

PROPOSED PLAN FOR 2010 AGING SERVICES



Michael G. Breslin
County Executive

Ralph J. Scarano
Commissioner

ALBANY COUNTY DEPARTMENT FOR AGING

162 Washington Avenue
Albany, New York 12210
Web Site: www.albanycounty.com
E-Mail: aging@albanycounty.com

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GREETINGS FROM THE COMMISSIONER

As we prepare for a new year, it is evident that the way services were provided in the past must be thoroughly examined. The increase in our senior population, coupled with the economic downturn, has placed a greater demand on our service providers. To meet the challenges ahead we must look at innovative ways to maximize funding to maintain services. Exploring the use of frozen meals in our Home Delivered Program is one idea that is being closely studied. Other counties have incorporated frozen meals to combat the high cost of food preparation and delivery and the program has been well received. This is just one example of many that we will be discussing with our providers and clients throughout the year.

The Department for Aging and County Executive, Michael Breslin, are committed to providing in home services that will enable seniors to stay in their homes and thrive in the community. The county has dedicated additional funds this coming year for our Expanded in Home Services for the Elderly program (EISEP) to meet the demand for this program and not create waiting lists. We continue to meet with our Long Term Care Council to explore ways to collaborate with agencies to provide the best care for our seniors.

It is the desire of the Albany County Office for the Aging to provide a comprehensive menu of services that fit the needs of our seniors and their caregivers in 2010. However, we need your input to help us complete our plan. It is the feedback we receive from you that allows us to know what programs are working and what new programs we may look to add in the future.

So I ask that you take the time to review our proposed plan of services for 2010. I encourage you to participate in our public hearings by offering your comments and suggestions. The dates, times, and locations are listed on the following page. Should you be unable to attend on of our public hearings, feel free to contact my office by phone at (518) 447-7198. It will be a pleasure hearing from you.

Respectfully submitted,

Ralph J. Scarano,
Commissioner

NOTICE OF PUBLIC HEARINGS

In accordance with the New York State Office for Aging regulation 6653.2(c), the Albany County Department for Aging is required to “publicize and hold at least one public hearing in a manner, place and time which give elderly people, public officials and other interested parties adequate notice and reasonable opportunity to participate.”

SUBJECT:

Proposed Plan for Aging Services 2010

PURPOSE: To solicit input from Albany County citizens regarding the implementation of Aging Services provided by the County. These hearings will examine various factors regarding the proposed plan of services including funding levels, distribution of services and recipients of services. These hearings also provide the public an opportunity to offer comments or make recommendations on the proposed abstract.

Persons wishing to present testimony or obtain an abstract should contact Glenda Gustafson at (518) 447-7195 at the Albany County Department for Aging. Please indicate whether you would like to present oral or written testimony, or both. Oral testimony will be limited to ten minutes duration. The Department for Aging is always seeking input. Please feel free to contact us at the above number at anytime with your questions, concerns or comments.

LOCATION:

Friday December 11th, 2009 1:00pm	Westview Apartments 680 Central Ave. Albany, NY 12206
Thursday December 17th, 2009 2:00pm	Westerlo Baptist Church 618 State Route 143 Westerlo, NY 12193



2009 ACCOMPLISHMENTS

NUTRITION

Home Delivered Meals Program

- The Home Delivered Meal program provides nutritious meals to homebound frail elderly who have no support from family or friends with food shopping or meal preparation. The need for this service continues to expand. Over the past year our meal service providers delivered over 190,744 hot and 67,312 cold meals. Albany County Department of Health, our Home Delivered Meals assessment contractor, continues to work hard to keep up with the requests for this program. Through the assessment the nurse will determine HDM eligibility and will make referrals to other programs and services including nutritional counseling with Albany County's dietitian.

Congregate Dining Program

- During 2009, two new congregate meal sites were added to the network of programs supported by aging funds. The program provides seniors with a hot nutritious meal while providing opportunity to interact and participate in activities with other seniors. This year 3,360 seniors participated in the congregate dining program. Aging continues to look to increase access to this program especially for low-income minority seniors and seniors in rural parts of the county.

