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

Tompkins County Office for the Aging

ANNUAL REPORT
2013-2014

From the Director...

It is my pleasure to present to you, on behalf of the staff of the Tompkins County Office for the Aging, our Annual Report for 2013-2014.

This marked the first full year serving the public from our new location in the Human Services Annex on 214 West Martin Luther King Jr. St, and we are thrilled to note that our walk-in traffic more than doubled in that time period. The Office for the Aging plays a key role in connecting older adults and caregivers with needed programs and services, and the visibility and accessibility of our downtown office space helps make that possible.

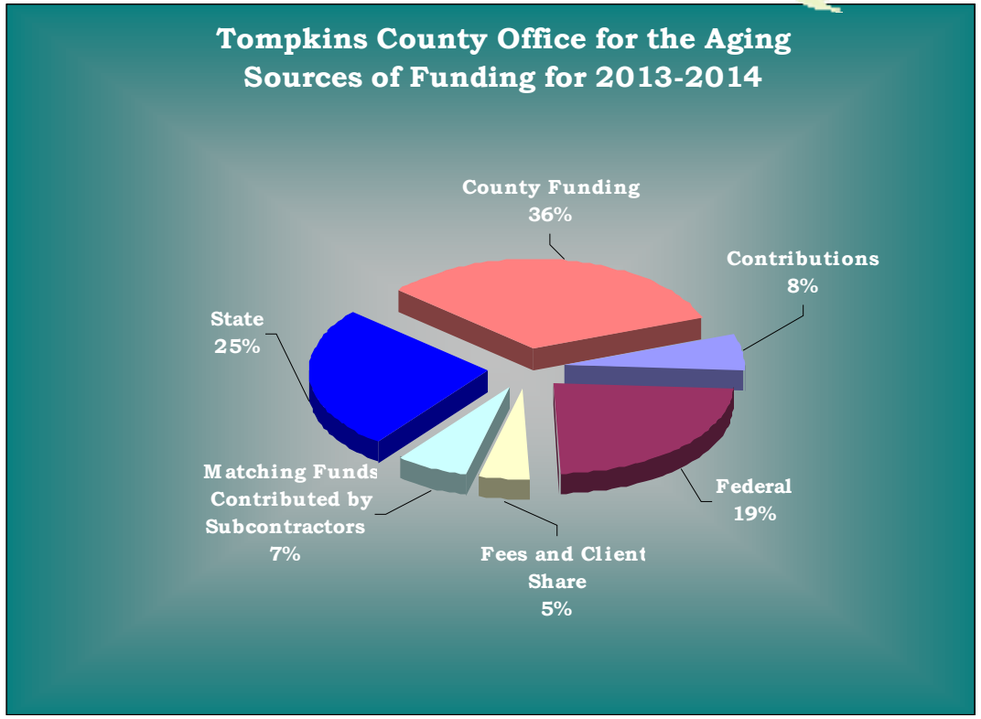
Within this Annual Report, you will find highlights from the 2013-14 program year, including the launch of strategic planning efforts, strides in the Care Transitions Program, updates on Falls Prevention, and details on the ongoing core services, education and outreach that we offer to older adults and families.

The current climate of constrained budgets coupled with the increases in the older adult population offers both challenges and opportunities for the aging services network, and the Office for the Aging is no exception. While the need and demand for our programs is on the rise, the funding to support these programs is constrained on all levels of government. Meanwhile, on the State level, Offices for the Aging are playing key role in Medicaid redesign efforts because we offer home and community based services which maximize people's independence and delay or prevent more costly levels of care. On the local level, we have a cohort of vital and active retirees who are interested in volunteering to create a community where they can age in place interdependently. This mix of factors makes for a very interesting time to be working in the field of aging.

We wish to thank our community partners, volunteers and subcontractors who deliver vital services to older adults, and who make our programs as successful and cost effective as they are. We also thank the Tompkins County Legislature for their ongoing support and the taxpayers to whom we are responsible.

