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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.

The 2023 Proposed Plan Abstract of the Tompkins County Office for the Aging/NY Connects will be presented on **Tuesday, November 15, 2022, at 1:00pm at the Tompkins County Office for the Aging, 214 Martin Luther King Jr./State St., Ithaca** as well as streamed on Tompkins County's YouTube page. The plan will also be posted on the Tompkins County Office for the Aging website. In addition, a survey link will be provided for people to access to respond to the plan and provide feedback. If you are unable to access the internet you can provide your feedback and questions by calling our office at 607-274-5482. Questions and feedback regarding the plan will be received throughout the month of November. The final Plan will reflect comments and suggestions made by the public.

The Proposed Plan Abstract includes findings from the following sources: the 2012 and 2019 Needs Assessment of Tompkins County Individuals Age 60+, the 2016 and 2022 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, observations and gaps identified and highlighted during the COVID-19 pandemic and from the sage advice from the Advisory Committee of the Tompkins County Office for the Aging.

Current Services: For a complete list, please see our 2021 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)
- ❖ Personal Care Aide
- ❖ Falls Prevention Home Safety Assessments
- ❖ Personal Emergency Response System (PERS)
- ❖ Senior Farmers Market Nutrition Program
- ❖ Public Information and Outreach
- ❖ Caregivers Resource Center and Alzheimer's Support Unit
- ❖ Project CARE/Project Generations
- ❖ Gadabout Transportation Tickets
- ❖ Long-Term Care Ombudsman Program serving Tompkins, Chemung, and Schuyler Counties
- ❖ Joy For All Companion Pets

Subcontracted Services

- ❖ INHS:
Small Home and Safety Repair Program
- ❖ Foodnet Meals on Wheels:
Senior Nutrition Program
- ❖ Lifelong:
Senior Circle Newsletter, Mosaic Program, Health Insurance Counseling, Aging Mastery Program, Senior Planet & Tech Hotline, Virtual Senior Center
- ❖ Finger Lakes Independence Center:
Home Care Registry and Consumer Directed Personal Care Services
- ❖ StafKings, Caregivers, Home Instead Senior Care:
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
- ❖ LawNY Legal Services:
Legal Assistance
- ❖ Human Services Coalition:
Coordination of the Long-Term Care Committee
- ❖ Senior Planet:
Senior Planet Tablet Program

Tompkins County Office for the Aging Plan for 2023

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/Tompkins County Age Friendly Center for Excellence – Tompkins County and the City of Ithaca are part of the AARP Network of Age Friendly Communities, an initiative of the World Health Organization intended to help municipalities prepare for rapid population aging. The initiative is designed to help communities and local governments incorporate healthy, age friendly principles into relevant policies and programs. The Office for the Aging is collaborating with several community organizations to continue implementing age friendly initiatives. In 2019, we were designated as one of five Centers for Excellence in New York State funded to support the NYS Health Across All Policies Initiative by promoting Age Friendly, the NYS Prevention Agenda and Smart Growth Planning principles. The primary goal of the Tompkins County Age Friendly Center for Excellence (TCAFCFE) is to create livable communities for all ages to promote healthy aging by transforming the social and physical environment to support health and well-being for community members across the lifespan. This goal is achieved through cross-collaboration with organizational partnerships and stakeholder input. The TCAFCFE works directly with County agencies, non-profit organizations, academic institutions, and private partners to advance systems change and solutions at the county level, and to share best practices state-wide. In 2023, we will continue to work on our goals and tasks informed by our previous work and carryout our plan and implementation timeline for the next 5-year cycle.

Personal Emergency Response System (PERS) Program— 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 landline, digital phones, and cell phone towers. 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. The Office for the Aging is hoping to expand new and improved GPS device technology and work to increase the number of clients served through the PERS program by 10% and maintain those numbers in 2023.