Nutrition Counseling and Services

- Aging's Certified Nutritionist is responsible for monitoring the Home Delivered Meals programs and Congregate Dining programs. The ACDFA nutritionist ensures that all meals meet RDA standards for nutrition for seniors; are cooked, transported and served at appropriate temperatures; and are prepared in sanitary conditions.
- To help maintain, manage and improve the health of seniors in the county, our Certified Nutritionist provides in-home nutritional counseling and educational sessions. All seniors participating in the meal programs, Adult Day program, and Expanded In-home Services for the Elderly Program are screened for nutritional risk and are given information about the no-cost nutritional counseling service. This year our Certified Dietitian Nutritionist provided 172 personalized in-home counseling and nutritional education sessions to at risk seniors.

IN-HOME CONTACT, CARE AND SUPPORT

Increased Services for our Homebound Elderly

- Expanded In-Home Services for the Elderly Program (EISEP) assists frail elders who want to remain at home and need help once or several times a week with activities of daily living (e.g. dressing, bathing, personal care) and instrumental activities of daily living (e.g. shopping, housekeeping, cooking). The program's case managers, through the Department of Social Services, help seniors and their families decide what help is needed and arrange for services. They also oversee the home health aid service. As the need and the awareness of ACDFA services and programs have spread through the community and the network of aging service providers, participation and referrals have increased. During 2009, 548 seniors received services; up from 417 in 2008.

- During 2009, 108 seniors received assistance through the Telephone Reassurance, Shopping Assistance and Friendly Home Visiting programs. The programs are for seniors who are able to stay in their home unassisted but feel isolated or lack adequate support systems. The programs give seniors a sense of security in knowing that someone will check on their safety or will assist them with weekly grocery shopping. The ACDFA continues to seek to expand these services, especially for rural residents.

CAREGIVER SUPPORT SERVICES

- The Caregiver Support Programs assists informal caregivers such as spouses, adult children, other family members, friends and neighbors, in their efforts to care for older persons. The goal is to provide caregivers support based on their circumstances and needs so that the care receivers are able to remain in their own homes in the community. The caregiver supportive services we offer include: information and assistance, educational training programs, counseling, support groups, Personal Emergency Response Systems (PERS) and social, medical and in-home respite. Grandparents or other older relative caregivers of children can also receive some assistance through this program. In 2009, 945 caregivers and care receivers were assisted and though these services.

ACCESS SERVICES

- Since July 2007, Albany County Department of Aging and the Department of Social Services have been collaborating to provide the elderly, the disabled, their caregivers, families and concerned friends or professionals with unbiased information, referrals and assistance through the Albany County-NY CONNECTS Point of Entry (POE) access line. The information provided through the POE line helps those with long term care needs find appropriate services to maintain and improve their health and daily function to help them remain in the community.

During a one-year period from 2008-2009, the POE line received 8,335 calls, or a monthly average of 695 phone calls. The individuals who called Albany County-NY Connects fell into the following major categories:

Callers	Consumers	Professionals	Caregivers	Other	Unknown
Call Period July 1, 2008 - June 30 2009	41% (3,395)	31% (2,584)	21% (1,770)	6% (471)	1% (115)

*The “OTHER” category reflects callers who may be neighbors, friends, and other family members who are not the consumer’s caregiver.

***Age of Consumers
(Seniors and Disabled Individuals)***

	Less than 18 years of age	19-59 years of age	60+ years of age	Unknown
% of Calls	<1%	19%	58%	22%
No. of Calls	(83)	(1,598)	(4,831)	(1,823)

Specialized Information Services

- Our Health Insurance Information Counseling and Assistance Program (HIICAP) assisted 841 seniors and Medicare recipients during 2009. The program helps seniors or their caregivers by answering questions or resolving issues related to health insurance, Med D formulary changes and yearly Medicare updates. The HIICAP program also provided 58 Medicare health insurance presentations and one-on-one in person case assistance. Once again, the HIICAP program worked with the New York low-income seniors aware of federal and state benefits that would help pay for premiums and medication co-pays.
- The goal of the Long Term Care Insurance, Education, and Outreach Program (LTCIEOP) is to inform individuals about their long term care options and the ways they can plan and financially prepare for the future. This program is geared for Albany County residents age 40 to 60.

During 2009, the program provided information through 25 public presentations and 16 outreach events; reaching a total of 515 individuals. During 2009, 50 individuals received one-on-one counseling from the LTCIEOP specialist.