Sincerely,
Lisa A. Holmes
Director

Acct. Titles	2013-14 Program Total	2012-13 Program Total	Increase (Decrease) from 2012-13
NYS Ombudsman Program:SLTCOP	3,608	3,608	0
Federal Older American's Act: IIB	306,709	303,412	3,297
NYS Wellness in Nutrition Program: WIN	387,367	380,237	7,130
Federal Employment Services: TTLE V	32,781	48,426	(15,645)
Federal Home Delivered and Congregrate Meals: IIIC	542,438	556,463	(14,025)
NYS Community/Congregate Services: CSE/CSI	203,807	187,227	16,580
Home Energy Assistance Program: HEAP	50,867	54,192	(3,325)
RESTORE: Emergency Home Repair Grant	0	75,000	(75,000)
NYS Expanded In-home Services for the Elderly: EISEP	449,120	475,923	(26,803)
Federal Assitance to Caregivers: TITLE III-E	43,397	36,628	6,769
NYS Caregivers Resource Center: CRC	23,338	25,346	(2,008)
Federal Aging & disability Resource Center: ADRC		33,670	(33,670)
Federal Nutrition Services Program: NSIP	122,000	132,857	(10,857)
SYST INT: System Integration Grant	23,114	0	23,114
Persanal Emergency Response: PERS	95,250	90,415	4,835
NY Connects	43,987	41,965	2,022
Federal Care Transitions Program: CCTP	3,600	4,734	(1,134)
Health Insurance Counseling Program: HIICAP	41,185	45,385	(4,200)
Federal Health Promotion: III-D	4,142	4,213	(71)
Weatherization Program: WRAP	30,681	43,678	(12,997)
Federal: OMBUDS	16,865	11,332	5,533
TOTALS	2,424,256	2,554,711	(130,455)



FUNDING SOURCE	AMOUNT
Contributions	$193,333
Federal	$459,113
Fees and Client Share	$109,428
Matching Funds contributed by Subcontractors	$158,413
State	$614,206
County Funding	$889,763
	$2,424,256

The 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

Lorraine Cloud, Outreach Worker
Marge Dean, Part-time Account Clerk/Typist
Lisa Holmes, Director
Lai Siu Leung, Part-time Outreach Worker
Rae Lobreva, Part-time Office Assistant
Rodney Maine, Senior Account Clerk/Typist/Outreach Worker
Susan Martin, Part-time Dietitian
Lisa Monroe Aging Services Planner
Suzanne Motheral, Aging Services Specialist
Eileen Savino, Outreach Worker
Katrina Schickel, Aging Services Specialist
Dianna Schooley, Part-time Senior Account Clerk/Typist
Robert Slocum, Administrative Assistant Level 4
David Stoyell, Aging Services Specialist

2013-14 Advisory Committee Members

Betty Balcome
Ardie Bennett*
Elizabeth (Betty) Ellis
Jennie Graham
Irene Gutchess

Charlie Hart
Satomi Hill
Ronda Ketcham
Marie Layer*
Eugenia Landers
Gene Lovelace

Eleanor May
Peggy Merrill
Mary Oltz
John Scott
Edie Spaulding
Leroy Wollney*

Advisory Committee Liaisons

Caryn Bullis (NY Connects)
Melissa Gatch (Health Department)
Gene Lovelace (Lifelong)
Kathy Luz-Herrera (County Legislature)
Jan Lynch (Finger Lakes Independence Center)
Peggy Merrill (Foodnet)
Pat Pryor (County Legislature)*
Lenore Schwager (Finger Lakes Independence Center)*

* Term expired 12/31/2013

Caregiver Services

✓ **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 newsletter entitled *"In Support of Caregivers"*
- Workshops on caregiving issues
- Support Group for caregiver of those with Alzheimer's Disease and other dementias.
- Workshop series: Powerful Tools for Caregivers

Caregiver's Resource Center Library

The Caregiver's Resource Center

- In 2013-2014, the Caregiver's Resource Center sponsored the following training sessions to the public: "When an Elder Refuses Help", "Legal and Financial Issues for Caregivers", "Person Centered Dementia Care", "Alzheimer's; the Basics" "Health Self-Advocacy and Advocating for Others", "Paying for Long Term Care", "Family Caregiving at the End of Life. " In addition, a series of six-week sessions of "Powerful Tools for Caregivers" classes were offered to local caregivers in both the fall and spring.

