

ONEIDA COUNTY



OFFICE FOR THE AGING/ CONTINUING CARE

2012 ANNUAL REPORT

Anthony J. Picente, Jr.
County Executive

Michael J. Romano
Director



Oneida County

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County Executive

Office for the Aging & Continuing Care

Michael J. Romano
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January 2013

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 the elderly, disabled, and their families in Oneida County during 2012. 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 2012. A few of the most significant accomplishments were:

- Served over **(12,000)** unduplicated consumers, with a variety of services including information, assistance, and community based in-home services.
- In 2012 the OFA/OCC Non-profit entity, Greater Mohawk Valley Community Elder Wellness Council, held its second aging services fundraiser “Celebrating Life” and raised \$15,000 for aging services and programs.
- Preparation was started for statewide Medicaid long term care restructure. OFA/OCC began positioning for Managed Care Environment by negotiating agreements with Managed Care Organizations (MCO’s).
- Raised awareness of elder abuse and neglect; the Oneida County Elder Abuse Coalition; and local interventions by holding an Elder Abuse Public Forum in October of 2012.
- In 2012 Office for the Aging/Continuing Care once again collaborated with the Oneida County Youth Bureau for the Intergenerational Spring and Fall Clean up.
- OFA/OCC established a Chronic Disease Self-management Program with the Oneida County Health Department. This is a national initiative led by the Administration on Aging (ACL) and promotes health strategies for adults of all ages improving life quality and lowering health care utilization.

We also look forward to 2013 initiatives, which include:

- OFA/OCC plans to increase non-public aging services funding by collaborating once again with the Greater Mohawk Valley Elder Wellness Council for the 3rd annual fund raising event “Celebrating Life”.
- OFA/OCC plans to implement a 2013 client contribution plan and schedule to expand donations from consumers and caregivers.
- Explore possible collaborative initiatives through the OFA/OCC Senior Nutrition Program to relocate food production facilities.
- Expand the digital health and wellness network “AgeNet” beyond the existing twelve locations to provide outreach, health and wellness to older county residents and senior center members without the use of Federal, State, or local funding.

Office for the Aging and Continuing Care looks forward to serving this community in 2013 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 / 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, 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 / 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, together 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
2012 Advisory Council Membership**

Lisle Sanborn – Chairperson

Sarah Burnette-Wolle	Patsy Glista	Emil R. Paparella
Rose Ann Convertino	Barbara Glueck	Mayor Joseph Shay
Margaret Corbett	Edward Jackson	Lucille Soldato
Lori Decker	Anthony Joseph	Carol Steele
Ava Dorfman	Kathleen Kennelty	Herbert Thorpe
Donna Gillette	Jean McBride	Kelly Walters
	Gail Miskowicz	Jay Williams

**GREATER MOHAWK VALLEY COMMUNITY & ELDER WELLNESS COUNCIL
2012 GMVCEWC Membership**

Kenneth Abramczyk – President

Julie Darling	Richard Platis
Pamela Darman	Philip Williams
Fr. Arthur Krawczenko	Mark A. Wolber
Karleen Markowicz	

2012 PLANNING ACTIVITIES

Public Forums and Needs Assessments

As part of the annual planning process, needs assessment surveys and public forums/senior center meetings were held on the 18th of October and the 13th, 15th, 26th, 27th, 29th, and 30th of November. The following Senior Centers were utilized as community focal points for each event; Whitestown Community Center, Ava Dorfman Senior Civic Center, Parkway Senior Center, West Side Senior Center, North Utica Community Center, South Rome Senior Center and New Hartford Adult Dining & Activity Center.

Oneida County Office for the Aging | Continuing Care

2012 Public Forums

Summary

Whitestown Community Center

On Thursday, October 18th a meeting was held in conjunction with an Elder Abuse Workshop, sponsored by Office for the Aging/Continuing Care and Assemblyman Anthony Brindisi's office. There were eighty five members in attendance. In addition to a panel presentation on Elder Abuse, a needs assessment survey was conducted. Many of the members expressed a concern regarding elder abuse and neglect issues. There were several questions about financial exploitation and how elders and vulnerable persons can better protect themselves from scams and threats.

Ava Dorfman Senior Civic Center

On Tuesday, November 13th a meeting was held at the Ava Dorfman center. 16 participants were in attendance for the meeting. One member expressed concern about disaster preparedness in the aftermath of super storm Sandy. Many asked questions regarding specific Office for the Aging/Continuing Care services and programs. Several comments were made regarding the congregate meals served by the Senior Nutrition Program.

Parkway Senior Center

On Thursday, November 15th a meeting was held at Parkway Senior Center. 65 participants were in attendance. There were comments made in regard to the congregate meal program and menu item requests from those in attendance. There was an expressed interest for additional volunteers needed at the Parkway location.

