2012 PROPOSED PLAN FOR AGING SERVICES



Michael G. Breslin County Executive

Judy L. Glassanos, RN Commissioner

ALBANY COUNTY DEPARTMENT FOR AGING

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Table of Contents

l.	Greetings from the Commissioner	2
II.	Notice of A Public Hearing	3
III.	Examples of Ways Programs and Services Have Served Seniors.	4-5
IV.	Community Participation and Outreach	.6
V.	2011 Accomplishments	.7-14
VI.	Anticipated Budget Information	.15
VII.	2010 Albany County Census Information	.16
VIII.	Goals for 2012	.17-20
IX.	ACDFA Providers Catalog	21-24
Χ.	Community Needs Assessment	25-29

GREETINGS FROM THE COMMISSIONER

I am pleased to present the Department for Aging's 2012 Services Plan, which outlines the accomplishments of 2011 and the Department's proposed programs and services for the upcoming year.

The challenges seem to increase every day as our county, state and federal governments make very difficult budget decisions. We are being called upon to do more with less even as the demand for our programs and services increases. We are able to do this through the cooperation of our hardworking and committed staff and the very dedicated community agencies and organizations that we work with. Additionally, many of our programs and services are made possible through the generous donation of time by volunteers working with our contractors to assist seniors in the community.

Over the past year we have looked closely at all of our program resources, program design and the assessment and monitoring processes to make sure that in this time of economic uncertainty we are using precious dollars wisely. The Department and County Executive Michael Breslin have worked diligently to ensure that the programs and services are available for those individuals with the most pressing needs. It is the desire of the Department to continue to provide a comprehensive menu of services that meet the needs of our seniors and their caregivers. The array of quality programs and services offered can often minimize, avoid or delay more intensive and costly care.

The work of the Department for Aging touches the lives of many of Albany County's older and most vulnerable residents everyday. Please read examples of the ways the Department's programs impact the lives of seniors in the community on pages 13-15 in the plan.

As part of the planning process for 2012, we have worked with the Department's Advisory Board to create the 2012 Needs Assessment Survey to collect relevant information from seniors in the community. The survey on pages 26-30 was distributed and collected at eight outreach events over the past several months. The results of the needs assessment will be presented at our upcoming public hearing. The hearing information is listed on the following page.

I encourage you to participate in our public hearing by offering your comments and suggestions. It is the feedback we receive from you that allows us to know what programs are working best and what services are most valuable to you. Should you be unable to attend the public hearing, send feedback via mail to: ACDFG, 162 Washington Ave. Albany, NY 12210 or email: aging@albanycounty.com

Respectfully submitted,

Judy Cassano

Judy Glassanos, RN Commissioner

NOTICE OF A PUBLIC HEARING

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 gives elderly people, public officials and other interested parties adequate notice and reasonable opportunity to participate."

SUBJECT: Proposed Plan for Aging Services 2012

PURPOSE: To solicit input from Albany County citizens regarding the implementation of Aging Services provided by the County. This hearing will examine various factors regarding the proposed plan of services including funding levels, distribution of services and recipients of services. This hearing also provides 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 minute durations. 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: DATE:

Watervliet Senior Center

1501 Broadway
December 15, 2011
Watervliet, New York
Telephone: 273-4422

Examples of Ways the Albany County Department for Aging Programs and Services Have Assisted Albany County Seniors in 2011

The **Expanded In-home Services for the Elderly Program (EISEP)** helps a 95 year old man who is forgetful and lives alone. Since December 2009 he has received four hours of EISEP services a week for help with bathing, housekeeping and laundry. His main caregiver has cancer and reports that without these services he would have to be placed in a nursing home.

EISEP helps a 95 year old woman who is alert but is unsteady and has had frequent falls. She receives 15 hours a week of EISEP services for assistance with bathing, personal care, shopping, meal preparation, laundry and housekeeping. With help from her son (her only caregiver) and the aide services since August 2009, she has been able to stay in her own home.

Home Delivered Meals and EISEP helps a family of four siblings sharing a home. The youngest sibling, in her early 80's, is the caregiver for the other three, ages 90-94. One sibling gets around with assistance and one uses a walker. One sibling is bed bound. She receives 15 hours of EISEP a week. Since February 2008, the Home Delivered Meals have helped to eliminate some of the meal preparation duties for the caregiver and have enabled her to continue to care for her three siblings and to prevent nursing home placement.

Home Delivered Meals and EISEP helps a 66 year old man who lives alone. Because of a stroke he has minimal use of his left side and hearing and cognitive issues. He is very unsteady on his feet and uses a walker. The meals and the aide services help to keep him in his home.

Caregiver Respite Program helps the wife and caregiver of a man in his late 60's with dementia. In January 2010 the wife began looking for a nursing home. Because of the relief she found with the help of respite funding for an adult day program two days a week, she has continued to be able to care for her husband at home for the past one and a half years.

The **Caregiver Respite Program** helped a 63 year old son caring for his mother during 2011. The son reported that the telephone support and participation in the support group helped to reduce his stress. The support provided him with a sense of cohesion to other caregivers and an inner strength to continue to care for his mother until she died at home.

