



TOMPKINS COUNTY
OFFICE FOR THE AGING

Aging Better, Together

Annual Report 2017



From the Director...

It is my privilege to present the Tompkins County Office for the Aging's Annual Report for 2017. Serving Tompkins County since 1975, the Office for the Aging, our contractors, and our local network of service providers work together to make Tompkins County a great place to live, work, retire and age in community.

Both directly and through subcontract, we offer cost-effective services which enable adults to live in their homes and communities with quality of life and dignity. Core services such as home delivered meals, in-home aide services, personal emergency response systems, and volunteer friendly visiting allow individuals to function as independently as possible for as long as possible. These services are non-medical in nature, and they are a cost-effective way to support people over the long term.

In addition to providing these core services, in 2017 the Office for the Aging embarked upon the Aging by Design initiative: a 6-month planning grant through the Health Foundation of Western and Central NY. A Design Team of local elders and caregivers convened multiple times and focused on effective marketing and communication about available services. The outcome is a new logo and tagline for the Office for the Aging: *Aging Better, Together*, as well as a plan for multi-media community engagement campaign in 2018-19.

I see this tagline "*Aging Better, Together*" in the daily work of our staff, volunteers, subcontractors, and community partners. Through collaborative efforts, we provide a caring network for Tompkins County's elders. Thank you to the Tompkins County Legislature for its ongoing support of our programs, and to the taxpayers who make our work possible.

Sincerely,

Lisa Holmes



ENGAGE AT EVERY AGE: MAY 2018

Our Mission

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.



Office for the Aging Staff

Caryn Bullis, Aging Services Specialist
Andrea Davis, Information Aide
Lisa Holmes, Director
Lai-Siu Leung, Part-time Outreach Worker
Robert Levine, Aging Services Specialist
Rae Lobrevia, Part-time Office Assistant
Rodney Maine, Outreach Worker
Susan Martin, Part-time Dietitian
Lisa Monroe, NY Connects Coordinator
Suzanne Motheral, Aging Services Specialist
Eileen Savino, Outreach Worker
Robert Slocum, Fiscal Coordinator
David Stoyell, Aging Services Specialist
Tom Weber, Part-Time Outreach Worker
Donna Wilmot, Senior Account Clerk/Typist
Min Xu, Part-time Account Clerk/Typist





2017-2018 Advisory Committee Members

Betty Balcome *	Ronda Ketcham	David Robertshaw
Jenny Chai	Mary Jo Lovelace	John Scott
Regina Gold	Wilma Lawrence	Rebecca Sherwood
Charles Hart	Eleanor May*	Patricia Stamm
Susie Hatch	Allan Minsky	William Tomek
Satomi Hill	Mary Oltz	

* term ended in 2017

Advisory Committee Liaisons

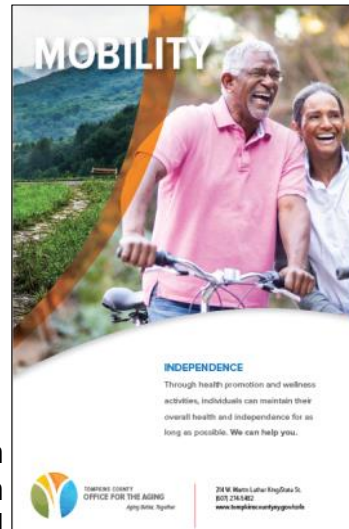
Amanda Champion, Tompkins County Legislature
 Tom Fredette, Tompkins County Public Library
 Melissa Gatch, Tompkins County Health Department
 Jessica Gosa, Foodnet Meals on Wheels
 Jan Lynch, Finger Lakes Independence Center
 Lucia Sacco, Lifelong

Highlights of 2017



Aging by Design

The Office for the Aging was awarded a \$25,000 Aging by Design planning grant from the Health Foundation of Western & Central NY. Through this grant, staff were trained in “design thinking” which solicits the input of end-users to improve upon existing programs or create new ones. A Design Team of older adults and caregivers recommended to improve the branding, marketing and outreach of services through the Office for the Aging. The end result is a new logo, 2 public service announcements, three newly designed posters, and plans to implement a multimedia outreach and community engagement campaign in 2018-19.



