists of Meal Programs which ensure adequate nutrition to individuals living in the community with functional impairments which may pose the risk of malnutrition. Both Home Delivered Meal and Congregate Meal programs provide good tasting, well-balanced meals providing 1/3 the Recommended Daily Allowances for adults as established by the American Dietetic Association.

The primary Nutrition Program for Office for the Aging consists of the Administration on Aging Older Americans Act Nutrition Program for the Elderly. This program targets frail, homebound elderly individuals, age 60 and older, and makes the service available at a suggested donation of \$2.75 to its participants. Home Delivered Meals are delivered to participants' homes Monday through Friday. Delivery of meals also serves as a daily monitoring system for all individuals. Delivery personnel check on each person's wellbeing and status daily. No meal is left unless contact is made with the participant.

In the event that a person is found not to be well, or in an emergency situation, the driver will report back to their supervisor who then will notify Office for the Aging's Nutrition Unit for follow-up and necessary action.

When a wait list is in effect for clients served through the Donation Based Home Delivered Meal Program, those patients being discharged from the hospital can receive a 10 day discharge meal plan to help during this critical time. Upon the case manager's assessment visit, the client can be placed on a wait list for the donation program. When an opening is available, the client will be notified and placed on Home Delivered Meals. Any client on the waiting list can opt to have private pay meals at full cost.

Oneida County OFA-OCC partners with **Trinity Food Services, Inc.** for Congregate and Home Delivered Meal Service.

LEGAL SERVICES PROGRAM

This program provides legal outreach services for low income, adults over the age of 60 who are unable to obtain legal services for their own attorney. Priority services include estate planning, health care proxy, wills, power of attorney, collection, debt problems, and landlord tenant issues.

Oneida County OFA-OCC partnered with **Joseph Giruzzi** and **Legal Aid Society of Mid-NY** for provision of legal services.

LONG TERM HOME HEALTH CARE & AIDS HOME CARE WAIVER PROGRAMS

These Programs provide a coordinated plan of care and services for individuals who would otherwise be medically eligible for placement in a hospital or residential health care facility for an extended period of time. The programs can be provided at home, and enables the participants to receive services that are not available under the State plan for Medicaid services. There are budgetary guidelines, for each client with the cost of care and services not to exceed 75% of the monthly nursing home cost in the county. This program and services offer clients an alternative to institutionalization. Services are provided through a home care agency which has enrolled in the program.

MEDICAID HOME BASED SERVICES PROGRAM

Long term care services may include the medical, social, housekeeping, or rehabilitation services a person needs over months or years in order to improve or maintain function or health. Such services are provided not only in nursing homes, but also in patients' homes or in community-based settings such as assisted-living facilities.

MEDICAID PRIVATE DUTY NURSING PROGRAM

Under the Medicaid Program, medically necessary nursing services may be provided to eligible individuals in their homes. Patients receive skilled nursing care from **Registered Nurses** (RNs) or **Licensed Practical Nurses** (LPNs), in accordance with physician orders. Clients may receive continuous nursing services beyond the scope of care available from Certified Health Care Agencies (CHHAs) or may need only intermittent nursing services which are normally provided by the CHHAs but which are unavailable at the time the patient needs them.

Oneida County is responsible for assessing the needs of the client and brokering to contracted agencies to provide services. NYSDOH is responsible for determining the number of hours and completing a prior approval for Private Duty Nursing Services.

MEDICAID MAINSTREAM MANAGED CARE PROGRAMS

There are currently 3 Mainstream Medicaid Managed care plans in Oneida County:

- Fidelis Care
- United Health Care
- HMO Blue

Oneida County Office for the Aging/Office of Continuing Care has contracts with Fidelis and HMO Blue to provide RN nursing assessments and case management services for Medicaid clients enrolled in these plans. Benefits of Medicaid managed care include Personal Care, Personal Emergency Response units (PERS), and the Consumer Directed Personal Care Program.

MEDICAID CARE-AT-HOME WAIVER PROGRAMS

The Medicaid-Waiver Care at Home (CAH) I/II program provides community-based services to physically disabled children who require a hospital or skilled nursing home level of care and allows the child to be at home instead of an institutional setting. Medicaid state plan services and waiver services, including case management, respite, home adaptations, vehicle modification and palliative care are available to assist families in caring for their disabled child at home.

