

Tompkins County Office for the Aging

**OLDER
AMERICANS
MONTH**



BLAZE A TRAIL: MAY 2016

***ANNUAL REPORT
2015***

From the Director...



If you called our office in 2015, you may have noticed that we answer the phone as “NY Connects/ Tompkins County Office for the Aging.” This is because our office is a local partner in a statewide effort known as “NY Connects,” which is New York State’s effort to rebalance the long term services and supports system. NY Connects provides free, objective information and assistance to people of all ages needing long term services and supports. NY Connects empowers individuals and families to identify available services and supports and choose what will best meet their needs at home, in the community and, as necessary, in residential or institutional settings. The year 2015 marked a significant statewide expansion of NY Connects, including increases in Tompkins County’s local infrastructure and staffing toward these important services.

In 2015, the Office for the Aging launched the Age Friendly Community initiative in Ithaca and Tompkins County. We are thrilled to join a global network of communities dedicated to a continuous cycle of improvement to meet the needs of individuals across the lifespan. Throughout 2015, the Office for the Aging convened stakeholders and community leaders to work on an Age Friendly Community Plan, expected to be finalized for public comment in 2016.

The Office for the Aging successfully obtained a five-year competitive grant to administer the Long Term Care Ombudsman Program in Tompkins Schuyler and Chemung Counties, beginning in October, 2015. This vital program trains and engages volunteers to advocate on behalf of residents of adult care facilities: some of our community’s most frail and vulnerable citizens.

The Office for the Aging is pleased to share information highlighting our achievements as well as the core community services provided in 2015. This work was made possible by our dedicated staff, volunteers, subcontractors and community partners. It is through these collaborative endeavors that we provide a network of home and community based services for older adults in Tompkins County. We wish to thank the Tompkins County Legislature for their ongoing support for our programs, and the taxpayers to whom we are responsible.

Sincerely,
Lisa Holmes
Director



Autonomy, Dignity, Independence

Our Mission

The mission of the Tompkins County Office for the Aging is to assist older adults to remain independent in their homes for as long as possible and appropriate, and with decent quality of life and human dignity.

Office for the Aging Staff

Caryn Bullis, Ombudsman Program and Outreach Specialist

Marge Dean, Part-time Account Clerk/Typist

Lisa Holmes, Director

Lai Siu Leung, Part-time Outreach Worker

Rae Lobrega, Part-time Office Assistant

Rodney Maine, Outreach Worker

Susan Martin, Part-time Dietitian

Lisa Monroe, NY Connects Coordinator

Suzanne Motheral, Long-Term Care Ombudsman Coordinator

Eileen Savino, Part-Time Outreach Worker

Katrina Schickel, Part-Time Aging Services Specialist

Dianna Schooley, Part-Time Senior Account Clerk/Typist

Joyce Sharpe, Long-Term Care Specialist

Robert Slocum, Administrative Assistant Level 4

David Stoyell, Aging Services Specialist



2015-16 Advisory Committee Members

Betty Balcome	Satomi Hill	Mary Maynard
Elizabeth Ellis	Ronda Ketcham	David Robertshaw
Regina Gold	Mary Jo Lovelace	John Scott
Charlie Hart	Eugenia Landers	Bill Tomek
Susie Hatch	Eleanor May	

Advisory Committee Liaisons

Melissa Gatch (Health Department)
Leslyn McBean Clairborne (County Legislature)
Jan Lynch (Finger Lakes Independence Center)
Yvette Rubio (Foodnet and Tompkins County Public Library)
Lucia Sacco (Lifelong)

Age Friendly Ithaca & Tompkins County

In 2015, Ithaca and Tompkins County were accepted into the Age Friendly Community Network, an initiative of the World Health Organization and AARP. The Office for the Aging leads this initiative, collaborating with educational institutions, municipalities, businesses, non-profits, and many others. In September, an Age Friendly community kickoff meeting included 60 stakeholders. The Age Friendly Ithaca and Tompkins County initiative will include eight domains: Outdoor Spaces & Buildings, Housing, Transportation, Civic Participation & Employment, Culture of Respect and Inclusion, Communication & Information, Community Supports & Health Services, and Lifelong Learning & Research.