Respite Care for Alzheimer's Caregivers

Respite care provides individuals a temporary break from caregiving, while the person with Alzheimer's continues to receive care in a safe environment. The Office for the Aging continued its second year of a contract with the Alzheimer's Association of Central New York to provide respite care to caregivers of persons with Alzheimer's or other dementia. In 2017, 12 Tompkins County caregivers benefitted from nearly \$30,000 in funding, receiving approximately 1200 hours of needed respite care.

Highlights of 2017



Age Friendly Ithaca and Tompkins County

The Office for the Aging, together with multiple community partners, continued to make progress implementing the Age Friendly Ithaca and Tompkins County Action Plan. More details at <http://www.tompkinscountyny.gov/cofa/age-friendly>

Community Collaborations: *Aging Better, Together*

In 2017, the Office for the Aging led or partnered on several larger community events, including:

- Co-hosting the 4th annual Senior Living Expo together with Ithaca College Gerontology Institute and over 30 local aging and housing providers;
- Convening two Discharge Planning Luncheons through the Long Term Care Committee of the Health Planning Council;
- Participating in Streets Alive! with adult tricycles for seniors to use at the event;
- Co-hosting the Atul Gawande telecast at Cinemapolis: “The Value of Community and Choice as we Grow Older” together with Love Living at Home and Lifelong;
- Organizing a Home Health Aide Recognition Event with the Long Term Care Committee;
- Convening the annual Depression Conference: “Paths to Recovery” together with the Alcohol and Drug Council of Tompkins County; Cayuga Addiction Recovery Services; Family and Children’s Service of Ithaca; Finger Lakes Independence Center; Ithaca College Gerontology Institute; The Mental Health Association in Tompkins County; Multicultural Resource Center; Suicide Prevention & Crisis Service; Tompkins County Mental Health Department; and the Tompkins County Public Library.

COMMUNITY EDUCATION

Aging Services Network Meetings

The Office for the Aging organizes monthly Aging Services Network Meetings, attended by local aging services professionals and the general public. In 2017, topics included:

- NYS Division of Veterans Affairs
- ICAN (Independent Consumer Advocacy Network) for Managed Long Term Care
- Cornell Laboratory of Brain & Cognition: Aging and Increased Distraction
- Wonderful Wheelchairs
- Vision Rehab Services
- United Medical House Calls
- Love Living at Home
- Foodnet Meals on Wheels
- Tour of Brookdale's Memory Care unit



Collaborations with Educational Institutions

Cornell University, Tompkins Cortland Community College, Ithaca College, and Binghamton University provide us with student volunteers, interns and work-study students. Students serve as friendly visitors in the Project CARE program, help with administrative work and assist with evaluations and publications. Faculty and staff involved with gerontology at Cornell University and Ithaca College regularly share information and expertise with the local aging services network through the Office for the Aging.

2017 student office interns:

Ngawang Chime, Ithaca College
Nghi Phan, Binghamton University
Sidney Uquillas, Binghamton University

COMMUNITY COLLABORATION

In 2017 Office for the Aging staff members served on several Boards and Advisory Committees including:

- Human Services Coalition Board
- Health Planning Council Board and Executive Committee
- Long Term Care Committee of the Health Planning Council
- Visiting Nurse Service Board and Professional Advisory Committee
- Gadabout Board
- Workforce Development Board
- Tompkins County Workforce Diversity and Inclusion Committee
- Tompkins County Public Information Officers Team
- Coordinated Human Services Public Transportation Planning Committee
- Ithaca College Gerontology Institute Community Advisory Board
- Tompkins County Human Services Cabinet
- Working Group on Lesbian, Gay, Bisexual & Transgender Aging
- Depression Conference Steering Committee
- Ithaca Neighborhood Housing Services/Better Housing for Tompkins County Board
- Cancer Resource Center Board
- Lifelong Board



