

ONEIDA COUNTY



OFFICE FOR THE AGING & CONTINUING CARE

2018 ANNUAL REPORT

Anthony J. Picente, Jr.
County Executive

Michael J. Romano
Director



ONEIDA COUNTY

ANTHONY J. PICENTE, JR.

OFFICE FOR THE AGING & CONTINUING CARE

County Executive

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Director

January 2019

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 2018. 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 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 2018. A few of the most significant accomplishments were:

- Served nearly 10,000 unduplicated clients during 2018 with a variety of services ranging from information assistance to community based in-home services.
- In 2018, Oneida County Office for the Aging/Continuing Care continued to secure nonpublic funding by collaborating with the Greater Mohawk Valley Community Elder Wellness Council. Initiatives to support aging services included the 8th Annual “Celebrating Life” Event, Sito’s Angles Golf Tournament, and the 22nd Annual Miles for Meals.
- The Community Elder Wellness Council, Inc. serves as a non-profit partner to the Office for the Aging/Continuing Care. During 2018, the Director of OFA/OCC and key staff worked closely with the CEWC Board of Directors to update its bylaws and revise its board membership and configuration to improve the ability for CEWC to assist OFA/OCC to support aging services for older Oneida County residents and their caregivers.
- Oneida County Office for the Aging/Continuing Care continued to participate in DSRIP activities with Mental Health during 2018. OFA/OCC also continued to work closely with Rome Hospital by participating on daily conference calls to improve patient discharge

and decrease hospital readmissions. Additionally, OFA/OCC implemented *HealthE Connections* Patient Portal. This enabled the department to utilize the Central New York RHIO (Regional Health Information Organization) to improve the flow of patient information and electronic health records among health care providers.

- During 2018 the department-wide case management and mental health certification program was continued in partnership with NYSOFA and Association on Aging in New York. This program enhances the skills and knowledge of OFA/OCC case management staff to better serve Oneida County residents.
- The second phase of the World Health Organization and AARP Age Friendly-Livable Community Initiative for Oneida County was completed during 2018. This included its Steering Committee, project workgroups, and community focus groups to determine areas in which Oneida County can increase its livability index for each of the domains of livability for persons of all ages.
- The OFA/OCC Fiscal Unit continued to perform shared services between Office for the Aging/Continuing Care and Mental Health Department for administrative and fiscal management functions.
- The Oneida County Elder Abuse Coalition increased the visibility and improved the ability to serve older persons at risk of abuse, neglect, and exploitation. The Elder Abuse Program Coordinator has worked closely with Oneida County Adult Protective Services through intensive weekly case conference sessions and monthly Elder Abuse Coalition meetings. The Coalition and its member organizations have successfully heightened awareness and competencies of community members and stakeholders by facilitating several financial exploitation workshops during 2018.

2019 Goals & Initiatives

- OFA/OCC will work with the Department of Social Services to co-locate the Medicaid Eligibility Unit and Adult Protective Services with OFA/OCC at 120 Airline Street. The colocation is intended to improve the provision of services and create efficiencies between both programs and departments. Further integration and consolidation will be explored and implemented between OFA/OCC and DSS during 2019.
- A volunteer resource center will be established within the NYConnects Unit to facilitate recruitment, screening, and placement of volunteers to serve the needs of older persons and caregivers.
- The expansion of senior and adult health education and wellness will be accomplished by working with the Oneida County Health Department and the Parkway Center through the AgeNet digital health and wellness program. Health outreach and education material will be created and used to provide programming for AgeNet viewers. Locations include senior centers, senior housing, and hospital waiting areas. OFA/OCC Program Coordinators will create program content and submit monthly articles for publication on AgeNet with the goal of increasing program awareness and visibility.

Articles will also be published on the OFA/OCC webpage and distributed to aging and long-term care agencies for their newsletters and publications.