LEGAL COUNSELING AND ASSISTANCE

- The senior legal services program provides quality legal advice, and/or referrals or representation on a variety of civil legal issues. The Legal Aid attorney maintains a rotating schedule visiting 9 senior centers throughout Albany County. The attorney also conducts seminars on senior legal issues around the county. During 2009 the attorney provided 162 seniors with individual assistance and reached 171 seniors through public presentations.

TRANSPORTATION

- Through the transportation program seniors can get rides to medical appointments, adult day programs, senior centers, shopping or other vital destinations. The department participates in United We Ride, which coordinates transportation throughout the county through one toll-free number. In 2009 the service transported 1188 seniors. We continue to reach out and to work to add agencies to the delivery system to increase the availability of rides to all seniors, especially for those in rural areas.

HEALTH MAINTENANCE, SOCIALIZATION AND RECREATION SERVICES

- The health recreation and socialization programs help seniors stay physically active, mentally challenged and connected to the community. This year 5,541 Albany County seniors participated in ongoing programs, including but not limited to: Tai Chi, yoga, dance programs, music, and book clubs and intergenerational programs that benefited both students and seniors.
- Once again ACDFA supported and participated in two annual senior events: Senior Citizen's Law Day at Albany Law School which was attended by over 500 people; and the Annual Senior Expo which attracted over 2,600 seniors. Both events provided seniors and their families with information and workshops on a variety of issues pertinent to seniors.

- The Capital District Healthy Choices NY program is entering its 4th year. The program consists of two evidence-based models that assist seniors in making healthy lifestyle changes using methods that have proven to be effective in reducing the risk of disease and disability and help with pain management. The program is funded by the Administration on Aging and is a partnership between the New York State Office for the Aging, New York State Department of Health, Retired Senior Volunteer Program (RSVP) of the University at Albany's Center for Excellence in Aging Services and Albany, Schenectady, Rensselaer, and Saratoga County Aging Departments.

WEATHERIZATION PROGRAM

- Our contractor, Cornell Cooperative Extension's CHOICES program, provides outreach about energy saving programs and helps seniors apply for Weatherization Referral and Packaging Program (WRAP) services and the Heating Energy Assistance Program (HEAP). This year the CHOICES program assisted income eligible seniors with: 1,936 HEAP applications; 15 WRAP applications and 53 Last Resort applications. The program also made 60 referrals for WRAP and 500 referrals for the NYSERDA's Empower program that helps the low-income elderly upgrade old appliances to energy efficient models.

911 Cell Phone Program

- The Albany County Sheriff's Office and the Department for Aging continue to work collaboratively to collect donated working cell phones and distribute them to seniors. The cell phones can provide seniors with free access to 911 emergency services when they are away from their home phones or their Personal Emergency Response System (PERS) unit. The Sheriff's Office collects and tests the phones. ACDFA distributes the phones to seniors who request them through the Point of Entry access line or through senior centers in the community.

COMMUNITY OUTREACH AND INFORMATION

- ACDFA staff attend community meetings, conferences and special events concerned with seniors issues. Staff regularly participate in ongoing meetings including: the Long Term Care Council, the Capital Region Caregivers Coalition, Senior Citizen Advisory Council, Capital

District Senior Issues Forum, Capital Region Older Driver Assistance Network and Seniors And Law Enforcement Together (S.A.L.T.).

- During 2009, ACDFa and Albany County NY-Connects participated with an informational table at the following annual events:
 - Tools for Caregivers April 18, 2009
 - Albany County Veterans Benefit & Employment Fair April 23, 2009
 - JCC Health and Service Fair April 26, 2009
 - NYSOFA Senior Citizens Day May 6, 2009
 - RSVP Volunteer Recognition Day, May 11 2009
 - St. Sophia's Church (informational event for seniors) June 11, 2009
 - Juneteenth June 13, 2009
 - YMCA Health Fair Guilderland June 27, 2009
 - African American Day August 1, 2009
 - Navigating Senior Care Options - September 17, 2009
 - Albany County Health and Safety Fair - October 8, 2009
 - Annual Senior Expo - October 2009
 - Senior Citizen Law Day - October 2009