Westside Senior Center

On Monday, November 26th a meeting was held at Westside Senior Center. 6 participants were in attendance. An expressed need for the actual senior center, itself in West Utica was mentioned. Several menu suggestions were made by those attending the meeting.

North Utica Community Center

On Tuesday, November 27th a meeting was held at North Utica Community Center. 18 participants were in attendance. One of the attendee's expressed the need for assistance with weatherization for her home.

South Rome Senior Center

On Thursday, November 29th a meeting was held at South Rome Senior Center. 45 participants were in attendance. One attendee expressed dissatisfaction with the Senior Farmer Market coupons. Several questions were raised regarding Office for the Aging/Continuing Care services and programs.

New Hartford Adult Dining & Activity Center

On Friday, November 30th a meeting was held at the New Hartford Adult & Dining Center. 35 participants were in attendance. Many attendees expressed concern about funding for the Senior Nutrition Program. One attendee was concerned about the continuation of the New Hartford Senior Center Congregate dining program. There were several questions, concerns and comments regarding Federal Sequestering and the "Fiscal Cliff". Many members of the New Hartford Senior Center were interested in making contact with their federal representatives to share their concerns regarding federal funding for Aging Programs.

INFORMATION & ASSISTANCE / POINT OF ENTRY

Oneida County OFA-OCC NY Connects: Choices for Long Term Care

NY Connects was designed through a partnership with **New York State Office for the Aging** and **New York State Department of Health** to address the need for coordination of long term care services available to seniors, disabled adults and children with impairments.

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.

NY Connects functions consist of the development 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.

NY Connects builds on the power of community by focusing on partnerships. By improving communications and collaboration between existing resources, counties are able to break down silos of care to improve availability of services and responsiveness of the system to the long term care needs of the community.

In 2012, OFA-OCC served (12,958) 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 I&A / POE 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, on 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.

2012 Oneida County OFA-OCC Service Provision Programs include:

Assisted Living Programs	Housing – Weatherization / Restore Programs
Bill Payer Program	In-Home Application Assistance for the Homebound Program
Care Receiver Programs	Information & Assistance – POE Program
Caregiver Services Programs	Legal Assistance Programs
Case Management Programs	Long Term Home Health Care & AIDS Home Care Programs
Chronic Disease Self-Management Program	Long Term Care Insurance Education & Outreach Program
Community Assistance for Seniors Program	Medicaid Managed Care Programs
Congregate Meal Sites Program	Medicaid Home Based Services Programs
Consumer Directed Personal Assistance Programs	Medicaid Waiver Programs
Coughlin Fund Program	Mental Health Programs
Elder Abuse Protective / Preventative Program	Nutrition Counseling Program
Expanded In-Home Services for the Elderly Program	Nutrition Education Program
Facility Based Discharge – Home Based Services Admission Programs	Outreach Activities Program
Health Promotions Programs	Placement Assistance Program
Health Insurance Information Counseling & Assistance Program	Public Education Programs
Home Delivered Meals Programs	Senior Employment Program
Housing – Assistance, Chore, and Maintenance Programs	Social Day Care Programs
Housing – Barrier Access Programs	Transportation – Assisted Transportation – Escort Programs
Housing – Energy HEAP Programs	Veteran Directed Home and Community Based Waiver Program
Housing – Habitability, Safety, Restore Programs	