Caregiver Services

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 senior citizens for whom they are caring. The Office for the Aging matches seniors 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 seniors with medical needs.

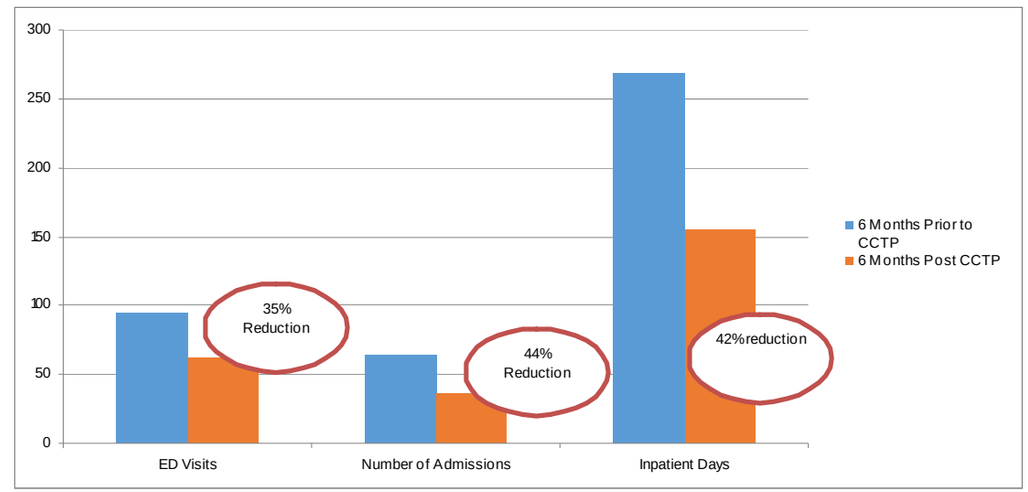
We are pleased to note that as of 2014, the Tompkins County Sheriff's Office now offers **Project Lifesaver**, a radio location device for tracking individuals who wander. The Office for the Aging is partnering with the Sheriff's Office to refer caregivers of individuals with Alzheimer's Disease or other dementias to sign up for this important service when needed.

Highlights 2013-2014 Program Year

Care Transitions Progress

The Office for the Aging continued leading the Community Based Care Transitions Pilot Program through its second and final year of funding through the Centers for Medicare & Medicaid Services. To date, a total of 118 high risk Medicare beneficiaries have been served with care transitions coaching by Visiting Nurse Services upon discharge from Cayuga Medical Center, with the goal of assisting them to successfully manage their conditions at home and reducing unnecessary hospital readmissions.

Preliminary results indicate significant reductions in emergency department visits, in-patient admissions and in-patient days among individuals served through the care transitions program. (Source: CAPCONNECT, 2014)



Highlights 2013-2014 Program Year

Strategic Planning
The Office for the Aging launched a strategic planning process in 2014 involving multiple community organizations and stakeholders. The goal is to hear from a broad range of community members on the following aging-related topics: Health Status/Access/Financing, Housing, Financial Security/ Employment, Civic Engagement/Leisure/Volunteerism, Long Term Care, Mental Health, Frauds/Scams/Abuse/Neglect, and Transportation. The reports from the strategic planning process will include priorities for action and will be widely disseminated.

Falls Prevention Efforts
The Office for the Aging continues to collaborate on Phase II the Step Up to Stop Falls Coalition, led by the Health Planning Council of Tompkins County with funding through the Health Foundation of Western and Central NY. During Phase II of the project, local physical therapy and medical practices were engaged in the project, and were trained in billing and coding for falls screening. Falls prevention activities continued through multiple community partnerships and venues.