**Unduplicated Count of Individuals Served
2008-2009 Fiscal Year
(April 1, 2008 - March 31, 2009)**

Total 60+ served*	10,530
Transportation	1188
Homemaking/Personal Care	355
Housekeeping/Chore	193
In Home Contact & Support	108
Case Management	1392
Home Delivered Meals	1242
Congregate Meals	3360
Nutrition Education	1977
Adult Day Care	57
Employment	155
Recreation	1966
Preventive Health	1088
Legal Assistance	207
Low Income	2452
Frail/Disabled	2267
Age 75+	4360
Age 85+	1704
Live Alone	5458
Low Income Minority	286
American Indian/Alaskan Native	50
Asian/Pacific Islander	34
Black (Not Hispanic Origin)	486
Hispanic	80

*Total 60+ served does not include services such as information and assistance where specific information on many seniors receiving the service was not available.

Albany County Department for Aging (ACDFA)

2010 Anticipated Budget Information

	2008 Actual	2009* Working	2010* Proposed
TOTAL APPROPRIATIONS	\$ 5,140,677	\$ 5,859,776	\$ 6,029,004
REVENUE	\$ 3,178,052	\$ 3,315,603	\$3,669,649
COUNTY SHARE	\$ 1,962,625	\$ 2,544,173	\$ 2,359,355

*The figures indicated herein are tentative and are based upon the most recent information available at the time this document was prepared. The County budget will not be final until approval is given by the Albany County Legislature in December 2009.

- Total Appropriations represent the total amount of money approved by the County Legislature to support contractual and other expenditures made on behalf of seniors.
- Revenues are the funds received by Albany County in support of contractual and other expenditures made on behalf of seniors. This represents funds received from federal, state and local sources not including support derived from the county tax levy.
- County Share represents the amount of funds raised by the tax levy in support of expenditures made on behalf of seniors.

2000 Municipal Census Data vs. 1990 Census Data By Age Groups

<i>Municipality</i>	2000	2000	2000	1990	1990	1990
	60+	60-74	75 +	60+	60-74	75 +
Albany	15695	8588	7107	19472	11542	7930
Berne	457	324	133	438	301	137
Bethlehem	5643	3264	2379	5190	3548	1642
Coeymans	1243	796	447	1327	944	383
Cohoes	3262	1806	1456	3933	2545	1388
Colonie	16332	10022	6310	15341	10733	4608
Green Island	434	257	177	537	367	170
Guilderland	5549	3508	2041	4859	3523	1336
Knox	324	219	105	345	232	113
New Scotland	1552	1080	472	1379	993	386
Rensselaerville	399	273	126	362	253	109
Watervliet	2025	1187	838	2472	1620	852
Westerlo	601	381	220	561	372	189
TOTAL	53516	31705	21811	56216	36973	19243
% of TOTAL	100%	59.2%	40.8%	100%	65.8%	34.2%
1990 TOTALS	56216	36973	19243			
Change 2000-1990	-2700	-5268	2568			

2000 Data is from Census 2000, U.S. Census Bureau, Table DP 1, and Profile of General Demographic Characteristics: 2000. 1990 Data is from summary census data prepared for the Albany County Department for Aging by the Albany County Planning Department. An estimate of the 85+ population in 2004 was 6,541.

*Since preliminary census data was issued for Albany County, there have been two appeals under the count question resolution program. One involved students in dormitories and the other was an internal one of the above municipalities. Neither appeal has any impact on the data provided in the table above.



GOALS for 2010

NUTRITION

Home Delivered Meals

The Home Delivered Meals program fulfills one of the goals of ACDFA to deliver services that help maintain or improve the health and quality of life of seniors. Through this program, homebound seniors receive nutritionally balanced meals so critical to health functioning. As the demand increases, ACDFA will continue to work with providers to seek ways to serve seniors nutritious meals in the most efficient and cost effective ways. The Home Delivered Meals assessment and case management is often a gateway to other necessary and appropriate programs and services for seniors and their caregivers (i.e. adult day, home care, Personal Emergency Response System unit, and services for caregivers). We will continue to work with our Home Delivered Meals program assessment unit, Albany County-NYCONNECTS Point of Entry access line, the Department of Social Services case managers, and other community providers to advance the reach of this essential service for frail seniors in the community.