The Caregiver Respite Program helps a 42 year old caregiver tending to her 81 year-old mother. The daughter reported that she has not had a break for over two years and was "stressed and worn-out". The funding paid for three consecutive days of respite at a nursing home to manage her mother's significant health difficulties (she has dementia and survived a stroke which impacted her left side and requires assistance with all activities of daily living except for feeding). The caregiver also attends a caregiver support group. The caregiver programs have helped her maintain her well-being and continue to care for her mother at home.

The Caregiver Respite Program helped a 47 year old caregiver with a mother who was 82. The caregiver expressed that she had "not had a break in months and was desperate for a break." To provide the daughter with relief, her bedridden mother received hours of in-home aide services. (The care recipient died within three weeks of this service.)

The Kinship Caregiving Program helps a 57 year old grandmother raising her four year old grandson. (Her son, the child's father, committed suicide.) The grandmother is single and was grieving as she took on the responsibility of raising her grandson. The support group helps her feel less isolated and helps her deal with her loss.

The Kinship Caregiving Program helps a disabled 65 year old grandmother raising her 10, 12, and 17 year old grandchildren. To prevent the children from being placed into foster care, the grandmother took the children in. The program has helped to keep the family together by providing frequent and intensive supports at home and by telephone since this caregiver cannot attend the support group meetings.

The Caregiver Connection Counseling program helped a 55 year old caregiver who called for assistance in finding a Nursing Home for her frail mother who is lonely and declining at home alone. Instead, she learns about social day services in her own neighborhood that will allow her mom to remain in her home with the addition of privately hired in-home care for weekends and some evenings. She now believes it possible that mom will be able to live out her years in her own home.

The Caregiver Telephone Support Group helps a 49 year old caregiver to help manage the stress and depression that she is feeling from the relentless task of caring for her frail and disabled father. She is also experiencing conflict with siblings over care choices. She is comforted by sharing her stories with others in similar situations and learns to reduce her stress using relaxation techniques taught by the group leader/social worker.

Grocery Shopping Assistance was provided to an 82 year old woman who can do some meal prep in her home, but she is unable to stay on her feet long enough to shop and carry bagsparticularly in cold, icy weather. She is matched with a volunteer group of disabled individuals from Wildwood who now visit her weekly when they pick up her grocery list and complete her weekly shopping. She looks forward to the socialization that comes with their visit and refers to them as "my kids."

Social Adult Day Services were provided to a woman in her 50's who was overwhelmed by the care of her 59 year old spouse, who is experiencing rapidly advancing dementia and she no longer feels comfortable going to work and leaving him at home alone. However, her income does not allow her to pay for daily care in the home and she cannot afford to stay home with him. Through the Caregiver Connection, she receives grant funds to place her husband in a social adult day services program, where he is receiving 7 hours of supervised care each day as well as hot lunch, snacks and desperately needed peer socialization.

Community Participation and Outreach

Throughout the year, ACDFA staff attends community meetings, conferences and special events concerned with seniors. Staff regularly participates in ongoing meetings including the following: the Long Term Care Council, the Capital Region Caregivers Coalition, Senior Citizen Advisory Council and The Capital District Senior Issues Forum.

During 2011, ACDFA and Albany County NY-Connects staff hosted an informational table or provided ACDFA information at the following events:



At eight of these community outreach meetings, ACDFA staff and representatives of the Aging Advisory Council collected relevant information from seniors in the community using the 2011 Needs Assessment Survey. The results of the survey will be presented at the Public Hearing. A copy of the survey is located at the end of this report.

2011 ACCOMPLISHMENTS SERVING SENIORS IN ALBANY COUNTY

NUTRITION AND HEALTH

Home Delivered Meals Program

The Home Delivered Meal Program provides nutritious meals to the frail elderly who are incapacitated due to accident, illness or frailty or who have inadequate support from family

or friends with food shopping or meal preparation. During the past year, the program delivered over 163,324 nutritious meals to 659 frail seniors that were in need of meals on a temporary or longer term basis to maintain their health and remain independent within the community.

Delivered 163,324 meals to 659 frail seniors

In order to determine eligibility for the program, a comprehensive in-home assessment is performed by the Albany County Department of Social Service Registered Nurse. The senior will continue to be monitored and visited at regularly scheduled intervals by the nurse. Through this program, seniors will also receive appropriate referrals for other necessary programs and services in the community (i.e. aide services, Personal Emergency Response System units, adult day programs, etc.) to help them remain in their homes.

In order to provide the healthiest meals possible, the Department and our meal providers have worked diligently to improve the quality and nutritional value of the meals. Every meal served through the ACDFA Meal program is analyzed using computer assisted technology to ensure that it provides one third of the recommended dietary allowances. The meals are planned to keep the total fat intake between 20-35 percent of calories, with most fats coming from sources of polyunsaturated and mono-saturated fatty acids. Less than 10 percent of calories are from saturated fat. Meals are prepared with little salt and with a goal of 500-800 mg of sodium per meal. Food and beverages in this regular meal are prepared with little added sugars and emphasis will be given to fiber- rich fruits, whole grains, vegetables and low fat milk products.

Congregate Dining Program

The congregate dining program offers nutritious hot meals approved by a registered dietician at 22 locations throughout Albany County. The program is open to people who are 60 years or older, or the spouse of an eligible individual regardless of age. The congregate

meal program not only provides seniors with a hot nutritious meal, but also provides them with an opportunity to interact with others, thereby reducing isolation and loneliness.