COMMUNITY OUTREACH

In 2017 Office for the Aging staff engaged in outreach and offered services presentations for the following groups and events:

- Ellis Hollow Apartments
- Foodnet staff
- YMCA Senior Day
- Ithaca College Aging & Social Policy Class
- Binghamton University Hartford Partnership in Aging Class
- Kiwanis Club of Ithaca
- Danby Senior Luncheon
- Ithaca Neighborhood Housing Services/Better Housing Annual Luncheon
- Ithaca Board of Realtors
- Senior Living Expo
- Kendal Downsizing Fair
- Streets Alive!
- Danby Fun Days
- Love Living at Home
- McGraw House Health Fair
- Ithaca College Distinguished Speaker
- Tompkins County Employee Benefits Fair
- Tompkins County League of Women Voters Panel Discussion
- Estate Planning Luncheon
- Kiwanis Club of Dryden

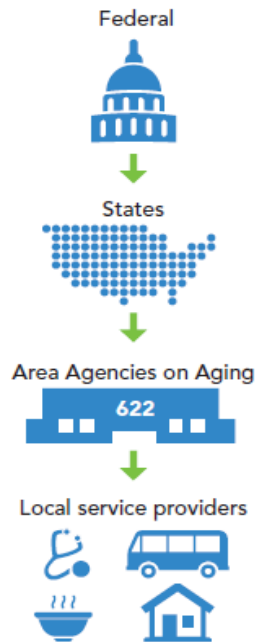
TRAINING AND STAFF DEVELOPMENT

In order to remain current in the field of aging, Office for the Aging staff participated in the following trainings in 2017:

Aging Decision Making and Pain Management; Lobbying vs Advocacy; Medicaid Managed Care 101; HHCAP training; Asking Inclusive Intake Questions; Pivot Tables for Excel; Point of Dispensing Training; MAGI Medicaid to Medicare Transition; AED/CPR Training; USDA Housing Workshop; LTCCC webinars; NORC webinars; New FDA Food Labeling; Behavior Health Training; Peer Place training; Alzheimer's Respite Subcontractors Training; Intro to ITN Country; Trauma Informed Care; Food Sanitation Training; Diversity Consortium Roundtable; Volunteer Management; Aging Concerns Unite Us Conference; Mutual Aid Planning Simulation; Mental Health First Aid; Justice in Aging; Medicaid 101; Business Acumen training; Options Counseling/Person Centered Counseling; Academy of Nutrition & Dietetics Evidence Analysis Library; Muscle's Role in Cancer, Diabetes, Osteoporosis & Dementia; Aging by Design training; Palliative Care Conference; the Nurse's Perspective; Elder Abuse & Neglect; The BREATH Pathway: Mindfulness Practices for Veterans; Racially-Associated Disparities in Hospice & Palliative Care Access; Frailty Syndrome

ALL OFFICES FOR THE AGING
PLAY A KEY ROLE IN:

The Aging Network



All AAAs offer five core services under the OAA:



INFORMATION AND ASSISTANCE

The Tompkins County Office for the Aging is the community's primary source for information and assistance about the array of services available to older adults, caregivers, and persons with long term care needs.

✓ Outreach

Through participation at food pantries, health fairs, senior group gatherings, home visits, and many other activities the Office for the Aging and its subcontractors work to bring services to older adults who need them. In 2017, the Office for the Aging had 1272 community outreach contacts with older adults.

✓ Senior Community Service Employment Program

This program is designed to assist income eligible persons age 55 or older with a career transition or a re-entry into the workplace. Subsidized part-time community service placement and training assists participants to return to the workforce. The Office for the Aging has capacity to enroll 3 eligible individuals in this program. In 2017, 3 individuals were served.

✓ *Senior Circle* Newsletter

The Tompkins County Office for the Aging and Lifelong jointly publish the quarterly *Senior Circle* Newsletter. Mailed to over 10,200 older adults in Tompkins County, the *Senior Circle* is a valuable medium to inform people of vital services and events.