Regional Long-Term Care Ombudsman Program- The Office for the Aging will continue to cultivate relationships and partnerships in Tompkins, Schuyler, and Chemung Counties. Currently, we have 2 full time staff who are certified Ombudsmen: a Program Coordinator and an Outreach and Ombudsman Program Specialist. In 2021, they resumed visits providing coverage to all facilities and increased their volunteer base from 2 to 6 volunteers. In 2022-2023, they will recruit and train a project assistant to assist with more visits to our covered facilities and to educate and advocate for residents. The Long-Term Care Ombudsman programs efforts will be focused on recruiting and training more volunteers and working with

facilities to ensure residents are able to have unobstructed visits and the ability to participate in resident councils, group dining, and other activities that have been restricted during covid.

Policy Trends— We will work to continue to strengthen community options that make it possible for older adults to age well and safely at home and in the community. The Aging Network plays a pivotal role in addressing the social determinants of health and bridging the gap between the acute care and long-term services and supports systems. 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 that affect the lives of older adults. Examples include addressing social isolation and loneliness; supporting and strengthening our resources for caregivers including home care aides and the direct care workers challenges, as well as, informal and family caregivers; Older Americans Act modernization and investments in funding for programs and services; recognizing and protecting the role the Aging Network plays in addressing the social determinants of health; to improve health outcomes and reduce health care costs, racial disparities and promote health equity; reviewing the LTSS delivery system and how populations navigate it; and serve as a catalyst to advance changes in the LTSS system to ensure the availability of appropriate, quality community services.

Addressing Social Isolation- We were already aware of the struggle that many older adults face with loneliness, isolation, and lack of regular companionship. As aging professionals, it is one of our goals to address and ease social isolation and loneliness and the associated health risks. This has been even more challenging as a result of the pandemic. In attempts to mitigate some of the devastating effects of social isolation we began to look for innovative ways to reach people:

Senior Planet-



The Senior Planet Tablet Pilot Project began in 2020 to bring technology to older adults to ease the effects of loneliness brought on by social isolation that has been exacerbated by the COVID-19 pandemic. Our office provides project participants with an LG Tablet and 12-24 months of LTE service (Long Term Evolution is a standard for wireless broadband). Additionally, we contracted and partnered with Senior Planet, a program of the nonprofit Older Adults Technology Services (OATS), who provides free technology support and social opportunities to Tompkins County residents through our Senior Center Lifelong, to provide a *Senior Planet Tech Help Hotline*. This hotline is open Monday - Friday, 9:00 A. M. to 5:00 P. M. for its members. Furthermore, participants have full and complete access to Senior Planet's online assortment of virtual program classes and offerings, covering topics in technology, health, social engagement, financial security, and much more. We anticipate continuing this partnership through 2023.

Innovations sponsored by the New York State Office for the Aging

ElliQ-



ElliQ is a digital care companion that helps older adults remain active, engaged, and independent. Designed for individuals that spend most of their day alone, ElliQ empowers older adults to take control of their physical, mental, and social health. ElliQ proactively offers health and wellness support, entertainment, communication features, and a concierge service to help with daily activities. The Office for the Aging will be participating in a pilot program to get these out to older adults in the community in 2023.

Joy For All Companion Pets-



In 2023, the Office for the Aging will continue to match and provide socially isolated clients with robotic companion pets. There is compelling evidence that shows these lifelike robotic pets increase meaningful interactions between family and friends, can facilitate intergenerational connection, stimulate conversation and communication, calm anxiety and soothe those who are agitated. These pets can increase quality of life for those with dementia or who are socially isolated. We have several cats and dogs and new Walker Squawker animatronic birds that are available for "adoption". These interactive animatronic pets offer support, comfort, and companionship to older adults.

VSC (Virtual Senior Center)-



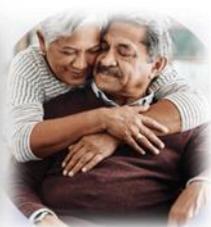
The Virtual Senior Center (VSC) gives older adults a place to go, learn, explore, and socialize without having to go anywhere. An active online community with live courses

12 hours a day, 365 days a year, the VSC is a constant and welcoming companion to help make meaningful connections. The Office for the Aging will be partnering with our local Senior Center, Lifelong, to provide this service.