Ombudsman Program

In 2015, the Tompkins County Office for the Aging was awarded a five year contract by NYSOFA to administer the Long Term Care Ombudsman Program for Region 12, covering Tompkins, Schuyler and Chemung Counties. The new region includes 29 long term care facilities serving approximately 1967 residents. The mission of the Office of the Long Term Care Ombudsman is to protect the health, safety, welfare, human and civil rights of people living in nursing homes and adult care facilities.

Personal Emergency Response System (PERS) Changes:

In 2015, the Office for the Aging entered into a contract with Doyle Medical Monitoring to provide the technology, billing and call center for Tompkins County's PERS service. All PERS subscribers received new medical alert machines with greater range, two-way voice communication, and capability to interface with digital and cellular phone service. Subscribers report high satisfaction with the new system.

Highlights of 2015

Staff Highlights

Thank you to Lorraine Cloud who retired in August 2015 after over 18 years of service to the Office for the Aging.



We welcomed two new staff members in 2015:

Caryn Bullis – Ombudsman Program and Outreach Specialist



Joyce Sharpe – Long-term Care Specialist



Senior Living Expo



The Office for the Aging and the Ithaca College Gerontology Institute co-hosted a successful *Senior Living Expo* at the Ithaca High School, with over 30 local aging and housing providers. Staff presented on “Housing Options” and “Home and Community Services for Aging in Place.” Over 200 older adults attended the event.

NY Connects

In 2015, the Tompkins County Office for the Aging received funding through the Balancing Incentives Program (BIP) to strengthen the staffing and infrastructure of the local NY Connects Program. NY Connects serves as one of the integral components of New York State's efforts to rebalance the long term services and supports system through its emphasis on community based services and supports a person centered approach. NY Connects is a locally based "No Wrong Door" system that provides one stop access to free, objective, comprehensive information and assistance for people of all ages needing long term services and supports. The program links individuals of all ages to long term services and supports regardless of

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 2015, topics included:

- Way2Go: Aging and Driving
- Green Burial Movement
- Bereavement Services at Hospicare
- Longview Tour
- Personal Emergency Response Systems (PERS)
- Home Repair Services in Tompkins County
- Suicide Risk Awareness for Aging Adults
- Cayuga Ridge Health and Rehabilitation Center Update
- Memory Maker Program
- Preventing Frauds and Scams
- Strategic Plan for Aging in Tompkins County



Take Charge of Your Transportation



COMMUNITY COLLABORATIONS



In 2015 Office for the Aging staff members served on several Boards and Advisory Committees including:

- The Health Planning Council Board and Executive Committee
- The Long Term Care Committee of the Health Planning Council
- Visiting Nurse Service Board and Professional Advisory Committee
- Gadabout Board
- Workforce Investment Board
- Tompkins County Workforce Diversity and Inclusion Committee
- Tompkins County Public Information Officers Committee
- 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
- Developmental Disability Subgroup of the Tompkins County Mental Health Board
- Project Advisory Committee of the Southern Tier Rural Integrated Performing Provider System under DSRIP
- Women with Disabilities Planning Committee
- Depression Conference Steering Committee
- City Of Ithaca Disability Advisory Council

Collaborations with Educational Institutions

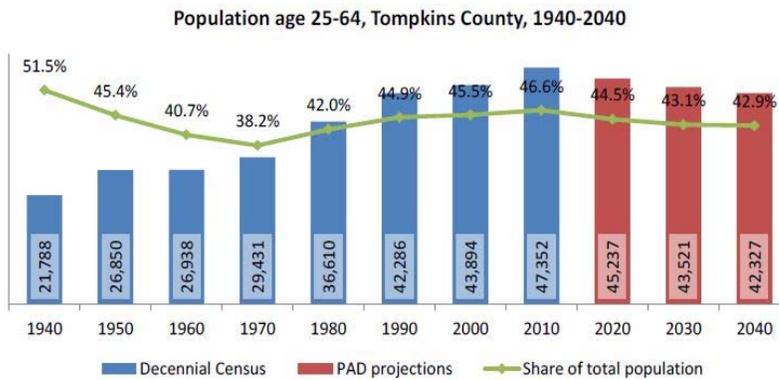
Cornell University, Tompkins Cortland Community College, Ithaca College, and Binghamton University provide us with student volunteers, interns and work-study students. Students serve as friendly visitors in the Project CARE program, help with administrative work and assist with evaluations and publications. 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.