✓ Insurance Counseling

The Health Insurance Information, Counseling and Assistance Program (HIICAP) is offered through a contract with Lifelong, with two trained counselors on staff at the Office for the Aging and 7 volunteer counselors coordinated through Lifelong. Trained HIICAP counselors offer one-on-one counseling as well as group presentations on the various aspects of Medicare, Medicaid, private health insurance, long term care insurance, and prescription drug coverage including Medicare Part D and EPIC. The HIICAP program served 1005 individuals in 2017.

LONG TERM CARE ASSISTANCE

Long Term Care Assistance programs provide a continuum of care and supports to seniors and their families. Long term care services span from small, practical supports which help to keep people living in their homes longer, to hands-on personal care in the home, to assistance and advocacy within nursing homes. Long Term Care Assistance Programs include the following:

✓ Personal Emergency Response System (PERS)

PERS is a communication system which links an individual with a call center that can dispatch emergency responders when needed or contact a designated person or persons. This system provides 24-hour-a-day protection for individuals who are frail and at risk of falling or other medical emergency. PERS units are available for rental through the Office for the Aging. During 2017 a total of 546 people utilized PERS machines provided through the Office for the Aging.



"I needed my alert system when I fell getting out of the shower this morning. I had asked the system to add my neighbor to the list of people to call, they did just that. I called the alert system and thanked them for following my request. This is my lucky day-I'm up and no broken bones!"

✓ Expanded In-Home Services for the Elderly Program (EISEP)

The EISEP Program provides case management, homemaking/personal care and housekeeping/chore services on a sliding fee scale to income-eligible older adults. Case management is offered through contract with Tompkins County Adult and Long Term Care Services, and aide service is offered through contract with Caregivers, Home Instead Senior Care, Comfort Keepers and Stafkings. During 2017, 205 frail elders received case management services, 35 individuals were served with 4,308 hours of homemaker/personal care services, and 74 individuals were served with 6,977 hours of housekeeper/chore services. Additionally, under the consumer directed component of EISEP, 27 clients hired their own aides and were provided with 7363 hours of service. Finger Lakes Independence Center is the fiscal intermediary for consumer directed services.

LONG TERM CARE ASSISTANCE



NY Connects
Your Link to Long Term
Services and Supports

✓ NY Connects Long Term Care Services

Staff at NY Connects provide objective and unbiased information about long term care options in Tompkins County. A partnership between the Office for the Aging, the Department of Social Services, Finger Lakes Independence Center, Tompkins County Mental Health, and Office for Persons With Developmental Disabilities, NY Connects offers information about long term care to consumers of any age, regardless of income or payer source.



✓ The Long Term Care Committee of the Health Planning Council

serves as the NY Connects Long Term Care Council. The Long Term Care Committee plays an active role in ensuring a coordinated local long term care delivery system, identifying needs and gaps in service and recommending system improvements.

✓ Falls Prevention



Many falls are preventable. Trained outreach staff from the Office for the Aging offer Home Safety Assessments to older adults in the community. During an assessment, fall hazards are identified and addressed wherever possible. If necessary, assistance and referrals are provided for issues requiring modification or repair, such as installation of grab bars or railings. In 2017, Office for the Aging staff assisted 22 clients with Home Safety Assessments.

LONG TERM CARE ASSISTANCE

✓ The Registry

The Office for the Aging contracts with the Finger Lakes Independence Center to offer the Registry Program. The Registry is a free service linking individuals in need of in-home help with independent job seekers. The Registry lists jobs for personal care aides, home health aides, elder companions, housekeepers and cooks. The program prescreens and checks references for all caregivers. The family must interview and negotiate the specific terms of employment. During 2017, 47 older adults utilized the services of the Registry.



