

# **2013 PROPOSED PLAN FOR AGING SERVICES**



**Daniel P. McCoy**  
County Executive

**Judy L. Coyne, RN**  
Commissioner

## **ALBANY COUNTY DEPARTMENT FOR AGING**

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## GREETINGS FROM THE COMMISSIONER

I am pleased to present the Department for Aging's 2013 Services Plan, which outlines the accomplishments of 2012 and the Department's proposed programs and services for the upcoming year.

The challenges seem to increase everyday as our county, state and federal governments make very difficult budget decisions. We are being called upon to do more 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 we are using precious dollars wisely. The Department and Albany County Executive Daniel P. McCoy 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 2013, we will work with the Department's Advisory Board to collect relevant information from seniors in the community. I encourage you to participate in our public hearings 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: AC DFA, 162 Washington Ave. Albany, NY 12210 or email: [aging@albanycounty.com](mailto:aging@albanycounty.com)

Respectfully submitted,



Judy L. Coyne, 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 2013

**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:

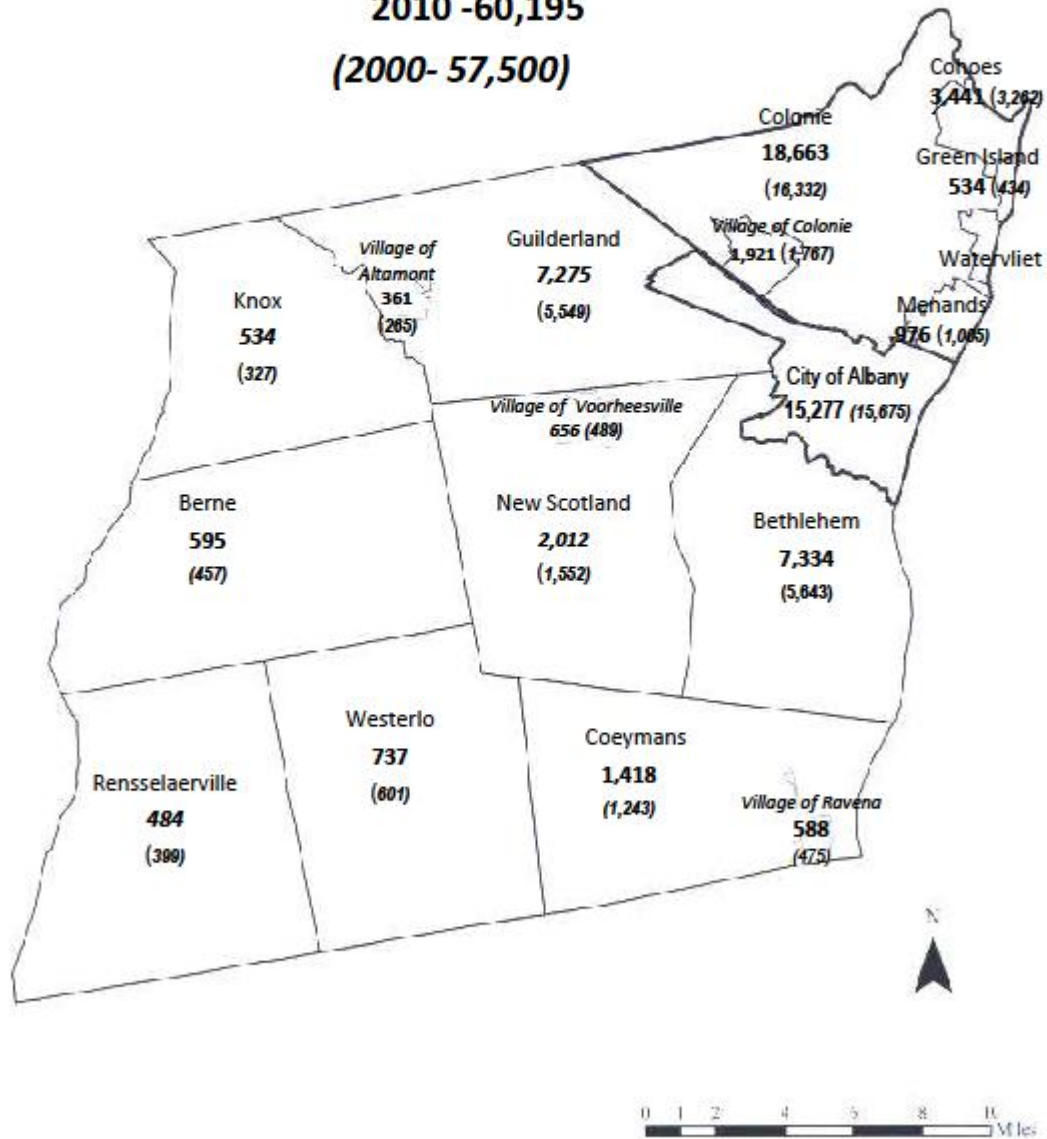
<b>First Reformed Church of Berne 1664 Helderberg Trail Berne, NY 12023-2924</b>	<b>November 10<sup>th</sup>, 2012 10:45am- 11:30am (prior to holiday meal)</b>
<b>Green Island Senior Center 5 George Street Green Island, NY 12183</b>	<b>November 15<sup>th</sup>, 2012 10:45am-11:30am (prior to meal)</b>

