



TOMPKINS COUNTY  
**OFFICE FOR THE AGING**

*Aging Better, Together*

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**Tompkins County Office for the Aging  
Proposed 2019 Plan Abstract**

The 2019 Proposed Plan Abstract of the Tompkins County Office for the Aging/ NY Connects is to be presented at a public hearing at 4:00 pm, Friday, October 26, 2018 at the Enfield Valley Grange, 178 Enfield Main Rd. Ithaca. The final Plan will reflect comments and suggestions made at the public hearings.

The Proposed Plan Abstract includes findings from the following sources: the 2012 Needs Assessment of Tompkins County Individuals Age 60+, the 2016 Age Friendly Ithaca and Tompkins County Action Plan, direct consumer feedback, programmatic trends, program evaluations, satisfaction surveys, information from state agencies and community partners, literature in the field of aging and from the sage advice from the Advisory Committee of the Tompkins County Office for the Aging.

**Mission:** Our mission is to assist older adults and persons with long term care needs to live independently in their homes and communities with quality of life and dignity.

**Current Services:** For a complete list please see our 2019 Annual Report at <http://tompkinscountyny.gov/cofa> or contact our office directly to request a copy.

### Directly Provided Services

- ❖ NY Connects Information, Referral and Options Counseling
- ❖ Health Insurance Counseling
- ❖ Home Energy Assistance Program (HEAP)
- ❖ Falls Prevention Home Safety Assessments
- ❖ Personal Emergency Response System (PERS)
- ❖ Weatherization, Referral & Packaging (WRAP)
- ❖ Senior Farmers Market Nutrition Program
- ❖ Public Information and Outreach
- ❖ Caregivers Resource Center and Alzheimer's Support Unit
- ❖ Project CARE
- ❖ Regional Long Term Care Ombudsman Program serving Tompkins, Chemung and Schuyler Counties

### Subcontracted Services

- ❖ *Better Housing for Tompkins County/Ithaca Neighborhood Housing Services:*
  - Small Home Repair Program
- ❖ *Foodnet Meals on Wheels:*
  - Senior Nutrition Program
- ❖ *Lifelong:*
  - Senior Circle Newsletter
  - Northside/Southside Program
  - Health Promotion/Enhance Fitness
  - Health Insurance Counseling
- ❖ *Finger Lakes Independence Center:*
  - Home Care Registry and Consumer Directed Personal Care Services
- ❖ *Staffings, Caregivers, Home Instead Senior Care, Comfort Keepers.*
  - Expanded In-Home Services for the Elderly Program (EISEP) Non-Medical Home Care Services
- ❖ *DSS Long Term Care Services:*
  - Long Term Care Information & Assistance, EISEP Assessment and Case Management
- ❖ *LAW NY Legal Services:*
  - Legal Assistance
- ❖ *Gadabout:*
  - Transportation Services

## Tompkins County Office for the Aging Plan for 2019

**Contracts**—The Office for the Aging intends to maintain all its current contracts assuming continuing availability of funds.

**NY Connects**—The Office for the Aging will continue to administer the NY Connects Program. This program provides residents of all ages with objective and comprehensive information about long term care services and supports available in Tompkins County. The Office for the Aging will adhere to the NY Connects Program Standards.

**Age Friendly Ithaca and Tompkins County**— In 2015, Tompkins County and the City of Ithaca were welcomed into the AARP Network of Age-Friendly Communities, an initiative of the World Health Organization intended to help municipalities prepare for rapid population aging. The Tompkins County Office for the Aging leads the Age Friendly Community initiative, in close partnership with the Ithaca College Gerontology Institute, Cornell University, Tompkins-Cortland Community College, local human service organizations, municipalities and others. In 2019, the Office for the Aging will work on the following initiatives with a focus on the Outdoor Spaces and Buildings:

- Work in greater depth with 2 municipalities to implement Age-Friendly concepts in planning and zoning efforts.
- Meet with the Downtown Ithaca Alliance, Tompkins County Visitors Bureau and Chamber of Commerce to share findings and best practices.
- Work with the City of Ithaca and one other municipality to conduct a walkability survey.
- Work with Tompkins County Planning Department on sidewalk inventory and Healthy Communities Strategy.
- Develop a list of best practices for buildings and outdoor spaces for those working in these areas.