✓ Long Term Care Ombudsman Program

The Long Term Care Ombudsman Program works to resolve concerns expressed by, or on behalf of residents of long term care facilities. This is accomplished by recruiting and training community volunteers to visit long term care facilities and advocate on behalf of residents, giving them a stronger voice in their own care and lives. Currently, our program has 3 certified long term care ombudsman volunteers serving Tompkins, Schuyler, and Chemung Counties.



Office of the State
Long Term Care
Ombudsman

✓ Friendly Visiting

The Friendly Visitor Program of the Office for the Aging matches older adults with volunteers who offer companionship and a chance for sharing time and mutual interests. The Office for the Aging partners with Project Generations Programs at both Ithaca College and Cornell University whose student volunteers are paired with older adults. During 2017, volunteers provided 70 individuals with weekly friendly visits.



The woman I visited with taught me a lot about life and shared so many cool stories with me. I really appreciate having her in my life and all that we have shared together. I am so thankful for this club!" -T.M., Volunteer

SERVICES

Northside Southside Program

The Office for the Aging contracts with Lifelong to offer the Northside Southside Program which serves the historic African American neighborhoods of the City of Ithaca. The program includes regular visits and phone calls to homebound residents, as well as educational programs and activities.

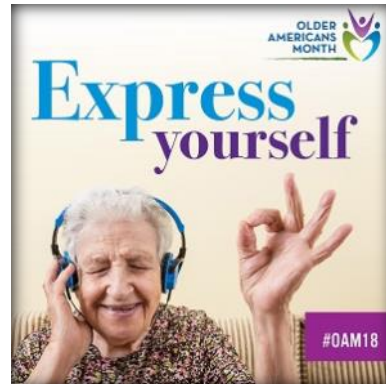
SAIL-Stay Active & Independent for Life

The Office for the Aging contracts with Lifelong to offer the SAIL Program, a series of exercises designed specifically for mature participants. The program consists of one-hour classes. In 2017 there were 2812 classes across 5 sites serving approximately 14 people at each class. Classes are socially stimulating while focusing on areas of recognized importance for mature participants.



Legal Services

The Office for the Aging contracts with Legal Assistance of Western New York to provide eligible clients with legal assistance on civil matters such as evictions, foreclosures or public benefits. In 2017, 17 people received over 70 hours of legal assistance.



Transportation

The Office for the Aging contracts with Gadabout for transportation services for persons over 60 or with disabilities. During 2017, 211 people received 3,300 rides through this contract.



NUTRITION PROGRAM

The nutrition program is provided through a subcontract with Foodnet Meals on Wheels and offers meals to older adults, both in their homes, and at social dining sites throughout Tompkins County. The nutrition program assures that participants receive a nutritious, hot meal up to five days per week, options for evening sandwich meals and weekend frozen meals. Foodnet's Registered Dietitian provides nutrition education and counseling.

✓ Congregate Meals

This service provides older adults with hot noontime meals Monday through Friday, along with an opportunity for social time and links to other health and supportive services. Social dining is offered 5 days per week in Groton, Trumansburg and Titus Towers, and once per week at the YMCA and Lifelong. A voluntary and confidential contribution of \$8 is suggested, but no person is denied a meal if they are unable to contribute. During 2017, 216 people were served 22,350 congregate meals.



✓ Home Delivered Meals

This service is provided to Tompkins County older adults who are homebound and/or unable to prepare their own meals. A hot mid-day meal is delivered weekdays, with the option of an additional sandwich meal for the evening. Frozen meals are provided for weekends and holidays. A voluntary and confidential contribution of \$8 daily per hot meal or \$9.50 daily for hot meal and sandwich is suggested, but no person is denied a meal if they are unable to contribute. During 2017, 612 seniors were served 147,471 meals in their homes.



NUTRITION PROGRAM

✓ Nutrition Counseling

Nutritional assessment and counseling is provided to older adults on a one-on-one basis. Foodnet's registered dietitian assists older adults in understanding their dietary needs and restrictions, and provides methods for changing their dietary habits. During 2017, 427 people were provided with 448 hours of nutrition counseling.