- Oneida County Office for the Aging/Continuing Care continued to participate in DSRIP (Central New York Care Collaborative) activities with Mental Health. OFA/OCC also plans to continue to work closely with hospital discharge planners by participating on daily conference calls to improve patient discharge and decrease hospital readmissions. An evidenced based mental health intervention known as *Healthy Ideas* will be implemented through a partnership between Oneida County OFA/OCC, Mental Health, the Copper City Community Connection (Ava Dorfman Center) and the Community Health Foundation of Western and Central New York.
- Oneida County Office for the Aging/Continuing Care will begin the next phase of the Aging Friendly/Livable Community. Reports from the project's workgroups and focus groups will be released as OFA/OCC continues its leadership role on the Age Friendly Steering Committee. A full report of the project's findings and recommendations will also be released in 2019.
- The Oneida County Elder Abuse Coalition will lead and participate in two (2) elder abuse trainings and workshops during 2019. OFA/OCC will facilitate these sessions utilizing experts to provide education, awareness, and technical support to law enforcement, health care professionals, and consumers.
- Oneida County OFA/OCC will collaborate with two community-based organizations to secure the services of Registered Nurses to meet the community's needs for long term care assessments. A new policy for annual nursing assessments and service authorizations in accordance with the State DOH will be implemented in 2019. This will improve service delivery with limited Registered Nursing staff.

Office for the Aging and Continuing Care looks forward to serving this community in 2019 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
2018 Advisory Council Membership**

Kelly Walters – Chairperson

Gale Barone	Dr. Amjad Rashid	Lisle Sanborn
Roseann Convertino	Emil R. Paparella	Colleen Fahy-Box
Adelaide Foresti	Patricia King, RN	Mayor Robert Palmieri
Craig Grant	Michele Kohl	Mayor Jaqueline Izzo
Lucretia Hunt		Jay Williams, Esq.
		Mayor Robert Vineall

GREATER MOHAWK VALLEY COMMUNITY & ELDER WELLNESS COUNCIL, Inc.

2018 Board of Directors

Julie Darling– President	
Carol Steele	Denise Flihan
Deb Turner	Jay Williams, Esq
Rose Hosp	Lynn Olmstead

NYCONNECTS LONG TERM CARE COUNCIL

Michael Romano-Director OFA/OCC
June Hanrahan-Aging Services Program Administrator
Ed Klesse-Aging Services Supervisor
Donna DeRosa, RN Nurse Coordinator
Michael Sweeney-Community Wellness Partners
Christopher Emerson-US Care Systems
Michele Kohl-Lutheran Care
Marie Piersma, Caregivers

2018 PLANNING ACTIVITIES

PUBLIC FORUM

Planning activities during 2018 included a public forum held on October 30, 2018 at the Whitestown Community Center, One Championship Way, Whitestown. The community forum was used to gather input and feedback from seniors, caregivers, and others in attendance and to create awareness of available services and programs. This public forum also helped determine current needs and gaps in service delivery, which will aid in future service and program planning.

LIVABLE COMMUNITY PROJECT FOCUS GROUPS

The Oneida County Livable Communities Focus Groups were held during October and November 2018 and is beginning to use the data collected as supplemental planning activities for the Office for the Aging Continuing|Care annual planning process. The Oneida County Livable Communities initiative began in 2016 and is currently engaged in the focus group phase of this multi-year project. The focus groups started after several prior data collection activities including consumer and service provider surveys. Focus groups were held on the following dates and locations:

10/4/18	Clinton	Clinton Manor Apartments
10/10/18	Utica	Dunham Public Library
10/15/18	Boonville	Dodge Pratt Center
10/22/18	Utica	Community Foundation of Herkimer and Oneida Counties
10/29/18	Camden	Home Helpers Agency
11/5/18	Boonville	Boonville Public Library
11/12/18	Floyd	Floyd Up and Go Senior Citizens Club
11/19/18	Utica	Leisure Time Activities Center

Preliminary focus group data revealed trends in unmet needs including significant gaps in transportation to medical appointments and rides for social activities. A large number of individuals attending the focus groups indicated difficulty finding resources and services for home repairs and modifications. Also indicated as an unmet need was assistance in supports for in-home maintenance including minor home repairs, lawn care, leaf raking, and snow removal. Many elaborated on the need for snow shoveling in order to assist in accessing services such as emergency medical assistance when needed, mail, utilities, and home delivered meals.