Program Evaluations
The Office for the Aging conducts periodic evaluations of all its programs and subcontracts to monitor client satisfaction, to ensure that programmatic goals are being met, and to improve the quality of services. With the help of student interns, the following programs were evaluated in 2013-2014: Project Care and the Health Insurance Information Counseling and Assistance Program (HIICAP).

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 the fiscal year 2013-2014, the Office for the Aging processed 663 HEAP applications for seniors 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 2013-2014, 99 seniors were served by the WRAP Program.

Home Repair and Energy Services

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

✓ **Elder Cottage Program**

The Office for the Aging administers the 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.

✓ **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 seniors in Tompkins County. Priority is given to repairs related to health and safety. In 2013-2014, the Home Repair Program served 103 seniors.

Community Education

Aging Services Network Meetings

The Office for the Aging organized monthly Aging Services Network Meetings. The meetings are attended by local aging services professionals and the general public. In 2013-14, topics included:

- Programs and Services of Hospicare
- Care Transitions
- NYS Aging and Health Update with Assemblywoman Lifton's staff
- Resources for Mature Workers
- Diabetes and Chronic Disease Self-Management Programs
- Hospicare's new PATH program
- Changes in Social Security
- New Geriatric Mental Health Services Offered through Family & Children's Service.

Community Collaborations

In 2013-14 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
- The Human Services Coalition Review Committee
- 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
- Cornell University President's Family Life Advisory Council
- Working Group on Lesbian, Gay, Bisexual & Transgender Aging
- Developmental Disability Subgroup of the Tompkins County Mental Health Board
- Women with Disabilities Planning Committee
- Depression Conference Steering Committee

Members of the Tompkins County Office for the Aging Advisory Committee also serve on many other community boards.

Student involvement with older adults and caregivers

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 tasks in the office 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.

"As a single woman with no children or family, the student that visits with me has become my family" . Liz– Ithaca Resident

Nutrition Program

✓ **Nutrition Counseling**

Nutritional assessment and counseling is provided to seniors on a one-on-one basis. Foodnet's registered dietitian assists seniors in understanding their dietary needs and restrictions, and provides methods for changing their dietary habits. During fiscal year 2013-2014, 397 people were provided with 537 hours of nutrition counseling.

✓ **Nutrition Education**

Nutrition education is provided in a group setting, covering topics of interest to seniors and emphasizing good nutrition as a component of health. During the fiscal year 2013-2014, 667 seniors received nutrition education.

FOODNET

✓ **Senior Farmer Market Nutrition Program**

Coupon booklets worth $20 cash are free to income-eligible households. Coupons are for the purchase of fresh fruits and vegetables at NYS Farmers Markets. During 2013-2014, 607 booklets were distributed to seniors throughout Tompkins County.

Nutrition Program

The nutrition program is provided through a subcontract with Foodnet Meals on Wheels and offers meals to seniors both in their homes, and in congregate settings at four sites in Tompkins County. The nutrition program assures that seniors 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 seniors with hot noontime 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. The average cost of a hot meal is $8. A voluntary and confidential contribution is suggested, but no person is denied a meal if they are unable to contribute. During fiscal year 2013-2014, 205 persons were served 29,006 congregate meals.

FOODNET

✓ **Home Delivered Meals**

This service is provided to Tompkins County seniors 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. The average cost of a hot meal with an additional sandwich is $9.50. A voluntary and confidential contribution is suggested, but no person is denied a meal if they are unable to contribute. During the fiscal year 2013-2014, 622 seniors were served 151,279 meals in their homes.

Community Outreach

In 2013-14 Office for the Aging staff engaged in outreach at the following community events:

- Tompkins County Employee Benefits Fair
- Streets Alive
- Greater Ithaca Activities Center (GIAC) Festival
- Juneneenth
- Groton Olde Home Days Parade
- Dryden Community Dinner
- Cornell Public Service Fair
- McGraw House Health and Human Services Fair
- Cayuga Medical Associates
- Ithaca College Retirement Fair

- Office for the Aging staff offered presentations about the availability of programs and services to the Danby Seniors, Trumansburg Seniors, Groton Seniors, Poet's Landing residents, and to the staff of Family Medicine, Hospicare, Foodnet, Lifelong and Gadabout
- Office for the Aging Staff presented to family caregivers at Beechtree Care Center on coping with guilt after placing loved one in skilled care.
- Office for the Aging staff presented on Pre-Retirement Transitions Planning to the Tompkins County Society of Human Resource Managers
- Office for the Aging staff presented on Health Self-Advocacy and Advocating for Others at Lifelong
- Office for the Aging co-sponsored the annual day-long conference on Depression with several other community organizations.