✓ Nutrition Education

Nutrition education is provided to Foodnet participants in a group setting, covering topics of interest and emphasizing good nutrition as a component of health. During 2017, 611 older adults received 4,198 hours nutrition education.



✓ Senior Farmer's Market Nutrition Program

The Office for the Aging distributes coupon booklets worth \$20 to income-eligible households. Coupons are for the purchase of fresh fruits and vegetables at participating NYS Farmers Markets. During 2017, 635 booklets were distributed to seniors throughout Tompkins County.

HOME REPAIR AND ENERGY SERVICES

Home repair and energy services assist older homeowners in maintaining their homes and living safely, independently and affordably.



Together we are increasing quality housing opportunities for Tompkins County and beyond.

✓ Tompkins County Home Repair Program

The Office for the Aging contracts with Better Housing for Tompkins County and Ithaca Neighborhood Housing Services to provide small home repairs for older adults in Tompkins County. Priority is given to repairs related to health and safety. In 2017, the Home Repair Program served 51 older adults with 933 hours of service.

TOMPKINS COUNTY PROJECT LIFESAVER



"Bringing loved ones home"



Tompkins County Website: <http://www.tompkinscountyny.gov/sheriff>

The Tompkins County Sheriff's Office offers **Project Lifesaver**, a radio location device for tracking individuals who wander. The Office for the Aging partners with the Sheriff's Office to refer caregivers of individuals with Alzheimer's Disease or other dementias, as well as autism and Down's Syndrome, to sign up for this important service when needed. Currently, 25 individuals in Tompkins County utilize the Project Lifesaver program.

HOME REPAIR AND ENERGY SERVICES



✓ Home Energy Assistance Program (HEAP)

The HEAP Program offers benefits to income eligible individuals to offset the costs of heating their homes or apartments. During 2017, the Office for the Aging processed 651 HEAP applications for older adults and individuals with disabilities.

✓ Weatherization Referral and Assistance Program (WRAP)

The WRAP Program of the Office for the Aging assists income-eligible senior citizens in addressing home repair needs. WRAP

Program staff help the client assess the work to be done, assist with applications and contractors' bids, and coordinate funding from several agencies. During 2017, 79 older adults were provided with 543 hours of service through the WRAP Program.



CAREGIVER SERVICES

Family caregivers are an integral component of the long-term care system, and the Office for the Aging supports them through a number of services.

✓ Project CARE

Project CARE is an initiative of the Office for the Aging that can help stressed caregivers and the older adults for whom they are caring. The Office for the Aging matches older adults and their caregivers with volunteers who are able to help with a number of tasks including errands, shopping, light housekeeping, yard work, transportation and respite. Volunteers provide opportunities for socialization to those who are homebound and isolated. Additionally, the Office for the Aging contracts with agencies to provide professional respite for older adults with medical needs.

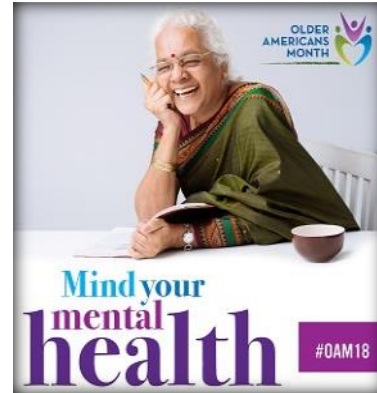


CAREGIVER SERVICES

✓ Caregivers' Resource Center & Alzheimer's Support Unit

The Caregivers' Resource Center provides:

- Information for caregivers
- Options counseling for caregivers
- A lending library of written and digital materials—including local resource guides
- Quarterly *In Support of Caregivers* newsletter
- Workshops on caregiving issues
- Support Group for caregivers of persons with Alzheimer's and other dementias.
- Six week workshop series: Powerful Tools for Caregivers
- Dementia Caregivers Bulletin