Many individuals who attended the focus groups located in the Northern and Western sections of Oneida County expressed feeling disconnected and welcomed the opportunity to participate in the Livable community Focus Groups. Several family caregivers stated they needed a higher level of support in accessing and navigating services and programs. Participants also indicated they needed respite services to assist them with their caregiving responsibilities. The need for more housing options and improved internet services was also expressed by many participating in the focus groups in the rural locations.

After the preliminary findings were reviewed, the Oneida County Livable Community Steering Committee has made recommendations for additional focus groups and has scheduled follow-up meetings for January 2019.

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 2018 OFA/OCC NY Connects continued its 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. Oneida County OFA/OCC/NYConnects utilizes the statewide intake and screening protocols developed by the New York State Office for the Aging (NYSOFA) 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 2018, OFA-OCC served approximately 4,069 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.

2018 Oneida County OFA-OCC Service Provision Programs include:

Assisted Living Programs	Legal Assistance Programs
Bill Payer Program	Long Term Home Health Care & AIDS Home Care Programs
Caregiver Services Programs	Long Term Care Insurance Education & Outreach Program
Case Management Programs	Medicaid Managed Care Programs
Chronic Disease Self-Management Program	Medicaid Home Based Services Programs
Community Assistance for Seniors Program	Medicaid Waiver Programs
Congregate Meal Sites Program	Nutrition Counseling Program
Consumer Directed Personal Assistance Programs	Nutrition Education Program
Elder Abuse Protective / Preventative Program	Outreach Activities Program
Expanded In-Home Services for the Elderly Program	Placement Assistance Program
Health Promotions Programs	Public Education Programs
Health Insurance Information Counseling & Assistance Program	Senior Employment Program
Home Delivered Meals Programs	Social Day Care Programs
In-Home Application Assistance for the Homebound Program	Transportation/Volunteer
Information & Assistance	Veteran Directed Home and Community Based Services

2018 OFA-OCC COMMUNITY PARTNERS

ONEIDA COUNTY SENIOR CENTERS

Copper City Community Connection

305 East Locust Street
Rome, New York
Phone: 315-337-8230

Kirkland Senior Citizens Center

2 Mill Street
Clark Mills, New York
Phone: 315-853-1240

New Hartford Dining & Activity Center

Willowvale Fire Department
3459 Oneida Street
Chadwicks, New York
Phone: 315-724-8966