During the past year 70,827 meals were served at 22 sites to 2,448 seniors. ACDFA continues to look to increase access to this program, especially for low-income minority seniors and seniors in rural parts of the county. Monetary contributions for the meals are suggested, but not required.

70,827 meals served to 2,448 seniors at 22 meal sites

Nutrition Services

The department's Certified Nutritionist is responsible for ensuring that meals meet the recommended dietary allowance RDA nutritional standards for seniors. The nutritionist also oversees and monitors all of the Congregate Dining and Home Delivered Meals' kitchens, meal sites and meal transportation systems ensuring the meals are prepared in sanitary conditions and are cooked, transported and served at the mandatory temperatures.

Nutrition Counseling and Nutritional Education

To help maintain, manage and improve the health of seniors in the county, our Certified Nutritionist provides nutritional counseling and educational sessions. All seniors participating in the Congregate and Home Delivered Meal programs, Adult Day programs, and the Expanded In-home Services for the Elderly Program are screened for nutritional risk and are given information about the no-cost nutritional counseling service. Each month the dietitian creates and distributes nutritional education materials. During 2011 3,107 congregate and home delivered meal participants received nutritional education materials.

Healthy Choices Program

The Capital District Healthy Choices NY program is entering its sixth year. The program consists of two evidence-based models: one promotes healthy lifestyle changes and the other assists people in managing their chronic conditions. The Evidence Based Chronic Disease Self Management Program empowers seniors to take control of their health and to increase awareness and use of preventative screening services. The six-week series empowers

The 2011 Program served 2,585 people

seniors and their caregivers to take charge of their chronic disease (arthritis, heart disease, diabetes) through pain management, exercise, diet and other proven methods. In 2011 the programs served 2,585 people. 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.

The Aging and Disability Resource Center (ADRC)

The ADRC is a new model program funded by the AOA. The project builds on the NY Connects program (DSS and Aging) and partners with NYSOFA, State University at Albany New York, Broome County. The ADRC provides enhanced counseling, information and assistance. This program works in conjunction with the Evidenced Based Care Transition Program

The Evidence Based Care Transitions Program (CTI)

The CTI works with those who have been identified by hospital discharge planners as having a high rate of hospital re-admissions. The program trains staff as Community Support Navigators (CSN) to assist the seniors in their home or via the telephone with strategizing in ways to maintain/improve health through monitoring and follow up. The senior is also able to access ADRC staff via the telephone for additional community support with help identifying community resources.

Specialized Health Information and Counseling Services

During the past year, our Health Insurance Information Counseling and Assistance Program (HIICAP) totaled 1017 contacts with Medicare recipients, their caregivers or advocates. The

program provides unbiased information to answer Medicare questions or to help resolve issues related to Medicare health insurance. Throughout the year the HIICAP program provided ongoing Medicare health insurance presentations and one-on-one in-person option assistance. The HIICAP program continued to outreach to low-income seniors to help enroll them in money saving benefit programs that pay for all or a portion of their insurance premiums and medication co-pays.

HIICAP handled 1017 contacts

IN-HOME CARE, CONTACT AND SUPPORT

Case Management and Assistance for the Frail Elderly

To help frail seniors to remain in their homes, the Expanded In-Home Services for the Elderly Program (EISEP) assists eligible seniors with necessary activities of daily living (i.e. dressing, bathing, personal care, grocery shopping or cooking). During the past year, 566 seniors

The EISEP

Program

received 130,120 hours of home care.

The Albany County Department of Social Services Program is the contractor that determines eligibility through a comprehensive in home assessment and develops a care plan. They also provide ongoing case management to provide The EISEP
Program
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566 seniors

information assistance and referrals as needed and to monitor the home health aide

service.

The Community Living Program (CLP) provides screened EISEP clients with more flexibility in planning their care and hiring their own aides. The model program, in its second year, is a collaborative effort between New York State Office for Aging, Department of Social Services and the Department for Aging. During 2011, eleven seniors were screened for the program and three people successfully entered the program.

Shopping, Visiting and the Telephone Support provided to 71 seniors

During 2011, 71 seniors received assistance through the Shopping Assistance, Friendly Home Visiting and Telephone Reassurance 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.

SUPPORTIVE PROGRAMS

Adult Social Daycare Programs provided 87 seniors a total 26,456 hours During the past year, 87 seniors participated in 26,456 hours of day care services.

This program offers seniors high levels of care within a social day program setting. When combined with in-home support by family caregivers, this is often the best way to keep seniors safely in their homes in the community. The

program provides overall health monitoring, direct supervision, social contact, recreational activities and nutritious meals.

Programs for Caregivers of Seniors and Caregivers of Grandchildren

747 caregivers and care receivers 60 years of age or older were assisted though the Caregiver Support Programs during 2011. The program assists caregivers (spouses, adult children, grandchildren, friends and neighbors) in their efforts to care for seniors in their

747 caregivers and care receivers over age 60 were assisted.

homes in the community. The goal is to provide caregivers support based on their circumstances and needs. The caregiver supportive services include: information and assistance, educational training programs, counseling, support groups, social and medical Adult Day programs, in-home respite, Personal Emergency Response Systems (PERS) and assisted transportation.