Congregate Dining

Because adequate nutrition is critical in maintaining health, the Department for Aging continues to work to increase community awareness about this important service to all areas of the county. Not only does the program provide a nutritious meal and nutritional education presentations, but it also helps to eliminate isolation by providing a setting that brings seniors together. Recreational or educational activities are often scheduled before or after meals, to

promote socialization and health activities and to attract new participants to the site.

Nutritional Counseling and Education and Congregate and HDM Monitoring

ACDFA's nutritionist will continue to ensure that the all meals funded by the county meet the nutrition, health and safety standards. Through the nutrition programs, our nutritionist will continue to educate seniors about the necessity of good nutrition in sustaining a healthy, independent lifestyle by working with the meal sites to provide nutrition educational materials to all participants. The nutritionist will also continue to provide in-home nutrition counseling sessions to any Albany County senior who is found to be at nutritional risk through the regular screening of all Congregate and HDM programs participants.

IN-HOME CONTACT, CARE AND SUPPORT

Services for our Homebound Elderly

The Expanded In-Home Services for the Elderly Program (EISEP) provides case management and aide services to help eligible seniors remain independent, healthy and safe within their homes. The services help to prevent unnecessary placement in hospitals and nursing homes through care planning, case management, personal care, homemaking, chore services and Personal Emergency Response Systems (PERS).

We will continue to contract with the Department of Social Services, for EISEP case management and partner with ACDSS on the Albany County-NYCONNECTS: Choices for Long Term Care endeavor. The Point of Entry Information and Assistance access line can link more seniors to additional needed services in the community by:

- Improving access to appropriate and cost effective non-medical support services.
- Enhancing the ability of family members or other informal caregivers to care for an older person in their home environment.
- Improving planning, accessibility and management of home care services for service providers.

Funding has been placed in our 2010 budget to add a Consumer Directed component to the EISEP program. The Consumer Directed service will allow seniors to use EISEP as a payment source to have a

trusted friend or neighbor provide their personal care. This would be in keeping with giving consumers maximum choice and control over the care they receive. We hope to increase supportive services for informal caregivers of seniors to help alleviate the need for some more formal or ongoing services. Additionally, we are looking into the possibility of extending our EISEP funding to cover Social Adult Day Care services. This would meet another need for services, and also provide respite for caregivers.

As we strive to reach the homebound and the frail, we will continue to place great emphasis on supporting programs such as Telephone Reassurance, Friendly Home Visitor, and Shopping Assistance. An inherent benefit of these programs is that our providers enlist many senior volunteers to carry out services. These contacts are mutually beneficial, and offer an invaluable means of keeping seniors connected in the community and able to remain independent living at home.

CAREGIVER SUPPORT SERVICES

Frail seniors receive about 80 percent of their care from family members and friends. ACDFA will continue to support those in caregiver roles in their efforts by providing information and assistance, educational programs, counseling and support groups, escort transportation, adult day care, respite and Personal Emergency Response Systems (PERS). The services help to keep seniors in the community and out of institutions for as long as possible.

ACCESS TO SERVICES

Transportation

ACDFA remains committed to the United We Ride endeavor for 2010. Within the framework of this system, we will continue to leverage funds for transportation by working with the County Department of Social Services as well as other government entities on both the state and federal levels. We also continue to seek providers to serve all seniors in the hill towns and rural areas of the county who have a need for the service. We also seek to increase weekday service hours to accommodate late afternoon medical appointments.

Albany County- NYCONNECTS: Choices for Long Term Care

□ *Information, Assistance, Outreach and Education*

The Department will continue to promote and support the Albany County-NY CONNECTS Point of Entry Access line. For seniors, the disabled, caregivers and health and human services, the access line provides a County-wide single access point for information and assistance regarding community services and programs for all who need help, regardless of age, disability or payer source. The line is designed to empower consumers to make choices by giving seniors a better understanding of programs and services including, but not limited to: nutrition, in-home care, prevention and wellness programs, and caregiver support. Additionally, the demographic data that is collected for the callers/consumers and their concerns helps to provide us with a clearer measurement about their needs and the programs they require.