2012 OFA-OCC COMMUNITY PARTNERS

ONEIDA COUNTY SENIOR CENTERS

Ava Dorfman Senior Citizens Center

305 East Locust Street, Rome

Phone: 315-337-8230

Utica Parkway Senior Center

220 Memorial Parkway, Utica

Phone: 315-733-2342

New Hartford Dining & Activity Center

1 Sherman Street, New Hartford

Phone: 315-724-8966

Whitestown Community Center

Westmoreland Road, Whitesboro

Phone 315-736-3811

North Utica Sr. Citizens Rec. Center

50 Riverside Drive, Utica

Phone: 315-735-2032

South Rome Senior Center

211 Ridge Street, Rome

Phone: 315-339-6457

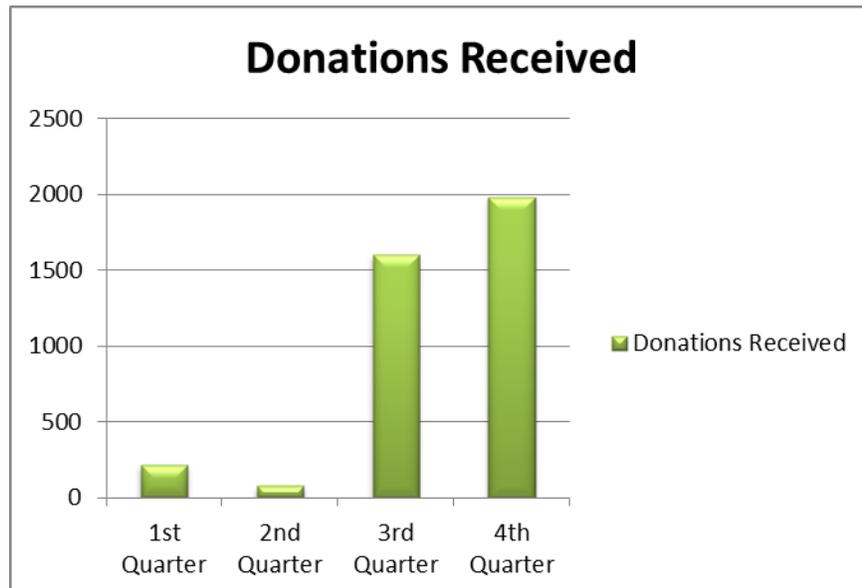
West Side Senior Center

717 Court Street, Utica

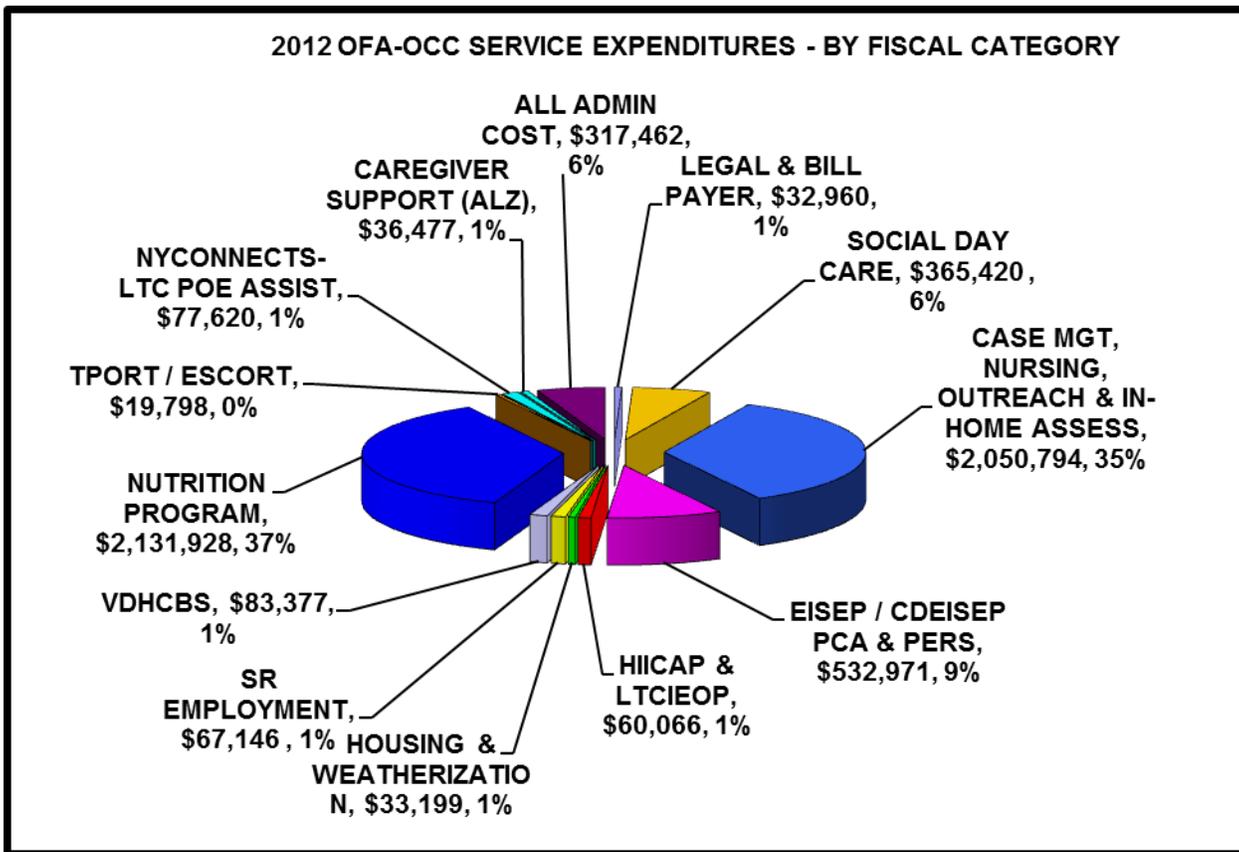
Phone: 315-733-9226

DONATION REPORTING

In 2012, OFA/OCC was able to raise \$3,887 in donations, to support its many programs, allowing us to assist more of the individuals that depend on our services to keep them remaining in their homes, and in our community, as long as possible.