This program also supports grandparents or other older relatives who are caring for children. They can also receive assistance in the form of counseling and respite.

SPECIALIZED SENIOR PROGRAMS

Legal Counseling and Assistance

The senior legal services program contractor, Legal Aid of Northeastern NY, provides quality legal advice, and/or referrals or representation on a variety of civil legal issues. The Legal Aid Elder Law Attorney maintains a rotating schedule, visiting nine senior centers throughout Albany County. The attorney also conducts

210 seniors received information and assistance

seminars on senior legal issues around the county. During the past year the elder law attorney met with 210 seniors and provided them with individualized information and assistance.

Weatherization

The Weatherization Referral and Assistance Program (WRAP) program through Cornell Cooperative Extension's CHOICES program assists seniors with applications for the Heating Energy Assistance Program (HEAP) and other entitlement programs that help seniors afford to stay in their homes. WRAP provides low-income eligible seniors with a comprehensive home energy

WRAP assisted over 150 seniors. Last Resort funds helped 12 seniors

assessment and home energy plan of action. WRAP funds may pay for repair or replacement of heating systems, weatherizing, or insulation. And, when applicable, the program helps low-income seniors access NYSERDA's Empower program to upgrade old appliances to energy efficient models. This year the program assisted over 150 seniors with applications for WRAP funding. They also helped 12 seniors access Last Resort funding for additional home energy related upgrades beyond the scope of WRAP.

Senior Community Service Employment Program

During 2011, 171 low income seniors received job training and job placement assistance through Senior Employment program. This program is run by ACDFA staff and is authorized under Title V of the

171 seniors received job training; 230 received job referrals and placement assistance

Older Americans Act. The programs assists seniors 60 years or older who have an annual income at or below 125% of the federal poverty level. The program places seniors in paid training programs with employers who are in need of permanent employees. For those who do not qualify by age or income for the Senior Employment Program, **Second Careers**, also run by ACDFA, offers free employment referrals and placement assistance for people 55 or older. During the past year, 230 seniors were assisted through the career service.

911 Cell Phone Program

The Albany County Sheriff's Office and the ACDFA continue to work collaboratively on this program. The Sheriff's Department collects and tests the phones. ACDFA distributes the phones to seniors who request them thorough the Point of Entry access line or through senior centers in the community. The cell phones help seniors gain free access to 911 emergency services when they cannot access their home phones.

ACCESS TO SERVICES

Transportation

The ACDFA contracts with Medical Transportation Management (MTM) to coordinate the senior transportation program. MTM takes requests for rides through one toll-free number and matches up the request with one of the local transportation programs. During the past year, 1,243 seniors received over

1,243 seniors received 37,028 rides

programs. During the past year, 1,243 seniors received over 37,028 rides to medical appointments, meal sites, senior centers, adult day programs, senior centers, shopping or other vital destinations.

Albany County NY Connects Information and Assistance

Since July 2007, ACDFA and Social Services have collaborated to provide assistance, referrals and unbiased information through the Albany County-NY CONNECTS Point of Entry (POE) access line (447-7177). The POE assists the elderly, the disabled, and their caregivers, families and concerned friends to answer questions and help them find appropriate services and programs to meet their needs. The goal of the collaboration is to help seniors and the disabled maintain and improve their health and daily functioning and help them remain in the community.

From October 1, 2010 through September 30, 2011, the POE received an average of 860 calls each month totaling 9097 calls. That is up from last year by 2083 calls. Callers to the POE fell into the following major categories:

<u>Call Period</u>	Consumers	<u>Professionals</u>	Caregivers	<u>Other</u>	<u>Total</u>
10/1/2009- 9/30/2010	2,708	1,449	2,311	1489	7014
10/1/2010- 9/30/2011	3555	3004	1999	1112	9097

^{*}The "OTHER" category reflects callers who may be neighbors, friends, and other family

Age of Consumers
(Seniors and Disabled Individuals)

Call Period	Under 60 Years of Age	Over 60 Years of Age	Unknown Age
2009-2010	1,211	4,670	1,133
2010-2011	1,435	6,095	1,567

Summary of Programs Offered and Individuals Served in 2011 PROGRAMS OFFERED SENIORS SERVED/ HRS PROVIDED

Case Management and Assistance	566 Seniors – 130,120 hrs of Service
Homemaking/Personal Care	387 Seniors received EISEP Service
Housekeeping/Chores	179 Seniors received EISEP Service
Shopping, Visiting and Telephone Reassurance	71 Seniors participated
Program	
Home Delivered Meals	659 received 163,324 meals
Congregate Meals	2,448 Seniors were served 70,827 meals
	at 22 sites
Nutrition Counseling and Nutritional Education	3,107 congregate and home-delivered
	meal participants received materials
Healthy Choices Program	Served 2,585 Seniors in 4 counties
Health Information and Counseling Service	1,017 HICAP contacts
Adult Day Care	87 Seniors received 26,456 hours of day
	care services
Caregivers Support Services	747 caregivers and care receivers
Transportation	1,243 Seniors – 37,028 rides
Legal Counseling and Assistance	210 Seniors used this service
Weatherization (WRAP)	Assisted 150 Seniors; "Last Resort"
	helped 12 Seniors
Senior Community Employment Program	171 Low-income seniors trained; 230
	assisted through career service
NY Connects Information & Assistance	6,095 over 60 yrs; 1,567 unknown
Total Senior Participation	13,303 Seniors
Total 60+ served*	6,970 estimate unduplicated
*Total 60+ served does not include information and	
assistance.	