Client Satisfaction/RBA— In 2021-2022, the Office for the Aging worked with student interns and measured client satisfaction with the following services: NY Connects, Personal Emergency Response System (PERS), Home Delivered Meals, and Personal Care Services. Overall satisfaction with these programs was positive. Through Tompkins County’s Results Based Accountability (RBA) initiative, these particular services will be measured annually. In 2022-2023, the Office for the Aging will measure client satisfaction for the additional services of the Health Insurance Information, Counseling, and Assistance Program (HIICAP) and the Home Energy Assistance Program (HEAP). In 2022, we collected our first set of RBA data providing us with a baseline for data to be collected in 2023 and beyond. This data will also be used for the purposes of funding and will be incorporated into our office’s yearly budget.

The Caregiver’s Resource Center and Alzheimer’s Support Unit- Is designed to help caregivers provide quality care for older adults and persons with disabilities while also maintaining the quality of their own lives and the lives of their family member. In 2021, we expanded our Caregiver Support Group to a bi-weekly basis and enhanced our resource materials and library. We will continue to enhance our support and offerings in 2023, including promoting the following innovative resources to assist and empower caregivers.

Trualta-



The New York State Office for the Aging (NYSOFA) and Association on Aging in New York (AgingNY) have partnered with Trualta to offer Trualta’s web-based caregiver education and support platform at no cost to any unpaid caregiver in New York State.

Archangels-

ARCHANGELS is a national movement and a platform that is reframing how caregivers are seen, honored, and supported using a combination of data and stories. We believe shining a light on caregivers, so they feel seen, honored, and supported is the first line of care. The Caregiver Intensity Index (CII) is designed to engage all caregivers, even those who do not see themselves in that role.

Generations of Care-

We recently received a mini grant from Lifespan of Rochester and the New York State Caregiving and Respite Coalition to 2021’s newly created respite program Pause for

Parkinson's into 2023. The stress of the caregiving role is long recognized and to maintain one's own health to continue in this role, respite is one of the many services recommended for the caregiver. This program expands the already existing student volunteer program, Project Generations, which serves local older adults in Tompkins County and adds paid respite services to the program. The students are trained by project staff to understand the many issues that caregivers face, and how to provide respite services to those needing care based on their needs while also providing them with social interactions. All students receive the evidence-based respite training REST (Respite Education and Support Tools). Once trained, the students provide their availability to the Project Coordinator who will have this information available for caregivers who request respite services.