In 2015 Office for the Aging staff engaged in outreach and offered services presentations for the following groups and events:

- Tompkins County Employee Benefits Fair
- McGraw House Health and Wellness Human Services Fair
- Ithaca College Retirement Fair
- Senior Living Expo
- Enfield Harvest Festival
- Dryden Seniors
- Finger Lakes Office Managers Association
- HIICAP Counselors
- The Office for the Aging co-sponsored the day-long 22nd Annual Conference on Depression: "A Focus on Addiction" together with several other community organizations.



DID YOU KNOW...



Source: 1940-2010 Decennial Census and projections by Cornell Program on Applied Demographics

TRAINING AND STAFF



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

- Health Insurance Information Counseling and Assistance Program (HIICAP) Training
- Ithaca College Gerontology Institute Workshops: Family Caregiving in Rural Communities, Alive Inside: Music and Memory, Meaningful Activity for Aging Gracefully, Aging and Religion, HEALE Training for LGBT Elders
- Long-term Care Ombudsman Program: Federal Rule Changes, Supporting Volunteers and Minimizing Risk, Identifying, Preventing and Responding to Bullying in Long-term Care Facilities, Complaint Handling, Volunteer Management, Resident-to-Resident Mistreatment, Compassion Fatigue: Prevention and Resiliency, Data Entry, Certification Training Overview, New York's Systems Advocacy, Case or Consultation
- Webinars: Launch of Office of Community Living, NY Connects Balancing Incentives Program, No Wrong Door, Persons with Alzheimer's Who Live Alone, Alzheimer's Capable Communities
- Cayuga Medical Center Community Roundtable on Pressure Ulcers
- AARP Age Friendly Community Conference
- Human Services Coalition Workshops: Transportation Options in Tompkins County, Evaluating Your Organization's Performance
- What Service Providers and Clients Can do About Substandard Housing
- Tompkins County Diversity Consortium Roundtable
- Trauma-Informed Hospice and Palliative Care
- Micro-Inequities and Unconscious Bias
- Discharge Planning Network Luncheon
- Advanced Care Planning and MOLST
- Food Safety and Sanitation Training
- Person-Centered Planning Training
- Caregiver Forum: Being Mortal
- Access to Independence Update
- Care Director Training
- Aging and Brain Health
- Leadership Institute
- Leadership Tompkins
- Listening Workshop
- Pain Management
- HEAP Training
- Social Media

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 others who are interested.

✓ **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 2015, the Office for the Aging had 944 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 is provided to participants to assist them to return to the workforce.

The Office for the Aging has capacity to enroll 2 qualified individuals through the SCSEP. During 2015, a total of three participants 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 HIICAP counselors on staff at the Office for the Aging and 7 volunteer HIICAP 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 1341 individuals in 2015.

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 2015 a total of 562 seniors utilized PERS machines in their homes in Tompkins County.

✓ **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 2015, 135 frail elders received 3,284 hours of case management services, 39 individuals were served with 3,553 hours of homemaker/ personal care services, and 76 individuals were served with 6,502 hours of housekeeper/chore services through EISEP. Additionally, under the consumer directed component of EISEP, 26 clients hired their own aides and were provided with 5,317 hours of service.

LONG TERM CARE ASSISTANCE

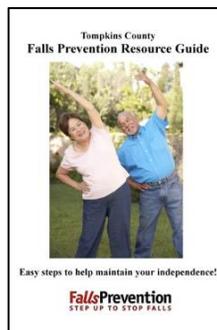
✓ NY Connects Long Term Care Services

Staff at NY Connects provide objective and unbiased information about long term care options in Tompkins County, as well as in-home assessment and ongoing case management. A partnership between the Office for the Aging and the Department of Social Services, NY Connects Long Term Care Services offers information about long term care to consumers of any age, regardless of income or payer source. In 2015, 1952 people received information and assistance.



✓ 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 2015, this program assisted 20 older adults in identifying and resolving hazards in their homes.

LONG TERM CARE ASSISTANCE



✓ BLAZE A TRAIL: MAY 2016 Long Term Care Ombudsman Program

✓ 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 2015, 71 older adults utilized the services of the Registry.



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 6 certified long term care ombudsman volunteers serving in Tompkins, Schuyler, and Chemung Counties.



✓ 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 2015, 118 individuals received 2,117 volunteer hours of visiting.