DESCRIPTION OF PARTICIPANTS

NUMBER BY CATEGORY

Low Income	2069
Frail/Disabled	1757
Age 75+	2567
Age 85+	1179
Live Alone	3096
Low Income Minority	227
American Indian/Alaskan Native	43
Asian/Pacific Islander	25
Black (Not Hispanic Origin)	335
Hispanic	32

ALBANY COUNTY DEPARTMENT FOR AGING PLANNING FOR 2012

2012
Anticipated Budget Information

	2010 Actual	2011* Working	2012* Requested
TOTAL APPROPRIATIONS	\$5,853064	\$6,550,927	\$5,683,939
REVENUE	\$3,289805	\$3,731,639	\$3,775,073
COUNTY SHARE	\$2,563,259	\$2,819,288	\$1,908,866

^{*}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 December 2011

- <u>Total Appropriations</u> represent the total amount of money approved by the County Legislature to support contractual and other expenditures made on behalf of seniors. The amount requested for 2012 is a decrease of 13.23% from the working total for 2011.
- 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. The amount requested from the revenues raised by
 the various sources is an increase of 1.16%.
- <u>County Share</u> represents the amount of funds raised by the tax levy in support of expenditures made on behalf of seniors. The amount requested as the county share is 32.29% less than the 2011 amount received from the county.

2010 CENSUS DATA FOR ALBANY COUNTY

There are 18 municipalities in Albany County. Based on the data presented in the 2010 Census, 11 communities showed some growth from 2000 with Bethlehem, Green Island and Guilderland realizing the most growth in the ten-year period. Seven communities had a decline in population, with the largest decline found in Coeymans, with modest declines in the other six communities. The 2010 Census reported that 13.9% of the Albany County residents were age 65 or older. The percentage ranged from a low of 11.4% in Knox to a high of 18.2% in Rensselaerville.

Capital District Counties	2000	2010		2010
and	Census	Census	Percent	Population
Minor Civil Divisions	Population	Population	Change	Age 65+
Albany County	294,565	304,204	+3.27%	42,314 / 13.9%
City of Albany	95,658	97,856	+2.30%	10,888 / 11.1%
Town of Berne	2,846	2,794	-1.83%	407 / 14.6%
Town of Bethlehem	31,304	33,656	+7.51%	5,099 / 15.2%
Town of Coeymans	8,151	7,418	-8.99%	946 / 12.7%
Village of Ravena	3,369	3,268	-3.00%	407 / 12.5%
City of Cohoes	15,521	16,168	+4.17%	2,456 / 15.2%
Town of Colonie	79,258	81,591	+2.94%	13,258 / 16.2%
Village of Colonie	7,916	7,793	-1.55%	1,351 / 17.3%
Village of Menands	3,910	3,990	+2.05%	687 / 17.2%
Town/Village of Green	2,278	2,620	+15.01%	387 / 14.8%
Island				
Town of Guilderland	32,688	35,303	+8.00%	4,971 / 14.1%
Village of Altamont	1,737	1,720	-0.98%	240 / 14.0%
Town of Knox	2,647	2,692	+1.70%	308 / 11.4%
Town of New Scotland	8,626	8,648	+0.26%	1,369 / 15.8%
Village of Voorheesville	2,705	2,789	+3.11%	437 / 15.7%
Town of Rensselaerville	1,915	1,843	-3.60%	335 / 18.2%
City of Watervliet	10,207	10,254	+0.46%	1,388 / 13.5%
Town of Westerlo	3,466	3,361	-3.03%	502 / 14.9%



2012 GOALS

NUTRITION AND HEALTH

Home Delivered Meals

The Home Delivered Meals program fulfills a critical goal of the department in helping seniors maintain health, manage chronic disease and recover in their homes from surgery, illness or an accident. As the demand for this service continues to grow, ACDFA will continue to work with providers to seek ways to serve nutritious meals in the most efficient and cost effective ways. We will continue to work with our Home Delivered Meals program assessment unit and other community providers to advance the reach of this essential service to frail seniors in the community.

Congregate Dining

Because adequate nutrition is critical to maintaining health, the ACDFA 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, the meals also bring seniors together, thus promoting socialization and preventing isolation and loneliness.

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 all relevant 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 one-on-one 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.

The Aging and Disability Resource Center (ADRC)

The ACDFA will continue to partner with Social Services and NYSOFA in the ADRC model in 2012. The training in enhanced counseling, information and assistance is not only beneficial for those in the CTI program, but will also continue to increase the skills of the NY Connects staff to assist all callers to the information and assistance line.

The Evidence Based Care Transitions Program (CTI)

The ACDFA will continue to work with CTI program staff and Community Support Navigators (CSN) staff and volunteers to increase awareness and participation in the program for those who have a history or who are at high risk for a hospital re-admission.