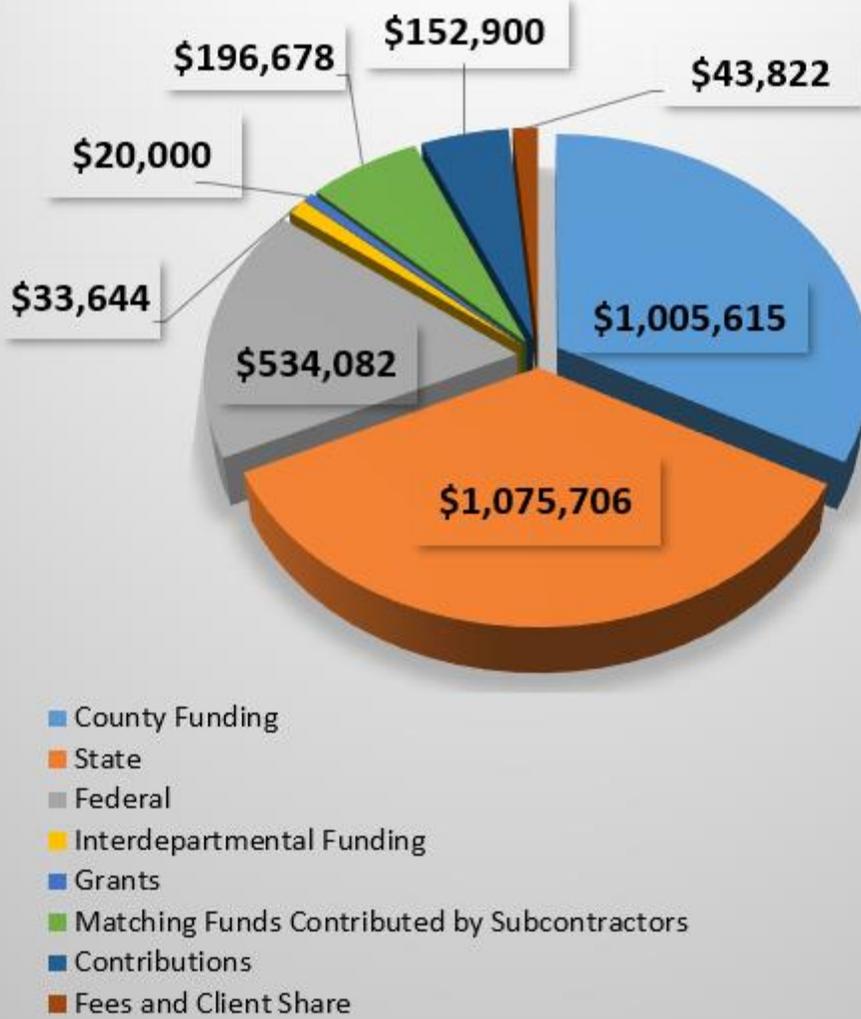
Personal Home Care Aide-In November 2022, the Office for the Aging began directly providing a Personal Home Care Aide as a result of the crisis in workforce that we are experiencing here locally and across the state. We have been able to serve between 15 to 20 people on a regular basis, helping them to stay safely and independently in their homes. In this past year we have discovered that while we are doing a good job serving people on our waiting list, many of the clients on the list have increasingly complex needs that require additional coordination and triaging of information between the Personal Home Care Aide, Case Managers and the appropriate services and supports to support their independence. In 2023, we will be hiring a Long-Term Care Specialist who will assist and support the Personal Home Care Aide and the Case Managers to provide solutions and wrap around services to these clients.

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. We will strive to maintain racial and socio-economic diversity on its Advisory Committee and include older adults from all areas of Tompkins County. Outreach staff members will continue to direct efforts to older adults of lower income, those who are isolated, and those living in rural portions of the County, as well as continue to engage Lesbian, Gay, Bisexual, and Transgender older adults.

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 several 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 as well as out of town medical appointments
- ❖ 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
- ❖ 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 limited facilities
- ❖ 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 2023 COFA BUDGET



<u>FUNDING SOURCE</u>	<u>2023 AMOUNT</u>
County Funding	\$1,005,615
State	\$1,075,706
Federal	\$534,082
Interdepartmental Funding	\$33,644
Grants	\$20,000
Matching Funds Contributed by Subcontractors	\$196,678
Contributions	\$150,900
Fees and Client Share	\$43,822
Total	\$3,062,447

Comparison of Funding Sources 2022-2023	2022	2023
Alzheimer's Association of CNY Respite Grant	\$20,000	\$20,000
Federal Balancing Incentives Program: Expanded NY Connects	\$311,504	\$306,759
Federal Health Insurance Information, Counseling and Assistance Program	\$34,299	\$33,937
Federal Home Energy Assistance Program	\$35,269	\$34,144
Federal Medicare Improvements Patients and Providers Act	\$13,528	\$16,344
Federal Nutrition Services for the Elderly Program	\$110,000	\$110,000
Federal Older Americans Act: Title IIIB	\$360,262	\$400,068
Federal Older Americans Act: Title IIIC	\$559,572	\$612,872
Federal Older Americans Act: Title IIID	\$5,828	\$5,790
Federal Older Americans Act: Title IIIE	\$52,762	\$54,010
Locally Funded Small Home and Safety Program	\$26,525	\$26,525
Locally Funded Personal Emergency Response Program	\$37,646	\$35,533
NYS Caregiver Resource Center	\$20,541	\$20,036
NYS Community Services for the Elderly Program	\$239,517	\$248,336
NYS Unmet Needs Program	\$86,803	\$172,803
NYS Expanded In-Home Services for the Elderly Program	\$396,797	\$403,013
NYS Ombudsman Program	\$156,955	\$164,915
NYS Wellness in Nutrition	\$395,044	\$397,362
TOTAL	\$2,862,852	\$3,062,447