NURSING HOME TRANSITION & DIVERSION COMMUNITY BASED WAIVER PROGRAM & TRAUMATIC BRAIN INJURY WAIVER PROGRAM

The NHTDW & TBI waivers are accessed through a network of **Regional Resource Development Centers**, where each serves specific counties throughout the state. The HCBW/TBI waiver is intended to provide supports and services to assist an individual with a traumatic brain injury (TBI) to live as independently as possible in the community of their choice.

The Waivers provide a variety of services to support qualifying participants in the community.

NUTRITION COUNSELING & EDUCATION

Nutrition Counseling and Education provided by a **Registered Dietitian** is an instrumental component of Oneida County's Nutrition Services. Counseling and education through telephone contact, home visits and regular monthly visits to the congregate sites. A monthly education column is written and printed in Rome Daily Sentinel Prime Time and distributed to all individuals receiving home delivered and congregate meals. The OFA/OCC monthly article serves as a format for the dietitians each month at the dining sites.

OUTREACH/MONTHLY SITE VISITS

In 2017, OFA-OCC provided monthly outreach site visits at 26 community focal points. Case Managers provided onsite information, assistance, benefit & entitlement counseling to consumers visiting each of the vocal point locations.

PLACEMENT ASSISTANCE

PATIENT REVIEW INSTRUMENT PRI/ SCREEN

A PRI/SCREEN is required before any person can enter a skilled nursing facility. A PRI is used to determine the level of care a person requires. The SCREEN determines the type of facility that can best meet that person's needs.

A PRI assessment is very thorough and includes medical conditions, treatments and medications needed, special diets or therapies needed, physical and mental abilities and limitations, ability to perform acts of daily living such as eating, moving and toileting, and behaviors such as aggressiveness and disruptiveness.

SENIOR EMPLOYMENT PROGRAM

The Senior Community Service Employment Program of the Older American Act provides employment and training to seniors 55 and older. Eligibility is based on income. To qualify, seniors must be at 125% of poverty. Today, more than ever, mature workers are returning to the workforce.

In 2017, Office for the Aging and Office of Continuing Care continued its partnerships with Oneida county Workforce Development for utilization of the One Stop Employment Centers in Utica and Rome to optimize the outcomes of this program for the older workers it serves.

During 2017 Oneida County had (4) Training Positions. Training sites are located at the following not-for-profit organizations:

- Oneida County Office for the Aging HIICAP Office at the Ava Dorfman Center
- Oneida County DPW
- YMCA of the Greater Tri-Valley
- Parkway Senior Center

Enrollees worked a maximum of 17.5 hours per week. Work sites are selected so that the enrollees may develop new skills, making them more marketable in the job market of today. Enrollees are also assisted with resume writing techniques, job interview skills and job searching.

SOCIAL ADULT DAY CARE SERVICES PROGRAM

Social Model Adult Day Services serve elders with special needs in Oneida County by providing socialization, supervision, monitoring, personal care assistance, adequate nutrition and transportation in a protective setting during any part of the day, but less than a 24 hour period. Clients participate in programs from one to five days per week based on their needs.

OFA-OCC partnered with (5) community providers throughout Oneida County for **Social Adult Day Care Services** programming at locations spread throughout the county:

- Ava Dorfman Senior Citizens Center in Rome
- Lutheran Home in Clinton
- Resource Center for Independent Living in Utica
- Presbyterian Home in New Hartford
- Charles T. Sitrin Health Care Center

Each of the (5) sites has a SADC Coordinator who works closely with each participant to provide programming suitable for his or her needs. A comprehensive assessment and care plan is developed by the OFA-OCC Case Manager, who works with the client SADC Coordinator to ensure that the client's needs are met.

SENIOR ESCORT / TRANSPORTATION PROGRAM (VOLUNTEER)

Whether seeking a ride to a physician's office or to the nutrition center, or looking for information on driver safety, elders need to know where they can seek assistance in meeting their transportation needs.