Health Insurance Information Counseling and Assistance Program (HIICAP)

The ACDFA will continue to reach and assist Albany County seniors with Medicare health insurance inquires through one-on-one counseling and outreach events. The program will continue work to expand its outreach in the community by increasing its base of active and trained volunteers. The program will also continue the successful collaboration between ACDFA staff, Senior Services of Albany and the Towns of Colonie and Bethlehem.

The ACDFA has again received funding from the New York State Office for Aging (NYSOFA) and the US Administration on Aging (AOA) for assisting low income seniors in learning about and applying for benefits that may help them pay for their premiums, co-pays or medications. The Albany County HIICAP program is also in its second year in collaborating with NYSOFA and the AOA in educating seniors about Medicare and Medicaid fraud and abuse through educational outreach material, educational meetings and events.

Healthy Choices and Chronic Disease and Self Management Programs

The Healthy Choices NY program empowers seniors to take control of their health and to increase awareness and use of preventative screening services. The six week series empowers seniors and their caregivers to take charge of their chronic disease (arthritis, heart disease, diabetes) through pain management, exercise, diet and other proven methods. The workshops are offered at senior and community centers throughout the Capital Region. We expect to continue to see health improvements and positive outcomes from the seniors involved in these programs.

IN-HOME CARE, CONTACT AND SUPPORT

Services for our Frail Elderly

The Expanded In-Home Services for the Elderly Program (EISEP) provides case management and aide services to help eligible seniors. There is currently an initial prioritization screening and waiting list for this service. 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). The Consumer Directed EISEP service has allowed eligible seniors to use EISEP as a payment source to have a trusted friend or neighbor provide their personal care. Additionally, we are looking into the possibility of using EISEP funding to cover the more cost effective Social Adult Day Care services.

We will continue to contract with the Department of Social Services for EISEP case management and partner with them on the Albany County-NYCONNECTS: Choices for Long Term Care endeavor.

As we strive to serve the homebound and frail, we will continue support 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 these 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 the efforts of caregivers caring for seniors by providing information and assistance, educational programs, counseling and support groups, transportation, adult day care, respite and Personal Emergency Response Systems (PERS).

TRANSPORTION

ACDFA remains committed to the United We Ride endeavor for 2012. We will continue to leverage funds for transportation by working with government entities on both the state and federal levels. We continue to reach out and work to add agencies to the delivery system to increase the availability of rides to medical appointments, congregate meals, grocery shopping and other essential services for all seniors, especially for those in rural

areas. We also seek to increase weekday service hours to accommodate early morning and late afternoon vital medical appointments.

ALBANY COUNTY - NY-CONNECTS POINT OF ENTRY

The ACDFA will continue its ongoing promotion of 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 helps to empower seniors by giving them a better understanding of appropriate and cost effective non-medical support 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 of their needs and the programs they require.

Long Term Care Council

The Council includes stakeholders from across the multi-service delivery system. Its main purpose is to gauge the needs of our populations and identify existing gaps in the long term care system. It is our goal to obtain an ongoing collaboration with these key community stakeholders that will yield an understanding of how we can best continue to improve the system of long term care services.

Albany County Department for Aging Program Catalog of Current Contracting Agencies

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 organizations contracted to provide programs and services for the Department from 2010-2011:

Adult Day Care Services	
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	
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
Eddy Lifeline	833-1042
Town of Colonie Senior Resources Department	235-2420
The Eddy, Northeast Health	271-5070
Congregate Dining	
Cohoes Multi-Service Senior Citizens Center, Inc.	235-2420
Colonie Senior Service Centers, Inc.	
Beltrone Living Center	459-2857
Bishop Broderick Apartments	459-2857

Colonie Community Center	459-2857
Carondelet Commons Senior Apartments	459-2857
Colonie Town Hall	459-2857
Guilderland Senior Center	356-1980
Sheehy Manor	459-2857
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	439-1176
Townsend Park Apts.	229-3105
B'nai B'rith Apts.	465-2294
Senior Services of Albany	465-3322
Louise Corning Center	465-3325
South Mall Senior Center	463-0294
Westview Homes	482-2120
B'nai B'rith Senior Apartments	465-2293
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)	
Cohoes Multi-Service Senior Citizens Center, Inc.	235-2420
Colonie Senior Service Center	459-2857
Senior Projects of Ravena, Inc.	756-8593
Senior Services of Albany	465-3322
Stars Intergen Corporation	439-1505
Expanded In-Home Services to the Elderly Program (EISEP)	
Albany County Department of Social Services	447-7177
Health Insurance Information, Counseling and Assistance P	rogram (HIICAP)
Albany County Department for Aging	447-7177
Senior Services of Albany	935-2307
Town of Colonie Senior Resources Department	459-5051
Town of Bethlehem Senior Services Department	439-4955 x4