**Aging by Design-** The Tompkins County Office for the Aging was awarded a \$45,000 grant to redesign all our marketing, outreach materials and resource guides to incorporate the new logo and branding strategy. We applied for this implementation grant after a lengthy planning and design process with a team that included several older adults, caregivers, community organizations and a design consultant. We hope to remedy the lack of consistency and establish the Office for the Aging as having a clear, unified and recognizable brand. In the redesign process, we intend to continue to work with a marketing consultant on the graphic design components, as well as a Design Team of older adults and caregivers to solicit input and feedback about the content. This will ensure that we are communicating the most salient information in plain language. Further, the Office for the Aging proposes to undertake a multi-pronged “Community Engagement Campaign” in 2018-2019. Such a campaign will encompass the various manners in which multiple generations of older adults and caregivers access information.

**Personal Emergency Response System (PERS) Program**– In 2015, the Office for the Aging contracted with Doyle Medical Monitoring to offer Personal Emergency Response Systems (PERS) to Tompkins County residents. The contract improved the technology used in people’s homes, assuring compatibility with digital phones and cell phones. The Office for the Aging continues to maintain its involvement in the customer service aspect of the program, with staff continuing to install PERS units in clients’ homes. In 2019, the Office for the Aging will implement new GPS device technology and work to increase the number of clients served through the PERS Program by 10%.

**Regional Long Term Care Ombudsman Program**- The Office for the Aging will continue to cultivate relationships and partnerships in Tompkins, Schuyler and Chemung Counties. In 2018 we hired two Aging Services Specialists who became certified Ombudsman. In 2019 they will target their efforts on recruiting and training volunteers.

**Policy Trends**-- Through the Long Term Care Committee and Advisory Committee, the Office for the Aging will continue to monitor the effects of current policy and legislation on the lives of older adults. Examples include the implementation of Managed Long-Term Care in Tompkins County, the use of hospital observation status under Medicare, and the implementation of Delivery System Reform Incentive Payment (DSRIP). We will work with Care Compass Network to better align ourselves and partnering community based organizations with Medicaid redesign and the shift from volume based system to value based payments.

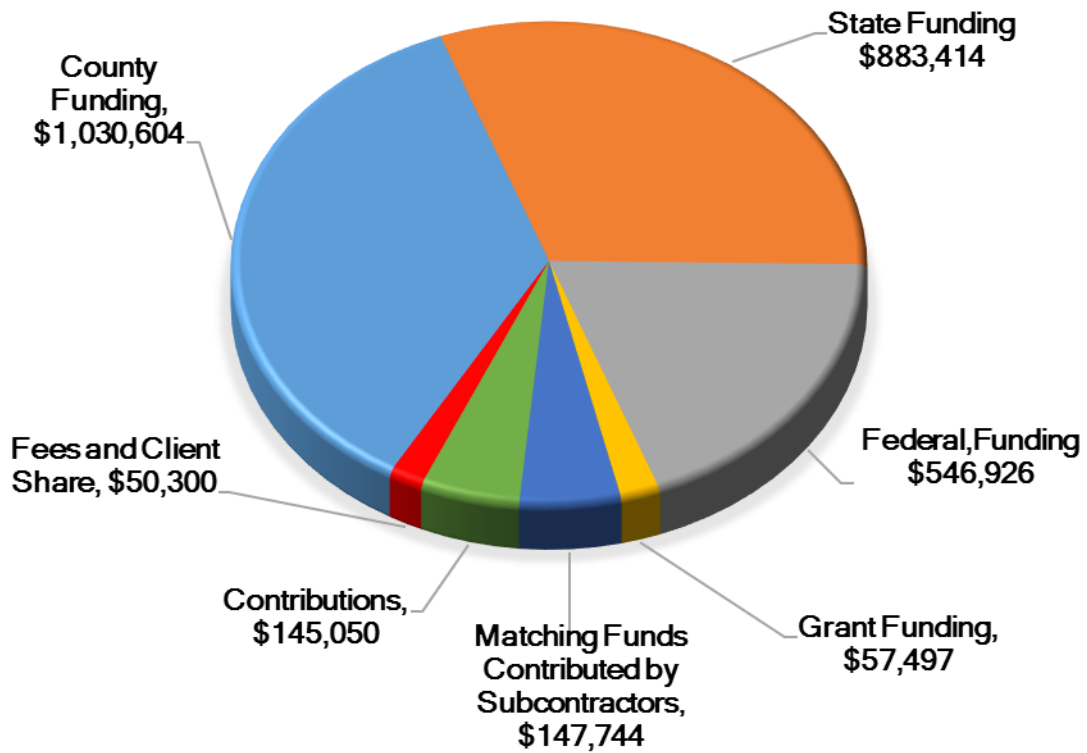
**Client Satisfaction**–In 2019, the Office for the Aging will work with student interns to measure client satisfaction with the following services: NY Connects, Project Care Friendly Visiting Program, Caregiver Services, Home Safety Assessment Program, Legal Services, the Registry, the Northside/Southside Program and the Home Repair Program.