**2010 (& 2000) Census Data for Seniors 60 years +  
In Albany County by Town and Village**

**Total Senior Population:**

**2010 -60,195**

**(2000- 57,500)**



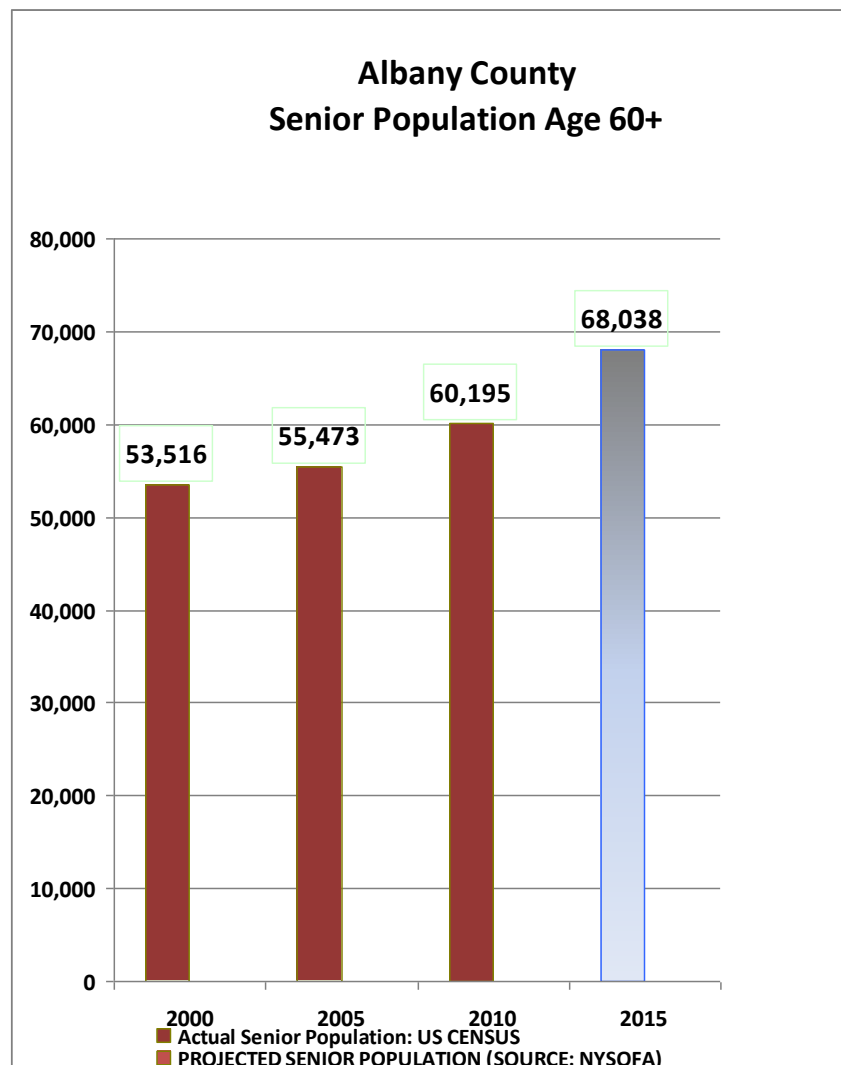
## Mission

The mission of the Department for Aging (DFA) is to provide the highest quality supportive services to seniors and their families. Our goal is to enable seniors to remain safely in their homes and to thrive in their communities for as long as they desire.

## Who We Serve

Albany County is home to 60,195 residents over the age of 60. These residents represent 19% of our county's population of almost 304,032 people. The oldest population groups continue to increase. Albany County residents over the age of 75 comprise 7.2% of the population and are most likely to have multiple and chronic health conditions that require a variety of services to remain at home.

The Albany County Department for Aging annually serves nearly 7000 persons age 60 and over; along with family caregivers. Our agency makes it possible for individuals to live with independence and dignity in their homes and communities as long as possible, delaying or avoiding higher cost levels of care.



## **Partners**

Albany County Department for Aging works to promote the independence, dignity and health of older adults by delivering programs and services to meet their particular needs. We accomplish this goal by partnering with 19 community-based providers to compassionately and effectively perform the services that help to support seniors in the community. The department would like to acknowledge the following dedicated providers:

- Albany County Department of Social Services
- Capital District Transportation Authority
- Catholic Charities Caregivers Support Services
- Cohoes Multi-Service Senior Citizens Center, Inc.
- Colonie Senior Service Centers, Inc.
- Community Caregivers, Inc
- Cornell Cooperative Extension
- Helderberg Senior Services, Inc.
- Legal Aid Society of Northeastern New York, Inc.
- New Russia Community Center
- Senior Citizens of Green Island
- Senior Projects of Ravena, Inc.
- Senior Services of Albany
- Sidney Albert Albany Jewish Community Center
- State University of New York Center for Excellence and Aging
- Town of Colonie Senior Resources Department
- The Eddy, Northeast Health