North Utica Sr. Citizens Rec. Center

50 Riverside Drive
Utica, New York
Phone: 315-735-2032

The Parkway Center

220 Memorial Parkway
Utica, New York
Phone: 315-733-2342

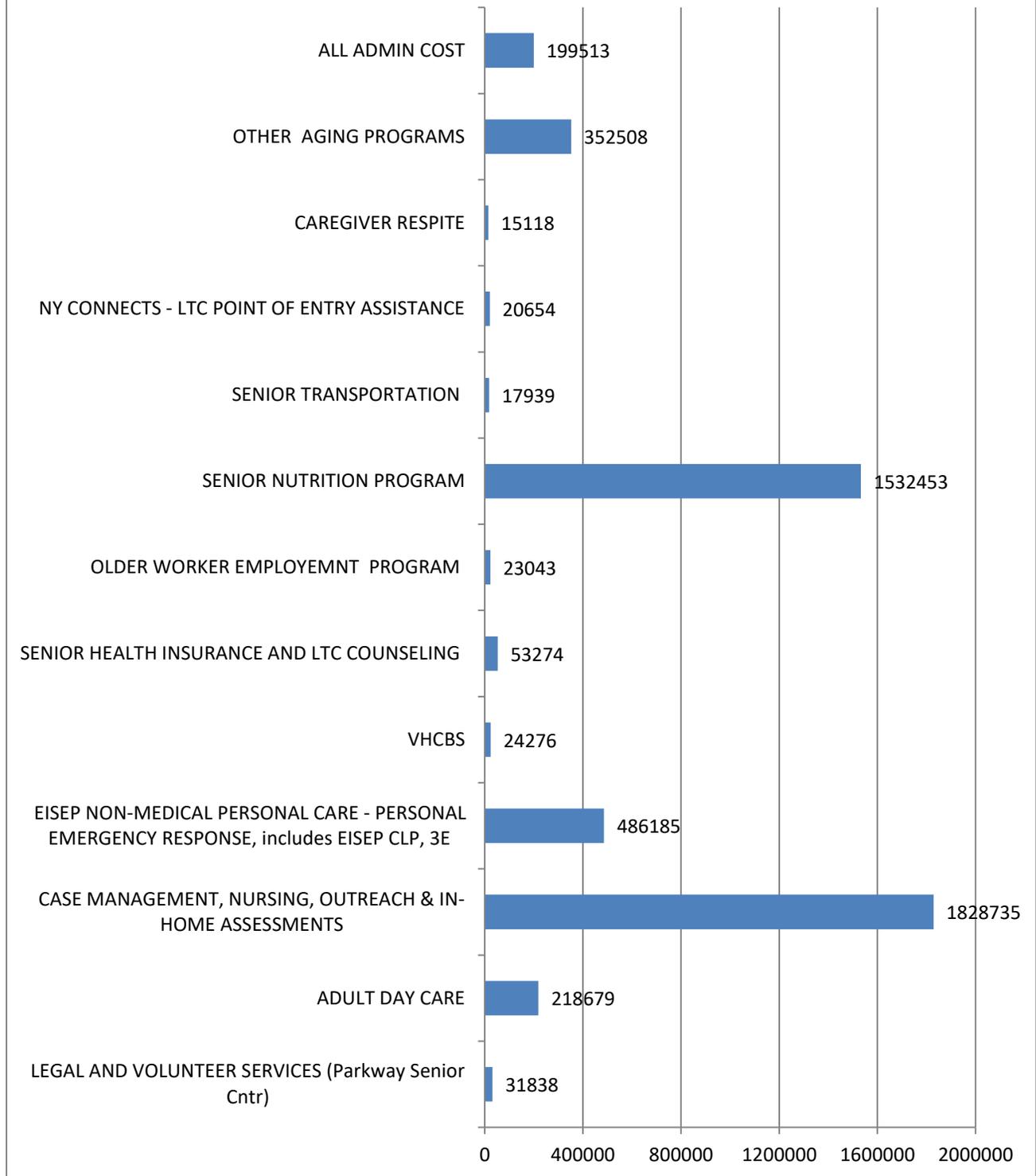
South Rome Senior Center

211 Ridge Street
Rome, New York
Phone: 315-339-6457

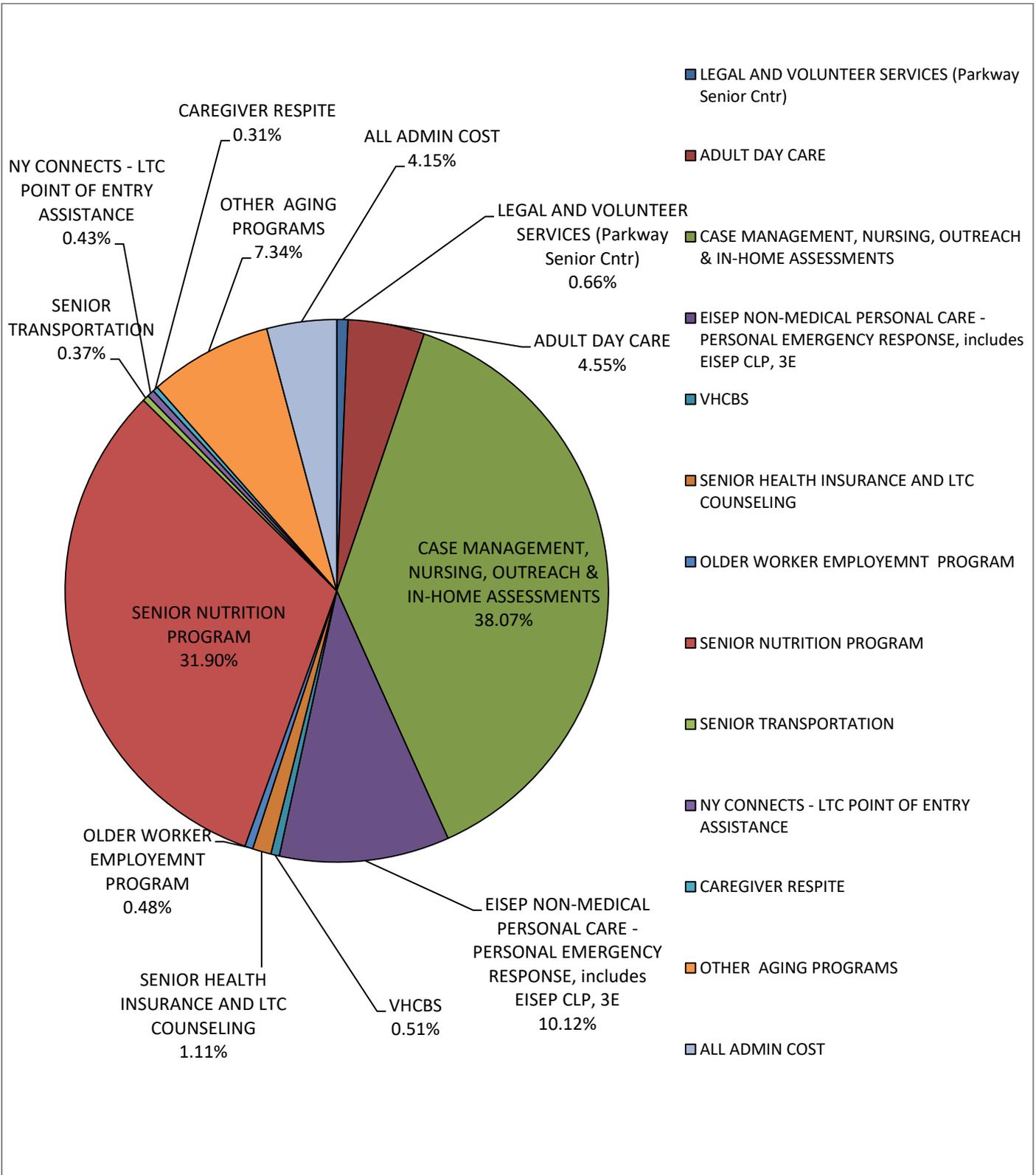
Whitestown Community Center

Westmoreland Road
Whitesboro, New York
Phone: 315-736-3811

2018 Services and Program Expenditures



2018 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:

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

BILL PAYER PROGRAM (VOLUNTEER)

The Oneida County Office for the Aging and Continuing Care Bill Payer Program is program designed by **AARP**, and provided through **the Parkway Center**.

This program ensures that area seniors are able to maintain their independence by gaining control of their finances. For many budgeting, paying bills and regular expenses can become overwhelming. This program allows seniors to have access to an accounting representative, who will make a home-visit 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, bonded, and trained volunteers to help seniors with confidential monthly money management.