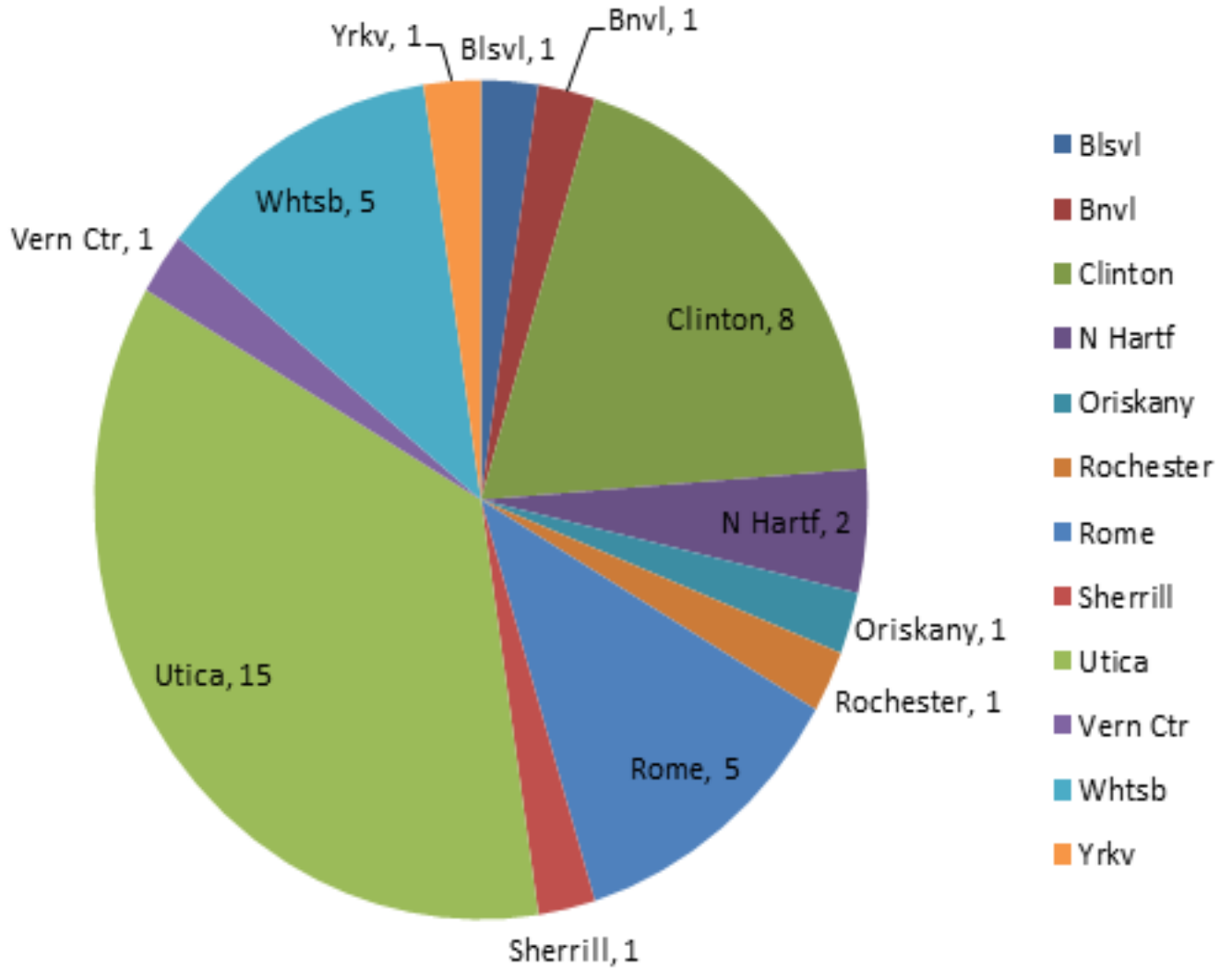
Rides were provided by volunteers for individuals needing transportation and escort for medical appointments. Transportation and escort services provided to OFA-OCC clients by volunteers enlisted by the **Parkway Senior Center, Retired Senior Volunteer Program (RSVP)**, served seniors in need of rides.

VETERAN'S DIRECTED HOME & COMMUNITY BASED SERVICES PROGRAM

Typical services provided may include: Consumer Directed Aid Services, Emergency Response Buttons, Companion Care, and Environmental Modification to the client's home, specialized medical equipment, snow removal service to allow care provision, social model day program, and necessary transportation.

Respite Services Provided to Caregivers

3e Caregivers and Carereceivers



Elder Abuse and Neglect Referrals