**Targeting**–The Office for the Aging will continue its efforts to target its services to underserved populations including non-English speakers and racial/ethnic minorities. The Office for the Aging will strive to maintain racial and socio-economic diversity on its Advisory Committee and include seniors from all parts of Tompkins County. Outreach staff members will continue to direct efforts to seniors of lower income, those who are isolated, and those living in rural portions of the County. The Office for the Aging will continue outreach efforts to Lesbian, Gay, Bisexual, and Transgender seniors.

**Unmet Needs:** The Office for the Aging maintains a list of “unmet needs.” These are requests for services which are currently in short supply or unavailable in Tompkins County. Efforts are currently underway among service providers, including the Office for the Aging, to address a number of unmet needs on this list.

- ❖ Home health aides and certified nurse aides
- ❖ Affordable, accessible housing, both subsidized and private sector
- ❖ Transportation services on evenings and weekends
- ❖ Transportation escorts (accompanying for appointments or after procedures)
- ❖ Additional funding for home repairs and re-weatherization for low income households
- ❖ Medicaid funded Assisted Living Program (ALP)/Enhanced Assisted Living option, including a dementia unit, for low and moderate income individuals
- ❖ Increase in the Medicaid personal needs allowance for residents of skilled nursing facilities
- ❖ Power of Attorney and Health Care Proxy representation for individuals who lack family & friends
- ❖ Assistance for de-cluttering homes for low income individuals
- ❖ Non-emergency grant money for mobile home owners who are ineligible for large home repair programs because they do not own the lot on which their home sits or their mobile home does not sit on a permanent foundation
- ❖ Wheelchair ramps for renters/affordable ramps for short term use
- ❖ Geriatricians and geriatric nurse practitioners
- ❖ Legal assistance to assist low income individuals understand and address code violations
- ❖ Behavioral health care for older adults in long term care facilities, including the option of structured group activities, therapy and close medication management which is now only available short term at Charles Cole Hospital (PA) or Rome, NY.
- ❖ Assistance with bill paying/check book balancing services
- ❖ Public benches and resting spots for older adults who walk
- ❖ Portable ramps for individuals who can't afford retrofitting a van

## SOURCES OF FUNDING 2019 COFA BUDGET



<u>FUNDING SOURCE</u>	<u>2019 AMOUNT</u>
County Funding	\$1,030,604
State Funding	\$883,414
Federal Funding	\$546,926
Grant Funding	\$57,497
Matching Funds Contributed by Subcontractors	\$147,744
Contributions	\$145,050
Fees and Client Share	\$50,300
	<b>\$2,861,535</b>

<b>Tompkins County Office for the Aging 2019 Funding Sources</b>	<b>Funding</b>
Alzheimer's Association of CNY: Respite Grant	\$30,000
Care Compass	\$11,000
Health Foundation of Western and Central New York: Aging by Design Grant	\$27,497
Federal Balancing Incentives Program: Expanded NY Connects	\$268,215
Federal Health Insurance Information, Counseling and Assistance Program	\$32,077
Federal Home Energy Assistance Program	\$51,515
Federal Medicare Improvements Patients and Providers Act	\$13,321
Federal Nutrition Services for the Elderly Program	\$110,000
Federal Older Americans Act: Title IIIB	\$342,229
Federal Older Americans Act: Title IIIC	\$584,618
Federal Older Americans Act: Title IIID	\$4,944
Federal Older Americans Act: Title IIIE	\$49,520
Locally Funded Weatherization Referral Assistance and Packaging Program	\$46,379
Locally Funded Personal Emergency Response Program	\$37,335
NYS Caregiver Resource Center	\$22,071
NYS Community Services for the Elderly	\$247,247
NYS Expanded In-Home Services for the Elderly Program	\$476,165
NYS Ombudsman Program	\$162,545
NYS Wellness in Nutrition	\$344,857
<b>TOTALS</b>	<b>\$2,861,535</b>