CAREGIVER SUPPORT (CAREGIVER & CARE RECEIVER) PROGRAMS

Family members or friends are responsible for the majority (85%) of all home care that is provided in the 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, alleviated. We continue utilize a fiscal intermediary model to provide a wider array of respite services for caregivers. Oneida County OFA-OCC has partnered with the **Alzheimer's Association** and The **Veterans Health Administration** to provide respite services for family caregivers.

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 used as a standard service alternative.

CASE MANAGEMENT PROGRAMS

Oneida County OFA-OCC provides aging services case management to the elders and disabled in need of long term services and supports 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.

Eight (8) **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 noontime 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 \$8.00 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 **(8) Congregate Dining Site Locations**

- Boonville United Methodist Church, Boonville
- New Hartford Senior Dining & Activity Center, Willowvale Fire Department
- Copper City Community Connection (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 includes (5) locations:

- Whitestown Senior Club-Every Wednesday.
- Waterville Senior Club-1st Wednesday of each month.
- Knoxboro Methodist Church- 3rd Tuesday of each month.
- Town of Kirkland Senior Club-Every Tuesday.
- New Hartford Square Apartments-Every Thursday.

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 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.

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.

Financial Exploitation Workshops

A series of Financial Exploitation Workshops were conducted throughout 2018 to address the growing issue of financial exploitation of elders. This was performed in collaboration with the Oneida County District Attorney and local financial institutions

Date	Location
March	Clinton Manor, Clinton
May	Presbyterian Home New Hartford
June	South Rome Senior Center with Berkshire Bank
July	Vernon Town Hall sponsored by Community Bank
August	Parkway Senior Center with Berkshire Bank
September	Assistant DA Luke Davignon and OFA sponsored by Adirondack Bank VFW Sylvan Beach
September	Vernon Town Hall sponsored by Community Bank
October	New Hartford Seniors at Willowvale Fire House in Chadwicks with Berkshire Bank

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. This Countywide semiannual project serves over 100 seniors though over 500 young volunteers. In 2018 Intergenerational Spring Cleanup was held on April 28th and April 29th and Fall Cleanup on October 20th and October 21st

HEALTH INSURANCE INFORMATION, COUNSELING AND ASSISTANCE PROGRAM

In 2018 Oneida County Office for the Aging/Continuing Care's HIICAP Counselors once again provided Health Insurance Information Counseling and Assistance Services in collaboration with its community partners: **North Utica Community Center, Inc.** and the **Copper City Community Connection (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:

**Copper City Community Connection
(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 2018.

HEALTH PROMOTIONS PROGRAM / SENIOR HEALTH & WELLNESS

In 2018, the Oneida County Office for Aging & Continuing Care provided its **Health Promotions Program** utilizing the partnership and the services of **Parkway Senior Center**. The Parkway Senior Center provided countywide health promotion programs, health related educational sessions, and screening for older Oneida County residents.

❖ **Aging Mastery Program - 33 graduates**

❖ **Stay Young Strong Bones - 589 participants at 9 location**

❖ **Matter of Balance - 136 participants; 2 coaches**

Oneida County OFA-OCC also collaborated with many community-based agencies for outreach program promotion and wellness activities at community events and health fairs. Workshops, health fairs, and other health promotion activities were conducted throughout Oneida County. The goal is to promote good health and chronic disease self-management and inform the community about important program information.

2018 Health Fairs/Outreach Events

Date	Location
01/30/2018	Ombudsman Volunteers
02/29/2018	Boscov's Community Wellness & Family Fair
04/11/2018	SUNY Community Wellness Expo
04/27/2018	Parkway Center Annual Red Hat Luncheon
05/23/2018	Oneida County Employee Health & Wellness Fair
05/30/2018	National Senior Health & Fitness Day
05/30/2018	Utica City Hall Employees
06/20/2018	Red Cross, Whitesboro
06/21/2018	Red Cross, Sauquoit
07/24/2018	Oneida County Boonville Fair & Wellness Day
08/14/2018	Social Singles
08/16/2018	Utica Health Center & Wellness Fair
09/08/2018	Community Day at the Utica Zoo
09/10/2018	New York Mills School
09/11/2018	Holland Patent Middle School
09/13/2018	UCP Rome Health Fair
09/14/2018	UCP Utica Health Fair
09/20/2018	Whitesboro Middle School
10/03/2018	Mohawk Valley Psychiatric Employee Health Fair
10/03/2018	Utica City Hall Health Fair
10/04/2018	New Hartford Senior Center Health Fair
10/17/2018	Oneida Nation Employee Health Fair
10/19/2018	Ava Dorfman Senior Center Health Fair