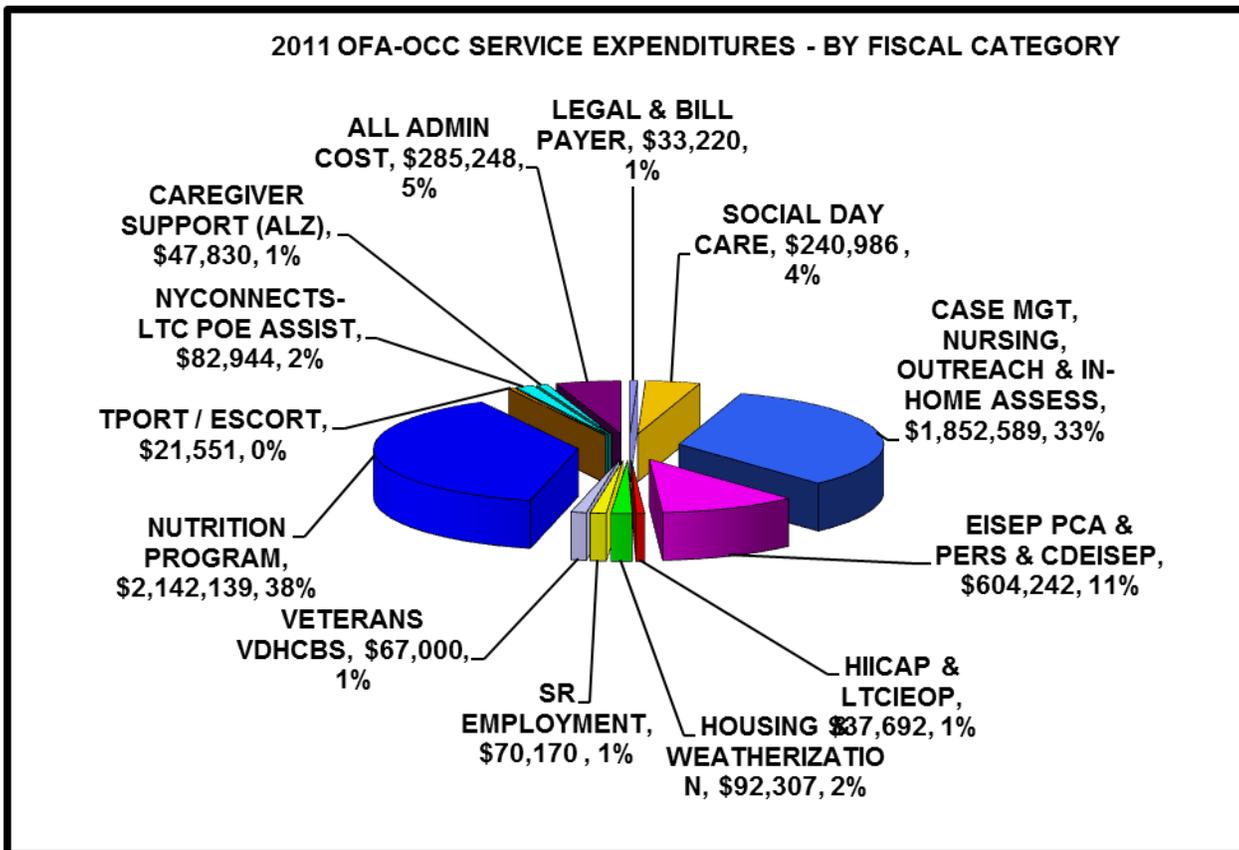


2012 OFA-OCC SERVICES / PROGRAM EXPENDITURES SUMMARY



OFA SERVICE CATEGORIES	TOTAL COST 2012	% TOTAL BUDGET 2012
LEGAL & BILL PAYER	\$32,960	0.57%
SOCIAL DAY CARE	\$365,420	6.29%
CASE MGT, NURSING, OUTREACH & IN-HOME ASSESS	\$2,050,794	35.30%
EISEP / CDEISEP PCA & PERS	\$532,971	9.17%
HIICAP & LTCIEOP	\$60,066	1.03%
HOUSING & WEATHERIZATION	\$33,199	.57%
SR EMPLOYMENT	\$67,146	1.16%
VDHCBS	\$83,377	1.44%
NUTRITION PROGRAM	\$2,131,928	36.70%
TSPORT / ESCORT	\$19,798	.34%
NYCONNECTS-LTC POE ASSIST	\$77,620	1.34%
CAREGIVER SUPPORT (ALZ)	\$36,477	0.63%
ALL ADMIN COST	\$317,462	5.46%
	\$5,809,218	100.00%