Home Delivered Meals

Case Management and Assessment Provided by:	
Albany County Department of Social Service	447-7177
Home Delivered Meals Provided by:	
Senior Services of Albany	465-3322
Cohoes Multi-Service Senior Citizens Center, Inc.	235-2420
Senior Projects of Ravena, Inc.	756-8593
<u>Information and Assistance</u>	
The Albany County Departments of Aging and Social Services	
Albany County-NYCONNECTS Point of Entry Access Line	447-7177
In Home Care, Contact and Support	
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	
Legal Aid Society of Northeastern New York, Inc.	462-6765
Medication Management	
Albany County Department for Aging	447-7177
Senior Community Service Employment Program	
	447 7100
Albany County Department for Aging	447-7190
Transportation Services	
Medical Transportation Management, Inc.	1-866-208-7357
Weatherization Referral and Packaging Program (WRAP)	
Cornell Cooperative Extension of Albany County	756-8650

Special Projects

Healthy Choices NY

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

442-5522

Senior Citizen Identification Card & CDTA Half Fare Card

CDTA half-fare bus passes are available to eligible senior citizens who are 65+ or disabled with valid ID or proof of disability at 162 Washington Avenue, Albany.

Albany County Departments of Social Services and Aging

447-7177

Results of the 2011 Albany County Aging Services Needs Assessment

The Albany County Department for Aging provides programs and services for seniors and their caregivers. In order to develop a service plan for the next 4 years, we need your input. Please take some time and answer the questions in this survey that best represents your experience or opinion. Thank you for the taking the time to help us out!

1. My community is a good place to grow old Explain_		grow old?	(es (60 / 88%)	□ No (7 / 12%)
2. Overall, how de	o you rate your qu	ality of life?		
Very good (20 / 29.4%)	Good (36 / 53%)	Not good or bad (5 / 7.4%)	Bad (2 / 3%)	Very bad (0 / 0%)

3. How often do you use the following services or attend the following locations?

		Not nearly as often as I like	Not Interested
20	15	21	12
29.4%	22.1%	30.9%	17.6%
	I'd like 0	I'd like often as I like 20 15	I'd like often as I like often as I like 20 15 21

a. Community events/	20	15	21	12
Social clubs	29.4%	22.1%	30.9%	17.6%
b. Exercise & Fitness	10	12	26	11
Workouts/activities	14.7%	17.6%	38.2%	16.2%
c. Friends / Family activities	32	14	9	7
-	47.1%	20.6%	13.2%	10.3%
d. Library / Internet	29	8	9	14
	42.6%	11.8%	13.2%	20.6%
e. Medical Pharmacy visits	41	6	12	4
-	60.3%	8.8%	17.6%	5.9%
f. Religion/ worship	41	11	7	6
	60.3%	16.2%	10.3%	8.8%
g. Senior centers	13	10	23	12
	19.1%	14.7%	33.8%	17.6%
h. Shopping	29	20	7	7
	42.6%	29.4%	10.3%	10.3%
i. Sporting events / parks	15	17	11	16
	22.1%	25.0%	16.2%	23.5%
j. Volunteer Work	16	8	16	20
	23.5%	11.8%	23.5%	29.4%
k. Working for pay	10	2	15	37
	14 7%	2 9%	22.1%	54 4%

4. Thinking back over the past 12 month, how much of a problem has each of the following been for you?

been for you:	N.	M:	Matau	A(! . ! (.
	No	Minor	Major	Anticipate
	Problem	Problem	Problem	a problem
N. 1. 11	T -		1.5	in future
a. My health	6	33	16	5
	8.8%	48.5%	23.5%	7.4%
b. Suitable housing that fits needs or income	38	5	4	3
	55.9%	7.4%	5.9%	4.4%
c. Adequate health care	40	13	1	1
	58.8%	19.1%	1.5%	1.5%
d. Adequate transportation	39	10	4	3
	57.4%	14.7%	5.9%	4.4%
e. Everyday activities like: bathing, or getting	35	13	5	6
in or out of a chair, or walking, shopping	51.5%	19.1%	7.4%	8.8%
f. Enough food to eat	43	8	1	0
	63.2%	11.8%	1.5%	0.0%
g. Money for medication	36	19	4	1
	52.9%	27.9%	5.9%	1.5%
h. Financial problems	22	19	13	5
•	32.4%	27.9%	19.1%	7.4%
i. Financial exploitation	35	9	3	4
•	51.5%	13.2%	4.4%	5.9%
j. Physical or emotional abuse by family,	47	4	0	2
friend or others	69.1%	5.9%	0.0%	2.9%
k. Crime	40	5	3	5
	58.8%	7.4%	4.4%	7.4%
1. Legal issues	38	4	6	4
	55.9%	5.9%	8.8%	5.9%
m. Too few activities/or feeling bored	24	9	4	6
<i>6</i> 11-20	35.3%	13.2%	5.9%	8.8%
n. Isolation and loneliness	43	5	5	5
	63.2%	7.4%	7.4%	7.4%
o. Depression	39	9	5	4
o. 2 spression	57.4%	13.2%	7.4%	5.9%
	57.70	13.470	7.77	5.770

Transportation.