10/23/2018	Lake Delta United Methodist Church
10/26/2018	Rome Memorial Hospital Health Symposium
10/30/2018	Oneida County OFA Health Fair
11/02/2018	Mohawk Valley Psychiatric Center and Family
11/16/2018	Utica Recuse Mission Health Fair
12/04/2018	County Club Court Tenants

2018 Living Healthy NY Session Zero

Date	Location
01/02/2018	Rome Mall Apartments
01/03/2018	Mt. Carmel Apartments
01/05/2018	Ava Dorfman
01/30/2018	Clinton Manor
02/01/2018	Parkway (AMP)
02/12/2018	Schuyler Commons
04/18/2018	New Hartford Seniors
04/19/2018	Ava Dorfman/OPWDD
05/01/2018	Clinton Manor
05/04/2018	Ava Dorfman
05/09/2018	Mount Carmel
09/06/2018	Ava Dorfman
09/06/2018	Marina Ruggiero
09/10/2018	Chancellor Apartments
09/19/2018	Clinton Manor
09/27/2018	Deerfield Seniors
10/02/2018	South Rome Seniors

10/03/2018	Noyes Manor
10/10/2018	Our Lady of Lourdes
10/18/2018	Burleigh Oliver Apartments
11/14/2018	YMCA Rome
11/27/2018	VFW Post Verona
11/27/2018	Falls Ridge Apartments

Health Promotion Classes and Workshops

Date	Location
01/12/2018	Ava Dorfman Senior Center
02/15/2018	Parkway Senior Center
02/23/2018	Ava Dorfman Senior Center
03/06/2018	Country Club Courts
03/06/2018	Clinton Manor
03/21/2018	Mt. Carmel Apartments
05/16/2018	Mt. Carmel Apartments
06/22/2018	Country Clun Courts
09/07/2018	Parkway Senior Center
12/01/2018	Country Club Courts

HOME CARE COORDINATION

This service includes brokering and monitoring of the following home based service providers, including:

- **Personal Care Service Providers** (2 Community Partners),
 - Caregivers.
 - US Care.
- **Personal Emergency Response System Providers** (1 Community Partners),
 - Critical Signals Technology.
- **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 (Community Wellness Partners) – Clinton.
 - Presbyterian Residential Community (Community Wellness Partners) – 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.

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

Home Care Coordination Consists of:

- 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.

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 a 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 Program staff 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 MANAGED LONG TERM CARE PROGRAMS

In 2018 several Medicaid Managed Long Term Care Plans coordinated care for eligible residents of Oneida County in need of in home long term care services.

- Fidelis Care at Home
- Senior Network Health
- United Health Care
- VNA Home Care Options
- VNSNY Choice

Oneida County Office for the Aging/Office of Continuing Care has contracts with Managed Long Term Care Programs to provide services to their enrollees. These services include, but are not limited to, Home Delivered Meals.

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 2018, 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

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 emotional status.

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 2018, 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 2018 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
- Cornell Cooperative Extension
- 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. The program has transitioned into a regional service area. Associates for Training and Development (A4TD) is administering program activities effective July 1, 2018.

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. Volunteers enlisted by the Parkway Senior Center, Retired Senior Volunteer Program (RSVP), provided transportation and escort services to OFA-OCC clients. In 2018 a total of 1154 rides were provided to older Oneida County residents.

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.