□ *Long Term Care Council*

Our council represents stakeholders from across the multi-service delivery system. One of its main purposes is to help us gauge the needs of our target populations, and identify existing gaps in the long term care system. It is our goal to obtain an ongoing collaboration with these key community entities that will yield an understanding of how we can best continue to improve the system of long term care services.

Health Insurance Information Counseling and Assistance Program

The Health Insurance Information Counseling and Assistance Program (HIICAP), which includes the Point of Entry staff, our contractor (Senior Services of Albany) and trained volunteers, will continue to be our successful collaboration in assisting Albany County seniors with Medicare health insurance inquiries. ACDFA's HIICAP will continue to provide one on one counseling and outreach events to help educate beneficiaries about their options and to make informed decisions on all aspects of the Medicare program. The program will also continue to reach out to low-income seniors regarding money-saving benefits they may be eligible for.

Preventative Programs

The Department remains committed to supporting the Capital Region Older Driver Assistance Network, which is funded by a grant from the State of New York Governor's Traffic Safety Commission. Other core partners in this grant are: New York State Office for the Aging; New York State Department of Motor Vehicles; New York State Department of Health, Office of Injury Prevention; Rensselaer County Department for the Aging; and Schenectady County Office for the Aging. This Network will provide outreach, information, evaluation and assistance via a formal framework of collaboration among professionals who are routinely involved with older drivers and their families. The goal is to assist older drivers to remain safe drivers or to access transportation alternatives when they no longer drive. Our Department will spread the word of the availability of these extremely valuable services and will refer seniors and their families to this network of assistance as the need arises.

The Healthy Choices NY program ties into our goals for the Albany County-NYCONNECTS: Choices for Long Term Care program by empowering people to take control of their health and to increase awareness and use of preventative screening services covered by Medicare. We continue to be engaged in Healthy Choices NY, a partnership among the New York State Office for the Aging, New York State Department of Health, Retired Senior Volunteer Program (RSVP) of the University at Albany's Center for Excellence in Aging Services, and the four area Capital Region counties. As the lead county partner, we continue to see many of our seniors involved in these programs that are designed to assist them in their endeavors to follow healthy lifestyle practices through interactive methods of service delivery. This evidence-based program targets underserved seniors within the Capital Region who benefit from programs that have shown positive outcomes in lowering the risk of chronic disease, disability or injury. As an added bonus, the methods developed use specially trained senior volunteers to serve as peer leaders and to senior participants in community-based venues.

HEALTH MAINTENANCE, SOCIALIZATION AND RECREATION SERVICES

The HMSR program has been cut as a result of county government ordered across the board budget cuts. Due to the limited availability of county funding and the increased need for essential services for seniors, we have had to focus our funding on programs that reflect these priorities.

Albany County Department for Aging Program Catalog with Current Funded Providers

The mission of the Department for Aging is to make available the highest quality of supportive services to seniors and their caregivers that enable the seniors to maintain independent and self-directed lifestyles. We accomplish this by offering a wide range of services through our contract agencies. These services include, but are not limited to: Nutrition and Preventive Health Education and Maintenance; Support Programs; Transportation Assistance; Employment Opportunities; Legal Counseling; Health Insurance Information Counseling and Assistance; and Recreational Activities.

The following is a list of all the subcontractors providing the Department's 2008-2009 programs and services:

Adult Day Care Services

Offers social assistance in a supervised center environment; includes meals and planned therapeutic and recreational activities. The program is available to people who are 60 years or older.

Adult Day Care Services Provided by:

- Cohoes Multi-Service Senior Citizens Center, Inc. 235-2420
- Colonie Senior Service Centers, Inc. 459-2857
- Senior Services of Albany 465-3322
- The Eddy, Northeast Health 271-2217

Family Caregiver Support Services

Offers support groups; family counseling; respite services, including adult day care; and personal emergency response systems support to those providing care to individuals 60 or older.

Caregiver Support Provided by:

- Catholic Charities Caregivers Support Services 449-2001
- Cohoes Multi-Service Senior Citizens Center, Inc. 235-2420
- Colonie Senior Service Centers, Inc. 459-2857
- Community Caregivers, Inc 456-2898

- Senior Services of Albany 465-3322
- St. Peter’s Hospital Lifeline 454-1536
- Town of Colonie Senior Resources Department 235-2420
- The Eddy, Northeast Health 271-5070

Congregate Dining

This program offers a nutritious hot meal at various sites with menus approved by a registered dietitian. Nutrition Education materials are distributed to participants for their use. Monetary contributions for the meals are suggested, but not required. The program is open to people who are 60 years or older, or the spouse of an eligible individual regardless of age.