2011 OFA-OCC SERVICES / PROGRAM EXPENDITURES SUMMARY



OFA SERVICE CATEGORIES	TOTAL COST 2011	% TOTAL BUDGET 2011
LEGAL & BILL PAYER	\$33,220	0.60%
SOCIAL DAY CARE	\$240,986	4.32%
CASE MGT, NURSING, OUTREACH & IN-HOME ASSESS	\$1,852,589	33.21%
EISEP PCA & PERS & CDEISEP	\$604,242	10.83%
HIICAP & LTCIEOP	\$37,692	0.68%
HOUSING & WEATHERIZATION	\$92,307	1.65%
SR EMPLOYMENT	\$70,170	1.26%
VETERANS VDHCB	\$67,000	1.20%
NUTRITION PROGRAM	\$2,142,139	38.40%
TPORT / ESCORT	\$21,551	0.39%
NYCONNECTS-LTC POE ASSIST	\$82,944	1.49%
CAREGIVER SUPPORT (ALZ)	\$47,830	0.86%
ALL ADMIN COST	\$285,248	5.11%
	\$5,577,918	100.00%

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 @ Sitrin Home in New Hartford (17 beds)
- Loretto Utica Center ALPS in Utica (87 beds)
- Presbyterian Residential Community ALPS in New Hartford (42 beds)
- Terrace at Woodland ALPS in Rome (16 beds)
- Willow Park ALPS in Utica (30 beds)

In 2012, OFA-OCC served (179) unduplicated persons under this program.

BILL PAYER PROGRAM (VOLUNTEER)

The Oneida County Office for the Aging and Continuing Care Bill Payer Program is a partnership that is funded 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. Typically seniors get overwhelmed by budgeting, bills, and regular expenses. This program allows for seniors to access an accounting representative, to enter their home, to 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.

In 2012, OFA-OCC served (49) unduplicated clients under this program.

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.

In 2012, OFA-OCC served (63) unduplicated caregivers by providing several options - Including: counseling, training, and support groups, as well as providing respite services for (66) unduplicated care receivers, including: in-home personal care services, social adult day care, respite stays in skilled nursing facilities and residential health care facilities, companion services, as well as emergency response units for care receivers. Response time for services can be as little as 24 hours if a provider is available.

CASE MANAGEMENT PROGRAMS

Oneida County OFA-OCC directly provides case management services, and has partnered with the **North Utica Senior Citizen's Recreation Center** to provide necessary additional Case Management services to the elders and disabled throughout Oneida County.

In 2012, OFA-OCC served (1543) unduplicated persons under this program.

COMMUNITY ASSISTANCE PROGRAM (CAPS)

This new program started in November 2011. The objective of this program is specifically to meet the extended needs of area senior citizens in the area that may not have the ability to **find reliable volunteers or employees to meet their needs**. It is intended to gain a trustworthy base of individuals that are willing and able to meet the specific needs of each senior they serve. The goal is to maintain seniors in their homes by addressing needs that they are no longer able to complete independently.

In 2012, this program served (39) clients.

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 (12) **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 \$6.40 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 **(12) Congregate Dining Site Locations**

- Boonville United Methodist Church, Boonville
- Forestport Town Hall, Forestport
- New Hartford Senior Dining & Activity Center, New Hartford
- Paris Town Hall, Sauquoit
- Vernon United Methodist Church, Vernon
- 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
- West Side Senior Center, Utica
- Noyes Manor Apartments, Sherrill

In 2012, OFA-OCC served (568) unduplicated persons under the Congregate Meal Site program.

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 focal point visit 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 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 – if need be – 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 or 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.

In 2012, OFA-OCC served (283) unduplicated persons under this program

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), want to remain at home, and 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 services (formerly **Nursing Home Diversion & Modernization Grant Program** the purpose of which was to establish a flexible consumer directed model for individuals at-risk for nursing home placement, and spending down resources for Medicaid eligibility) was incorporated into existing New York State regulation this year, and is now a standard service alternative within EISEP. Consumer Directed EISEP service also has a short wait list for admission.

In 2012, OFA-OCC served (571) unduplicated persons under this program.

ELDER ABUSE (PROTECTIVE / PREVENTATIVE) PROGRAM

The Elder Abuse Program is divided into two components, overseen by the Elder Abuse Program Coordinator, who provides case management and coordinates the development 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 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 is a continually growing organization that 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 for them on their behalf.

The Coordinator also provides trainings to area agencies on Elder Abuse issues that our vulnerable elderly population faces and what to look for. The Elder Abuse Program received (102) unduplicated new referrals during 2012.

(HEAP) HOME ENERGY ASSISTANCE PROGRAM

Oneida County Office for the Aging / Continuing Care has again partnered with the **Department of Social Services** to coordinate the DSS & OFA HEAP units for the 2012 - 2013 season. Training was provided to all case managers to review new forms and regulations with a more in depth training provided to new case managers and certifiers.

Approximately (4,000) applications were mailed out by **NYSOTDA** to previous OFA-OCC HEAP recipients. An additional (41) applications were mailed as a result of calls received from first time applicants by our intake staff. Dates and locations of all 28 outreach sites were included in all HEAP mail out packets. Total of (3,684) Regular HEAP & Emergency HEAP applications were mailed or processed by our outreach workers either by walk in clients or applications received at our OFA-OCC outreach sites.

In 2012, OFA-OCC served (3,725) unduplicated persons under this program.