5. For most of your transportation, how do you travel?

I drive (24 / 35.3%)		Take taxi (7 / 10.3%)
I ride with others (12 / 17.6%)		Walk (7 / 10.3%)
Take public transportation (20 /	29.4%)	Take senior van (10 / 14.7%)
Other	(3/4.4%)	

6. If you drive, are you interested in driving classes to help you stay safer on the road?

No (18 / 26.4%) Yes (10 / 14.7%) NA (17 / 25%)

7. In the past 12 months, how much help have you needed getting or arranging transportation?

A lot (9 / 13.2%) Some (16 / 23.5%) None (43 / 63.2%)

8. When you have trouble getting the transportation you need, what would you say are the reasons?

Have to rely on others (16/23.5%)

Car doesn't work/issues with vehicle (3 / 4.4%)

Weather (17 / 25%)

Can't afford it (3/4.4%)

Unfamiliar (3 / 4.4%

Disability / Health issues (6 / 8.8%)

Not available in my Community (0 / 0%)

Not available when I need to go (6 / 8.8%)

Don't know who to call (0/0%)

Other (0/0%)

Health and Health Insurance.

9. Check any that apply to you.

I exercise 30 minutes, 3 – 5 X's per week	(13 / 19.1%)
I have a primary doctor	(56 / 82.3%)
I cannot afford my health insurance	(5 / 7.4%)
I eat 3 healthy meals each day	(38 / 55.9%)
I have access to fresh fruit and vegetables	(38 / 55.9%)
My drug plan does not cover all of my meds	(9 / 13.2%)

Support and Assistance.

10. How much practical support do you receive these days from the following sources? Examples of practical support are: being given a ride, having someone shop for your, loan you money, or do a home repair for you.

	A lot of	Some	A little	No
	Support	Support	Support	Support
a. Family	30	9	6	18
	44.1%	13.2%	8.8%	26.5%
b. Friends	25	19	5	13
	36.8%	27.9%	7.4%	19.1%
c. Neighbors	10	22	10	13
	14.7%	32.4%	14.7%	19.1%
d. Church group	23	7	8	21
	33.8%	10.3%	11.8%	30.9%
e. A social club or group	9	7	7	33
	13.2%	10.3%	10.3%	48.5%
f. A community agency	10	10	3	30
County agency	14.7%	14.7%	4.4%	44.1%

11. If you needed assistance, is there someone you could call for help?

No (4 / 5.9%) Yes, family member (42 / 61.8%) Yes, friend/neighbor (20 / 29.4%) Other(1 / 1.5%)			
12. If yes, how far away does that person live?			
0-9 miles $(41/60.3\%)$ 10-25 miles $(4/5.9\%)$ 26-50 miles $(2/3\%)$ 51-75 miles $(1/1.5\%)$ 76-100 miles $(0/0\%)$ Greater than 100 miles $(1/1.5\%)$ Caregiving.			
13. Do you take care of someone in your home or assist someone living nearby?			
Adult over 60+ (10 / 14.7%) Adult child (3 / 4.4%) Minor child (4 / 5.9%)			
14. Do you know about caregiver services in the community?			
Yes (24 / 35.3%) No (27 / 39.7%)			
15. In the past two month have you felt stressed by caregiving duties?			
Frequently (1 / 1.5%) Sometimes (7 / 10.3%) Never (30 / 44%) Don't know (3 / 4.4%)			
Senior Programs and Services			
16. Are you aware of the programs and services offered by Albany County Department for Aging?			
Yes (31 / 45.6%) No (24 / 35.3%)			
17. Did you know that Albany County – NY Connects is the number $((518)\ 447-7177)$ to call for questions concerning aging and disability programs and services?			
Yes (14 / 20.6%) No (16 / 23.5%)			
18. What is your age? Range- 47-77			
19. What is your gender? Female (40 / 58.8%) Male (21 / 31%)			
20. Are you a veteran? Yes (8 / 11.8%) No (36 / 53%)			
21. What is your zip code?			
22. Do you consider yourself Hispanic or Latino? Yes (3 / 4.4%) No (46 / 67.6%)			
23. Do you Own a home (20 / 29.4%) Rent (28 / 41.2%) Live with others (12 / 17.6%)			
24. Which one or more of the following would you say is your race?			
White (15 / 22%)			

Black/ African American Asian (0) Native Hawaiian/ Pacific Other		(0 / 0%) (38 / 55.9%) (0 / 0%) (1 / 1.5%) (2 / 3%)				
25. How many people	, including you	rself, live in your household?				
1 person (41 / 6) 2 people (14 / 2) 3 people (4 / 5.9) 4 people (1 / 1.5) 5 or more (0 / 0%)	0.6%) 9%) 5%)					
26. Who lives with y	ou?					
Spouse Significant Other At least one child Child and their family	(3 / 4.44%)	Unrelated adults/friends Grandchildren	s (0 / 0%) (4 / 5.9%)			
27. Which best descri	bes where you l	live?				
Single family home Townhouse, condo Mobile home Other	(2 / 3%) (0 / 0%)	Senior subsidized housing	(15 / 22%) (26 / 38.3%) (0 / 0%)			
28. What is your yearly household income?						
Less than \$10,000 \$10,000- \$20,000 \$20,000- \$30,000	(17 / 25%)	\$40,000- \$50,000 (3 / 4.4%)		(6)		
29. What is your emp	loyment status?	?				
Retired Working full-time Working part-time Other 30. Are there any other		Homemaker Disabled Unemployed and looking for wo		(0 / 0%) (15 / 22%) (1 / 1.5%)		
-	-					

No (38 / 55.9%) Yes (12 / 17.6%)

specify____