Congregate Dining Services Provided by:

- **Cohoes Multi-Service Senior Citizens Center, Inc.** 235-2420
- **Colonie Senior Service Centers, Inc.** 459-2857
 - Beltrone Living Center 459-2857
 - Bethany Presbyterian Church 459-2857
 - Bishop Broderick Apartments 869-7441
 - Colonie Community Center 459-2857
 - Carondelet Commons Senior Apartments 783 0444/459-2857
 - Colonie Town Hall 459-2857
 - Guilderland Senior Center 356-1980
x1095
 - Sheehy Manor 782-2350
 - St. Basil’s Russian Orthodox Church 459-2857
- **Green Island Community Center** 272-7262
- **Helderberg Senior Services, Inc.** 797-3652
- **Senior Projects of Ravena, Inc.** 756-8593
 - First Reformed Church of Bethlehem 439-4955
x1176
- **Senior Services of Albany** 465-3322
 - Louise Corning Center 465-3325
 - South Mall Senior Center 463-0294
 - Westview Homes 482-2120
 - Bethany Presbyterian Church 459-2857

- Koinonia Center 689-0282
- Sidney Albert Albany Jewish Community Center 438-6651
- Village of Altamont/St. Lucy's Parish Center 861-8554
- Watervliet Senior Citizens Center, Inc. 273-4422

Congregate Services Initiative (CSI)

The Congregate Services Initiative (CSI) funds are used as seed money to initiate new programs or to purchase items that help support ongoing programs that assist bringing elderly people together in community based settings. CSI support helps address seniors diverse needs and interests; helps enhance their dignity; support their independence; and encourages involvement within the community.

Congregate Services Initiative provided by:

- Capital District Community Gardens 274-8685
- Cohoes Multi-Service Senior Citizens Center, Inc. 235-2420
- Colonie Senior Service Center 459-2857
- Jewish Community Center 438-6651
- Senior Projects of Ravena, Inc. 756-8593
- Senior Centers of the Albany Area, Inc. 465-3322
- Stars Intergen Corporation 439-1505
- Trinity Institution 449-5155
- Watervliet Senior Citizens Center, Inc. 273-4422

Expanded In-Home Services to the Elderly Program (EISEP)

A program whereby home care attendants visit homebound elderly to tend to personal care needs. A free needs assessment is included. The program is available to people who are 60 years or older. The fee is based on a sliding scale.

EISEP Provided by:

- Albany County Department of Social Services 447-7177

Health Insurance Information, Counseling and Assistance Program (HIICAP)

This program provides counseling and education about Medicare and other health insurance issues. Includes educating EPIC (Elderly Pharmaceutical Insurance Coverage) enrollees, and their caregivers, about Medicare Prescription Drug Coverage. This program is available to people 60 years of age and older.

HIICAP Provided by:

- Albany County Department for Aging 447-7177
- Senior Services of Albany
 - Town of Colonie Senior Resources Department 459-5051
 - Town of Bethlehem Senior Services Department
439-4955 x4

Home Delivered Meals

This program offers one or two balanced meals delivered to the homebound elderly and includes free nutritional assessment and counseling. Contributions are suggested, not required.

To be eligible an individual must meet all three of the following criteria:

1. Be incapacitated due to accident, illness, or frailty;
2. Lack the support of family, friends, or neighbors; and
3. Be unable to prepare meals because of lack or inadequacy of facilities.

Case Management and Assessment Provided by:

- Albany County Department of Health 447-4600

Home Delivered Meals Provided by:

- Senior Projects of Ravena, Inc. 756-8593
- Senior Services of Albany in association 465-3322
with Cohoes Multi-Service Senior Citizens Center, Inc. 235-5420

Information and Assistance

The Point of Entry access line provides information and assistance and comprehensive long term care information, referrals, and/or assessments for the elderly, adults and children with disabilities, their family, or service providers. The POE is a collaboration between Albany County's

Departments for Aging and Social Services and works to improve or maintain the person's health and daily function and to inform seniors about resources in the community that address individual concerns and problems.