HOUSING – ASSISTANCE (IN-HOME CHORE PROGRAM) **INTER-GENERATIONAL CLEAN-UP PROGRAM**

The Oneida County Youth Bureau and Office for the Aging team up twice a year, spring and 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.

In 2012, our **Spring Clean-up** assisted (75) seniors with assistance provided by (331) remarkable youth volunteers.

In 2012, our **Fall Clean-up** assisted (100) seniors with assistance provided by (500) remarkable youth volunteers.

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

In 2012 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.

We continue to collaborate with both sites for our two existing HIICAP & LTCIEOP Counseling Centers Walk-In Locations:

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

North Utica Community Center, Inc.
HIICAP / LTCIEOP Counseling Center
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 2012.

In 2012, OFA-OCC served (2,932) unduplicated persons under these programs.

HEALTH PROMOTIONS PROGRAM / SENIOR HEALTH & WELLNESS

In 2012, 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 / 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 **Oneida County Senior Centers**. Outreach and promotion / prevention activities are also scheduled at existing community events and health fairs.

We collaborated on Workshops, Health Fairs & Health Promotion Activities throughout Oneida County, promoting good health and wellness along with program information representative of the available community services.

Some of the **2012 Health Promotion Workshops / Clinics** included:

- **Medication Management Workshops** were held at the following locations:
 - Parkway Senior Center- Utica
- **Chronic Disease Management Workshops** were held at the following locations:
 - Parkway Senior Center - Utica
 - The Brook Apartments – Utica
 - Steinhorst Apartments - Utica

Some of the **2012 Health Fairs** included:

- 2012 Health Fair at the Boonville Oneida County Fair
- National Senior Health and Fitness Day,
- V.V.S. Community Day
- Ava Dorfman Senior Health + Wellness Expo

Some of the **2012 Health Promotion Activities** included:

- The American Heart Association's Heart Run and Walk Health Expo
- 2012 Veteran's Expo

During 2012 OFA-OCC participated in (32) Health Promotions throughout Oneida County.

HOME & COMMUNITY BASED WAIVER PROGRAM & TRAUMATIC BRAIN INJURY WAIVER PROGRAM

The HCBW & HCBW/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. A qualifying individual must:

- Have a diagnosis of TBI or a related diagnosis
- Be eligible for nursing facility level of care
- Have an in-patient stay of at least 30 days
- Be enrolled in the Medicaid Program
- Be 18-64 years old
- Choose to live in the community rather than a nursing facility
- Have or find a living arrangement that meets the person's needs
- Be able to be served with the funds and services available under the HCBS/TBI waiver and New York Medicaid State Plan.

Each waiver participant selects an approved Service Coordinator to assist them in the development of a Service Plan and to oversee the provision of all services selected by the participant.

Services include:

- service coordination
- independent living skills training and development
- structured day programs
- substance abuse programs
- intensive behavioral programs
- community integration counseling
- home and community support services
- environmental modifications
- respite care
- assistive technology
- transportation
- Community transition services.

In 2012, OFA-OCC served (72) unduplicated persons under the Medicaid Waiver programs.

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 in 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 monitoring system for all individuals, daily. 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.

August 15, 2012 await list was established for clients for the donation program. For a senior being discharged from the hospital, nursing home and rehab the client can get 10 day discharge meals. Upon the case manager's assessment visit the client can be on placed on the wait list for the donation program. When a spot is available the client will be notified and placed on the donation meals. Any client on the donation wait list can opt to have private pay meals at the full cost of the meal.

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

In 2012, OFA-OCC served (1,844) unduplicated persons under the Home Delivered Meal Program.

HOUSING – ASSISTANCE PROGRAM **ALTERNATIVE HOUSING & HOUSING CONCERNS PROGRAM**

Housing case management assisted individuals in seeking **Alternative Housing** such as MHA and Senior Housing, and by dealing with housing concerns.

In 2012, OFA-OCC served (31) unduplicated persons under this program.

HOUSING – BARRIER ACCESS & CDBG-ROME (RAMPS & RAILS)

North Utica Senior Citizens Community Center in conjunction with Oneida County Office for the Aging/ Continuing Care planned to implement the existing Ramps & Rails program by maintaining the current documentation, as well as, income guidelines. The major change in this program is as follows:

The remaining funds will be used for services that would not be funded by any other funding source, or, CDBG funding would assist in leveraging funds for the service(s) needed for the client to remain in their home safely.

The programs coordinator collaborates 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; and seek non-traditional sources of funding to enhance services and programs in the community.

Examples of unmet needs will include the following; senior day care, transportation, nutrition, housing access, home improvements according to codes regulations, home care services. This list is not conclusive, however any need to be met will be determined for approval through the City of Rome prior to the implementation of service. The CDBG funding will be considered "last resort" funding ensuring that all other funding is considered prior.

In 2012, this program has assisted (44) clients.