- The Eddy Visiting Nurses Association Lifeline
- Village of Altamont

## **Volunteers**

The Department for Aging is grateful to the generous contribution of time from the volunteers in the community that help to support and increase access to programs and services. Without the support of the hundreds of dedicated volunteers many less seniors would be served each year. These individuals devote thousands of hours to help improve the quality of life for seniors in Albany County.

## **Advisory Council**

The department relies on the expertise of the advisory council for advice, advocacy and information. These experts attend meetings and discuss what they can do to further the

goals of the organization. The all volunteer members have been chosen to serve because of their knowledge and dedication to issues related to all seniors in the community.

Gloria Ballien

Marie Coleman

Stella Bess

Charlotte Fuss

Patricia J. Binzer, Ed.D

Martha Oden

Rena Button

Ron Scott

Linda Carmen

William Schwartz

Norma Chapman

## **2012 Department Highlights**

- The Department for Aging has recently opened a satellite office in the Hilltowns to increase the community's knowledge about our aging programs and services. On the second Saturday of every month the DFA has office hours at the Berne Senior Center. We offer individualized Information and assistance along with group presentations on a variety of topics pertinent to seniors.
- Referrals for most DFA programs and services are now coming in consistently through the NY Connects information, assistance and referral lines. Seniors, family caregivers and community agencies receive information about available services and they can also request an in-home visit by a Central Assessment Unit RN's or a Caseworker. The Central Assessment Unit provides seniors with an in-home comprehensive assessment to accurately determine the appropriate community based services needed.
- The Department for Aging has made great strides towards implementing a network wide electronic data collection and reporting system to provide required demographic and programmatic data directly to the New York State Office for the Aging (NYSOFA) and The Administration on Aging (AOA). The collected data will be used by the federal and state government to determine future funding awards for local aging services.