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 2013-2014:

- Grieving When Working with Older Adults
- Emergency Preparedness and Older Adults
- Older Adults in Rural Areas
- Managing Pain in Older Adults
- Hospice Foundation End of Life Care for Veterans
- Workforce Diversity Reading and Discussion Program
- Providing Culturally Competent Care to LGBT Seniors
- Kincare Navigator
- Update on Alzheimer's Research and the National Plan for Alzheimer's
- Drupal website training
- Diversity Consortium Roundtable
- Food Safety/Sanitation Training
- Care Transitions Learning Sessions 5-6
- Supervising for Success Levels I & II (5 week series)
- Observation Status Appeals Training
- AARP Listening Session on Caregiving
- Research and Treatment Updates for Alzheimer's Disease
- Handling Stress in a Rapidly Changing Environment
- Health Insurance Counseling and EPIC Training
- Business Continuity Planning
- Caregiving and Addiction
- Mindfulness and Eldercare
- Brain Health
- Systems Integration Training
- Elder Abuse
- Smart Work
- Falls Prevention
- Social Security Service Changes

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 the fiscal year 2013-2014, 87 seniors 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. The Tompkins County Office for the Aging accomplishes this through organizing and training community members to visit regularly and advocate on behalf of residents of long term care facilities, giving them a stronger voice in their own care and lives. Currently there are six certified long term care ombudsman volunteers who visit residents in four long term care facilities.

Long Term Care Assistance

✓ **EISEP**

The Expanded In-Home Services for the Elderly Program (EISEP) provides case management, homemaking/personal care and housekeeping/chore services on a sliding fee scale to income-eligible seniors. During the fiscal year 2013-2014, 147 frail elders received 3,775 hours of case management services, 78 individuals were served with 9396 hours of homemaker/ personal care services, and 74 individuals were served with 5,956 hours of housekeeper/chore services through EISEP. Additionally, under the consumer directed component of EISEP, 13 clients hired their own aides and were provided with 2,854 hours of service.

✓ **Friendly Visiting**

The Friendly Visitor Program matches older adults with volunteers who offer companionship and a chance for sharing time and mutual interests. Friendly Visiting is offered through the Tompkins County Office for the Aging and the Northside/Southside Program of Lifelong. 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 2013-2014,152 individuals received 2,676 volunteer hours of visiting, an increase of 14% from the previous year.

"My experiences with Ruth have reinforced [for me] that no matter a person's generation, background, experiences, and beliefs, we are more similar than we think we are."

Mary Claire-Ithaca College Student Volunteer

Services: 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 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 all seniors who need them. In the fiscal year 2013-2014, the Office for the Aging had 1068 community outreach contacts with seniors.

✓ **Senior Community Service Employment Program**

The Tompkins County Office for the Aging administers the SCSEP, 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 necessary training is provided to participants in anticipation of their returning to the workforce. The Office for the Aging has capacity to enroll 2 qualified individuals through the SCSEP. During 2013-2014, a total of four people 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 seven 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 675 individuals in fiscal year 2013-2014.

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)

✓ **Personal Emergency Response System (PERS)**

PERS is a communication system which links an individual with the County's emergency medical response system through a small pendant worn on a necklace or bracelet. 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 on an income based sliding fee scale. During the fiscal year 2013-2014, a total of 617 seniors utilized PERS machines in their homes in Tompkins County.

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 2013-14, 1,284 people received information and assistance through NY Connects.

✓ **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 Assessment 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 2013-2014 this program assisted 28 older adults in resolving over 55% of identified hazards.