In 2012, (16) referrals were made to other agencies for ramps and home modifications.

In 2012, (6) of these individuals were able to be served through the City of Rome CDBG funding for ramp installation provided through our partnership with the North Utica Senior Center.

HOUSING – LAST RESORT PROGRAM

In 2012, OFA-OCC administered the **Last Resort Grant Program**. This program provided assistance too low to moderate income seniors 60+ home owners in Oneida County. The program provided funds to seniors where other resources were not available. The services provided focused on energy consumption and was able to install insulation, windows, and doors to meet the clients energy needs.

In 2012, OFA-OCC served (14) unduplicated clients over age 60 under this program.

HOUSING – WEATHERIZATION (WRAP) PROGRAM

In 2012, OFA-OCC administered the **Weatherization Referral, Assistance and Packaging Grant Program (WRAP)**. This program provided assistance for low to moderate income home owners (regardless of age) with weatherization issues in their homes.

The Weatherization Referral, Assistance and Packaging Program is designed to help low-income seniors reduce the energy consumption of the individual's home, by installing energy efficient windows, doors, and insulation, to protect the health and safety of a family by:

- Providing you with a thorough inspection of your home by a trained energy auditor
- Repairing problems or defects that are "energy" users
- Correcting health and safety issues in your home

Packaging refers to the services, or "package" of services, arranged by the Office for Aging and other agencies. Examples of weatherization measures that the program helps with:

- Insulation (attics, floors, walls)
- Caulking
- Weather stripping
- Door sweeps
- Window repair
- Furnace repair or replacement
- Other repairs may be provided based upon the household's needs

You are eligible for WRAP if you qualify as low-income, and are age 60 or older. Low income is determined by existing Federal Poverty Levels, and your gross income and household size.

The Housing Coordinator has the ability to send Interagency Priority Referral Forms to other agencies that handle weatherization services. The coordinator is responsible to determine the client is over the age of 60, lives alone, is eligible for HEAP, and owns the home.

In 2012, OFA-OCC served (14) unduplicated persons under this Weatherization program, and (102) more individuals were referred to other area weatherization agency providers.

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 own attorney. Priority services include estate planning, health care proxy, wills, POA, collection, debt problems, and landlord tenant issues.

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

In 2012, our (2) Legal Services providers, performed legal counseling, and served (184) unduplicated persons under this program.

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.

The **LDSS (OFA-OCC)** is responsible for participating in the periodic reassessment of the services provided. The Oneida County service provider for the LTHHCP / AHCP is the **Visiting Nurses Association**, and is responsible for obtaining physician orders and administering the assessment tools. The **NYS Department of Health** periodically surveys the providers to determine the quality and scope of the medical, nursing and rehabilitative care they deliver.

All regular Medicaid services are provided and the following may be available:

- Case management by RNs
- Home delivered or congregate meals
- Housing improvements and moving assistance
- Respiratory therapy
- Medical social services,
- Nutrition and dietary services
- Respite care,
- Social Day Care, and Transportation
- Assistive Technology
- Community Transitional Services (CTS)

NYDSOH has received approval for these waiver programs to continue until 08/31/2015. In 2012, OFA-OCC served (73) unduplicated persons under these programs, provided in cooperation with the Visiting Nurses Association.

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.

New York State Medicaid has many services and programs as alternatives to nursing home care. Both medical and non-medical care may be received at home or in residential settings, and can range from simple (light housekeeping) to complex (nursing care or physical therapy) services.

In 2012, OFA-OCC served (585) unduplicated persons under this program.

MEDICAID PRIVATE DUTY NURSING ASSISTANCE 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. Patient may receive continuous nursing services beyond the scope of care available from Certified Health Care Agencies (CHHAs). Patient 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 reviewing prior approval request for Private Duty Nursing Services. Services are brokered to contracting agencies to provide care.

MEDICAID MANAGED LONG TERM CARE PROGRAMS

Enrollment in a Medicaid Long Term Managed Care program through a Health Maintenance Organization (HMO), clinic, hospital, or physician group is available at any local department of social services. You may be required to join a managed care plan. When you join a managed care program, you will choose a personal doctor who will be responsible for making sure all your health care needs are met. The doctor will send you to someone else if you need more help than the doctor can provide.

Managed care covers most of the benefits recipients will use, including all preventive and primary care, inpatient care, and eye care. The Consumer Directed Care Program was added as a benefit in November 2012. People in managed care plans use their Medicaid benefit card to get those services that the plan does not cover.

There are currently (3) Medicaid Managed Long Term Care Programs in Oneida County:

- FIDELIS CARE AT HOME
- VNS CHOICE
- SENIOR NETWORK HEALTH

In 2012, OFA-OCC served (343) unduplicated persons under this program by partnering with **Senior Network Health**.

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 now include Personal care, personal emergency response units, and the Consumer Directed Personal Care Program.