## **Strategic Initiatives**

- The Department for Aging continues to see an increase in demand for all of its services, while at the same time state and federal funding for these services has remained flat and in some instances there has been a decrease. In the coming year the Department will continue to strengthen the outreach efforts, assessment and monitoring of these critical services to ensure that programs target individuals with the most pressing needs.
- The Department for Aging will continue to seek strategic community partnerships to leverage our existing resources in ways that will benefit the seniors living in Albany County.



# 2012 ACCOMPLISHMENTS

## SERVING SENIORS IN ALBANY COUNTY



Diners at the Helderberg Congregate Meal Program

### ACCESS TO SERVICES

#### **Albany County NY Connects Information and Assistance**

The Albany County NY Connects Point of Entry (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. Since July 2007, ACDF and Social Services have collaborated to provide assistance, referrals and unbiased information through the POE access line (447-7177). 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, 2011 through September 30, 2012, the POE received an average of 840 calls each month totaling 10,087 calls. That is up from last year by 990 calls. Call volume has increased 9% from the previous year, and has had an overall increase of 64% since the inception of NY Connects in July 2007. (July 2007-September 2008 6,466 calls).

Callers to the POE fell into the following major categories:

Call Period	Consumers	Professionals	Caregivers	Other*	Total
10/1/2011-9/30/2012	4,284	2,727	1,872	1,204	10,087
10/1/2010-9/30/2011	3,555	3,004	1,999	1,112	9,670
10/1/2009-9/30/2010	2,708	1,449	2,311	1,489	7,957

\*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
2011-2012	1,658	6,910	1,519
2010-2011	1,435	6,095	1,567
2009-2010	1,211	4,670	1,133

### Transportation

During the past year, 1,152 seniors received over 35,653 rides to medical appointments, congregate meal sites, senior centers, adult day programs, and other vital destinations.

**1,152 seniors received 35,653 rides**

The ACDFA contracts with Capital District Transportation Authority (CDTA) to broker and coordinate the senior transportation program. CDTA ACCESS has a call center that takes requests for rides through the local toll-free number. The call center screens and prioritizes requests for transportation and matches up the request with one of the following services: fixed route bus pass through CDTA; door to door taxi service; group mini-bus transportation, CDTA Learn to Ride Program; STAR Bus Service.

Because CDTA also manages all STAR and local bus services they are able to help seniors learn about the CDTA half fare program and the Learn to Ride the bus program. They can also send STAR applications to disabled seniors and schedule STAR bus rides for STAR eligible seniors.

During 2012 ACDFA successfully increased the transportation service for seniors in the Hilltowns of Albany County. Through agreements with the towns of New Scotland and Berne seniors can now receive ACDFA funded transportation to gain access to vital services.

## 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

**Delivered 161,017 meals to 598 frail seniors**

or friends with food shopping or meal preparation. During the past year, the program delivered over 161,017 nutritious meals to 598 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.

**Home Delivered Meals has been helping a woman in her late 80's who is blind and not able to prepare meals or cook. She recently lost her husband. Her daughter lives in another state. The home delivered meals help her maintain her health and stay in her home. The regular contact with the meal delivery driver helps her to feel connected and checked on each day.**

*---Submitted by provider, Albany County Department of Social Services*

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 is given to fiber-rich fruits, whole grains, vegetables and low fat milk products.



Staff and Volunteers at the Helderberg Congregate Meal Program

## Congregate Dining Program

**A husband and wife enjoy attending a nearby congregate meal program weekly. The husband suffers from dementia. The program provides the wife with a welcome and much needed break from cooking and her ongoing caregiving duties. The congregate program also has given her and her husband a place to build long standing friendships.**

The congregate dining program offers nutritious hot meals approved by a registered dietician at 20 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 77,090 meals were served at 22 sites to 2,697 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.