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 programming activities. In 2015, 212 people were served through the program.

Enhance Fitness

The Office for the Aging contracts with Lifelong to offer the Enhance Fitness Program, a series of exercises designed specifically for mature participants. The program consists of one-hour classes meeting three times a week. Classes are socially stimulating while focusing on areas of recognized importance for mature participants. In 2015 approximately 54 people attended weekly Enhance Fitness classes.



Walk Program

The Office for the Aging contracts with Lifelong to offer a series of planned walks for older adults. In 2015, 13 group walks took place throughout Tompkins County.



Legal Services

The Office for the Aging contracts with Legal Assistance of Western New York, (LawNY) for legal assistance with civil matters.

In 2015, 40 people received over 260 hours of legal assistance.



Transportation

The Office for the Aging contracts with Gadabout for transportation services for persons over 60 or with disabilities. During 2015, 143 people received 3,092 rides through this contract.



NUTRITION PROGRAM



The nutrition program is provided through a subcontractor on Wheels and offers meals to older adults, both in the home and in congregate settings at four sites in Tompkins County. The nutrition program assures that clients receive a nutritious, hot meal up to five days per week and learn healthy nutritional habits through education and counseling.

✓ Congregate Meals

This service provides older adults with hot noon meals Monday through Friday, along with an opportunity for social time and links to other health and supportive services. Congregate Meals are offered at four locations in the County: Groton, Lansing, Trumansburg and the City of Ithaca. A voluntary and confidential contribution of \$8 is suggested, but no person is denied a meal if they are unable to contribute. During 2015, 194 people were served 26,109 congregate meals.



Titus Towers Community Meals Photo by Dede Hatch

✓ 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 2015, 587 seniors were served 144,671 meals in their homes.



✓ **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 2015, 440 people were provided with 608 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 2015, 630 older adults received 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 2015, 644 booklets were distributed to seniors throughout Tompkins County.



HOME REPAIR AND ENERGY SERVICES

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

✓ 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 2015, the Home Repair Program served 60 older adults.



✓ Elder Cottage Program

The Office for the Aging administers the initial application process for the Elder Cottage Lease Program operated by Better Housing for Tompkins County. An elder cottage is a small, free-standing, energy efficient, removable modular home installed adjacent to an existing single-family home. Tompkins County is the site of New York State's first subsidized Elder Cottage Program. There are currently five elder cottages in Tompkins County.



✓ 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 2015, the Office for the Aging processed 597 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. The WRAP Program helps the client assess the work to be done, assists with applications and contractors' bids, and coordinates funding from several agencies. During 2015, 64 older adults were served by the WRAP Program.



Family caregivers are an integral component of the long-term care system, and the Office for the Aging strives to support 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.

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, 19 individuals in Tompkins County utilize the Project Lifesaver program.



✓ Caregivers' Resource Center & Alzheimer's Support Unit

The Caregivers' Resource Center provides:

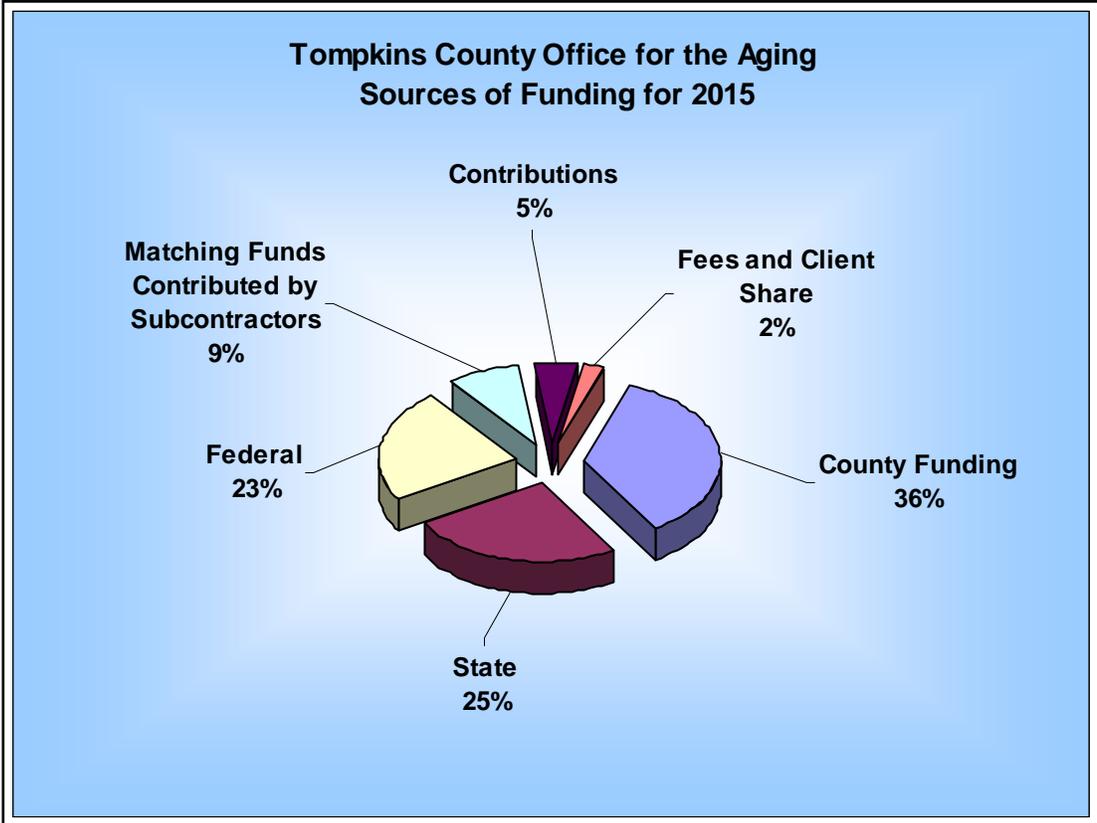
- Information to caregivers
- Counseling to caregivers
- A lending library of written and digital materials—including local resource guides
- Quarterly *In Support of Caregivers* newsletter
- Workshops on caregiving issues
- Support Group for caregivers of those with Alzheimer's Disease and other dementias.
- Six week Workshop series: Powerful Tools for Caregivers
- New in January 2015, a digital monthly *Dementia Caregivers Bulletin*



In 2015, the Caregiver's Resource Center sponsored the following training sessions to the public:

- Living with Alzheimer's in the Early Stages
- Living with Alzheimer's in the Late Stages
- Legal and Financial Issues for Caregivers
- Alzheimer's: Understanding and Coping with Challenging Behaviors
- Transitions to Assisted Living or Nursing Homes
- Transitioning from MAGI to non-MAGI Medicaid
- Aging in Place
- Art Therapy for Caregivers





<u>FUNDING SOURCE</u>	<u>AMOUNT</u>
County Funding	\$912,001
State	\$644,104
Federal	\$593,993
Matching Funds Contributed by Subcontractors	\$218,311
Contributions	\$132,458
Fees and Client Share	\$60,774
	\$2,561,641

Acct. Titles	2015 Program Total
Balancing Incentives Program: Care Transitions	133,482
Federal Assistance to Caregivers: TITLE III-E	46,355
Federal Care Transitions Program: CCTP	0
Federal Employment Service: TITLE V	31,179
Federal Health Promotion: III-D	4,404
Federal Home Delivered and Congregate Meals: IIIC	578,871
Federal Nutrition Services Program: NSIP	119,022
Federal Older Americans's Act: IIIB	325,792
Federal Ombudsman Program: TITLE VII	12,727
Health Insurance Counseling Program: HIICAP	49,883
Home Energy Assistance Program: HEAP	62,191
NY Connects	45,024
NY Connects/BIP Expansion And Enhancement	23,331
NYS Caregivers Resource Centers: CRC	27,484
NYS Community/Congregate Services: CSE/CSI	191,671
NYS Expanded In-home Services for the Elderly: EISEP	467,130
NYS Ombudsman Program-SLTCOP	1,804
NYS Wellness in Nutrition Program: WIN	368,620
Personal Emergency Response: PERS	46,918
System Integration Grant: SYST INT	0
Weatherization Program: WRAP	25,753
TOTALS	2,561,641

OLDER AMERICANS MONTH



BLAZE A TRAIL: MAY 2016



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

<http://tompcountyny.gov/cofa>



Tompkins County
Office for the Aging
Autonomy Dignity Independence



NY Connects
Your Link to Long Term
Services and Supports

of TOMPKINS COUNTY

(800) 342-9871 607-274-5482