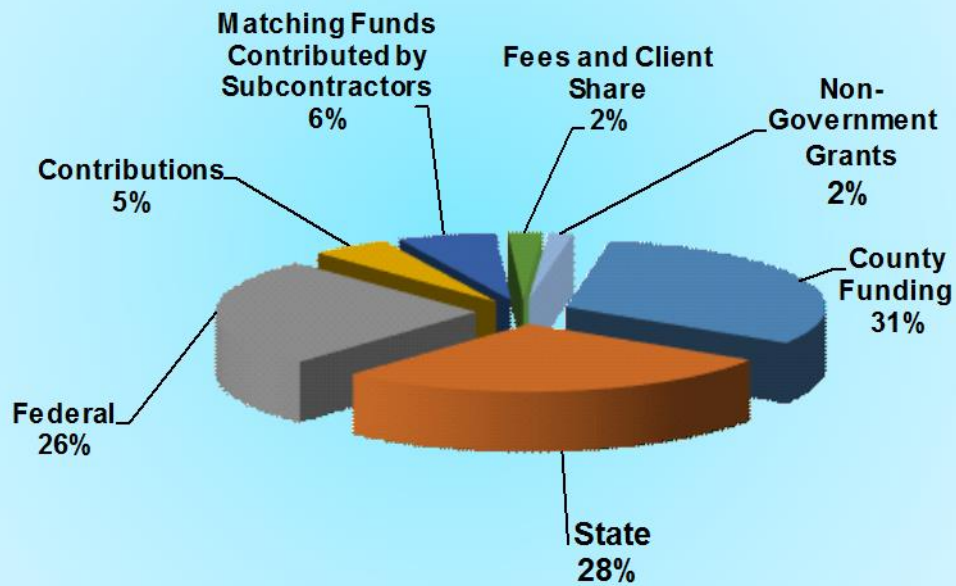


In 2017, the Caregiver's Resource Center sponsored the following training sessions to the public:

- Overview of Services for Older Adults and Family Caregivers
- Adaptive Equipment and Occupational Therapy Strategies for Independence
- Music and Memory
- Alzheimer's: The Basics
- Legal and Financial Issues for Family Caregivers



Tompkins County Office for the Aging Sources of Funding for 2017



<u>Funding Source</u>	<u>Amount</u>
County Funding	\$837,907
State	\$748,041
Federal	\$704,357
Contributions	\$133,108
Matching Funds Contributed by Subcontractors	\$165,476
Fees and Client Share	\$57,880
Non-Government Grants	\$41,831
Total:	\$2,688,600

<u>Account Titles</u>	<u>2017 Program Totals</u>
Aging By Design Grant	\$12,066
Alzheimer's Respite Grant	\$29,765
Federal Assistance to Caregivers: TITLE IIIIE	\$45,936
Federal Employment Service: TITLE V	\$35,223
Federal Health Insurance Counseling Program: HIICAP	\$37,716
Federal Health Promotion: III-D	\$6,725
Federal Home Delivered and Congregate Meals: IIIC	\$568,868
Federal Home Energy Assistance Program: HEAP	\$47,921
Federal Medicare Improvements for Patients and Providers Act: MIPPA	\$8,892
Federal Nutrition Services Program: NSIP	\$109,245
Federal Older American's Act: IIIB	\$273,014
NYS Balancing Incentive Program: Caregiver Services	\$5,302
NYS Balancing Incentives Program: NY Connects Expansion & Enhancement	\$186,405
NYS Caregivers Resource Centers: CRC	\$23,681
NYS Community/Congregate Services: CSE/CSI/ Transportation	\$254,729
NYS Expanded In-Home Services for the Elderly: EISEP	\$453,797
NYS Long Term Care Ombudsman Program: LTCOP	\$129,772
NYS NY Connects	\$43,558
NYS Wellness in Nutrition Program: WIN	\$349,176
Personal Emergency Response: PERS	\$44,936
Weatherization Program: WRAP	\$21,873
Total:	\$2,688,600



Tompkins County Human Services
Annex Building
214 W. Martin Luther King Jr./State St.
Ithaca, NY 14850
(607) 274-5482

<http://tompkinscountyny.gov/cofa>