In 2012 OFA-OCC provided (14) nursing assessments for Fidelis Care.

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 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.

Considered as a group, the cost of care of children participating in CAH I/II cannot exceed that if cared for in a skilled nursing facility or hospital. This waiver program serves disabled children who are Medicaid eligible based on their parent's income and if applicable, resources, as well as children who are ineligible for Medicaid based on parental income and resources.

Oneida County partnered with **SKIP of New York** for Service Coordination.

In 2012, OFA-OCC served (02) unduplicated pediatric persons under this program.

MENTAL HEALTH SERVICE PROGRAMS

During 2012, one of the many benefits the Oneida County Office of the Aging/Office of Continuing Care & **Department of Mental Health** realized by working in a collaborative manner was assessments and service coordination for older adults with symptoms of mental illness. Mental Health assessment and referral services are provided by clinical professionals to ensure a comprehensive continuum of services for older individuals with mental health issues.

In 2012, OFA-OCC served (05) unduplicated persons under this program.

NUTRITION COUNSELING & EDUCATION PROGRAMS

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.

In 2012, OFA-OCC served (08) unduplicated persons under the Nutrition Counseling Program.

In 2012, OFA-OCC provided Nutrition Education units, by publishing (12) Nutrition Information articles in the Rome Sentinel PrimeTime News Paper under the Nutrition Education Program.

OUTREACH PROGRAM

In 2011, OFA-OCC provided total of (817) Outreach Activities, including (28) Focal Points throughout the county and Nutrition Health Promotions under the Outreach Program.

PLACEMENT ASSISTANCE PROGRAM

PRI / SCREEN / DMS-1 ASSESSMENTS

A Patient Review Instrument (PRI /SCREEN is required before any person can enter a skilled nursing facility. A DMS-1 and/or 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 persons 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.

The SCREEN uses information gathered from the PRI and has two purposes. The first is to determine a person's potential to be appropriately care for in a setting other than a residential Health Care Facility (RHCF) The second is to assess persons being recommended for RHCF placement for possible mental illness an/or mental retardation or developmental disabilities .

PRI/SCREENS are also completed as part of the eligibility process for participation in Medicaid waiver programs such as the Home and Community Based Waiver, (HCBW), Traumatic Brain Injury Waiver (TBI), and the Nursing Home Transition and Diversion Waiver (NHTDW). A PRI/ must be completed by a qualified screener, who is certified by the NYSDOH.

In 2012, OFA-OCC served (371) unduplicated persons, and provided 1,072 assessments / re-assessments under this program.

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 2011, 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.

From January 1, 2012 Thru June 30, 2012 Oneida County had (7) Training Positions. Effective July 1, 2012 Oneida County was decreased to (6) Training Positions. Training sites are located at the following not-for-profit organizations:

- AIDS Community Resources
- Cornell cooperative Extension
- Oneida County Office for the Aging Rome & Oriskany Offices
- 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.

In 2012, OFA-OCC served (7) unduplicated persons under the program.

SOCIAL ADULT DAY CARE SERVICES PROGRAM

Social Model Adult Day Services serve functionally impaired elders 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 (4) 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 and
- Presbyterian Home in New Hartford.

Each of the (4) 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.

In 2012, OFA-OCC served (121) unduplicated persons under this program.

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.

In 2012, OFA-OCC served (481) unduplicated persons under this program.

VETERAN'S DIRECTED HOME & COMMUNITY BASED SERVICES PROGRAM

A wait list has been started for admission to the Veteran Directed Home and Community Based Services Program. Typical services provided may include: Consumer Directed Aid Services, Emergency Response Buttons, Companion Care, Environmental Modification to the client's home, specialized medical equipment, snow removal service to allow care provision, social model day program, and necessary transportation.

During 2012 we served a total of (49) unduplicated veterans under the Veteran Directed Home and Community Based Services Program, and had (2) veterans on the wait list.

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** (6 Community Partners),
 - Family Home Care,
 - Caregivers,
 - US Care,
 - Presbyterian,
 - Cathy Lee's Home Care and
 - Sibley's.
- **Personal Emergency Response System Providers** (5 Community Partners),
 - Response Link,
 - Health Care Monitoring Systems,
 - Link to Life, and
 - Lifeline Systems.
 - OFA-OCC also directly provides personal emergency response systems through usage of recently purchased Emergency 911 cell phones.
- **Home Delivered Meals Provider** (1 Community Partner),
 - Prestige Services, Inc.
- **Social Adult Day Care Providers** (4 Community Partners), and
 - Ava Dorfman Senior Citizens Center – Rome,
 - Lutheran Home – Clinton,
 - Presbyterian Residential Community – New Hartford, and
 - 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 a Coordinator, (1) LPN, and (3) Case Aides who assist the OFA-OCC Case Managers and clients with service provision issues. The Unit is in constant contact with subcontracted 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.