Information and Assistance Provided by:

Albany County-NYCONNECTS: Choices for Long Term Care Program

447-7177

Albany County Department for Aging and Albany County Department of Social Services

In Home Care, Contact and Support

(Telephone Reassurance, Friendly Home Visitor and Shopping Assistance)

Provides services designed to provide support to homebound individuals and people with limited ability to leave their homes.

Telephone Reassurance Services Provided by:

- American Red Cross of Northeastern New York 458-8111

Friendly Visitor Program Provided by:

- Senior Services of Albany 465-3322

Shopping Assistance Provided by:

- Senior Services of Albany 465-3322

Legal Counseling and Assistance

A service provided by an attorney, which may include advice, representation and assistance with public benefits applications, legal appeals or other legal services. Legal services are available to people who are 60 years of age or older.

Legal Services Provided by:

- Legal Aid Society of Northeastern New York, Inc. 447-7177

Medication Management

A program that provides senior citizens in Albany County with medication management information, to improve senior citizens' understanding of how medications work and the most effective way to take them.

Medication Management Provided by The Albany County Department for Aging through contracted services with The Albany County Department of Health 447-4600

Senior Community Service Employment Program

A means tested employment and training program that offers paid training and job placement for seniors. This program is authorized under Title V of the Older Americans Act. To participate, an individual must be 55 years or older, and have an annual income at or below 125% of the federal poverty level.

Second Careers free employment referral service designed for individuals who do not qualify for the means tested Senior Community Service Employment Program. This program strives to assist the placement of people aged 55 or older in paid full- or part-time positions.

Employment Services Provided by:

- Albany County Department for Aging 447-7190

Transportation Services

Provides safe, economical transportation to seniors, age 60 or older.

Transportation Provided by:

- Medical Transportation Management, Inc. 1-866-208-7357
(Coordinates services among various senior service providers)

Weatherization Referral and Packaging Program (WRAP)

The program identifies and refers eligible applicants to the Home Energy Assistance Program (HEAP) for home weatherization services. Eligibility for other energy programs and money saving programs (e.g. food stamps) can also be ascertained. WRAP Applicants must be 60 years or older and meet HEAP eligibility requirements. The income eligibility guidelines are based on 60% of the State median income and family size.

WRAP Provided by:

- Cornell Cooperative Extension of Albany County 756-8650

Special Projects

Healthy Choices NY

Healthy Choices NY is a 2006-2010 statewide initiative to empower older adults by providing evidence-based health promotion programs in community-based settings. The first program component, the Living Health program helps seniors cope with a chronic conditions by teaching techniques such as action planning, problem solving and goal setting and by

sharing information on topics such as medication management, how to talk to your doctor, physical activity, relaxation and healthy eating. The second component, Active Choices Program, is a telephone support program to assist participants to increase their physical activity through the support of a personal telephone coach. The Capital Region, Healthy Choices New York is jointly sponsored by a four county collaborative including the Area Agencies on Aging in Albany, Rensselaer, Saratoga and Schenectady.

Healthy Choices program provided by:

- SUNY Center for Excellence and Aging School of Social Welfare and OASIS Lifelong Learning Programs 442- 5587

Senior Drivers Assistance

During 2009 Albany County Department for Aging has established a new cooperative contract with Rensselaer County's Department of the Aging regarding the "Capital Region Older Driver Assistance Program"; pursuant to the State of New York Governor's Traffic Safety Dept. of Motor Vehicles grant #CP-9914041. As outlined within this grant, this service is defined as; "working in collaboration to improve highway safety through the establishment of a reliable, sustainable and broad-based network of mutually supportive referral pathways and coordinated support services for older drivers"

Senior driver assistance provided by:

- Capital Region Older Driver Assistance Program 447-7177

Senior Citizen Identification Card & CDTA Half Fare Card

Processing and developing appropriate ID cards for senior discounts and half-fare bus passes. The cards are available to senior citizens and people with disabilities.

Cards Provided by:

- Albany County Department for Aging and Albany County Department of Social Services 447-7177

For additional information on any of the services mentioned above, please call our information and assistance line at (518) 447-7177.