**77,090 meals  
served to 2,697  
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 2012, 15,187 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 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 2012 114 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 2012  
Program  
served 114  
people**

### **The Aging and Disability Resource Center (ADRC) and The Evidence Based Care Transitions Program (CTI)**

Funded by the Administration on Aging, the ADRC and the CTI programs have helped to build on the NY Connects program (DSS and Aging). The programs partners include NYSOFA and State University of New York at Albany. The ADRC provides enhanced counseling, information and assistance. The program works to support those who have been identified by hospital discharge planners as having a high rate of hospital re-admissions. To help to support the senior and to prevent hospital readmissions, NY Connects staff work with the senior to identify community resources and services. Over the past year many informal relationships have developed which have enabled more at risk seniors to access and utilize ACDFR programs and services.

### **Specialized Health Information and Counseling Services**

During the past year, our Health Insurance Information Counseling and Assistance Program (HIICAP) totaled 2011 counseling 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.

**HIICAP  
handled  
2012  
contacts**

**A senior nearing his sixty-fifth birthday contacted Albany County NY Connects asking for information about Medicare. The man had been receiving lots of mailings from Medicare and from health insurance companies, because he was about to become eligible for Medicare. A HIICAP counselor called him back and helped him to understand the process to sign up for Medicare. The counselor also answered his questions about Medicare Parts A, B, C, D coverage and the available types of health plans and policies. The counselor also mailed him a complete listing of plan options and contact information from the Medicare website. The senior was grateful for the assistance in accessing Medicare coverage.**

*---Submitted by Albany County Department for Aging*

The program relies not only on paid staff, but depends on the diligent and ongoing involvement of a group of highly skilled and dedicated volunteers. Staff and volunteers participate in monthly meetings and HIICAP updates and regular monthly clinics in the community at: Westview Homes, Watervliet Senior Center, Ogden Mills Apartment in Cohoes and Guilderland Town Hall. Throughout the year the HIICAP program provided ongoing Medicare health insurance presentations and meets with seniors to provide 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.

## **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, 435 seniors received home care.

**The EISEP  
Program  
provided home  
care to 435  
seniors**

**For many years a local elderly couple has received the support of the Expanded In Home Services for the Elderly program and the Home Delivered Meal Program. These vital supportive services have prevented unnecessary nursing home placement.**

**Recently the wife passed away and around the same time the husband's health took a turn for the worse. Hospice was called and began home visits for a few hours a day in the morning. EISEP aide services were increased to provide necessary targeted supportive care services at lunch time and at bed time. Home Delivered Meals continue to remain in place to support his overall nutritional needs. The HDM driver also checks in on him M-F around 11:30 AM to make sure that he is doing ok.**

**The care plan is for this individual has been carefully developed with the client's wishes honored. We hope to offer the necessary long term care supportive services that will allow this individual who has suffered so much loss already, to continue to remain safely in his home for as long as he desires.**

*---Submitted by provider, Albany County Department of Social Services*

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

The Community Living Program (CLP) provides EISEP clients with more flexibility in planning their care and hiring their own aides. The model program, in its third year, is a collaborative effort between New York State Office for Aging, Department of Social Services and the Department for Aging. Two seniors continue to be served by this program.

### **In-Home Shopping and Visiting**

**Shopping, Visiting and the Telephone Support provided to 89 seniors**

During 2012, 89 seniors received assistance through the Shopping Assistance and Friendly Home Visiting. 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 69 seniors a total 30,686 hours**

During the past year, 69 seniors participated in 30,686 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.

**A woman in mid 70's was referred to the day program because of health issues and depression. She also needed reminders about medication and hygiene. She has limited contact with family and was afraid to go outside by herself. When she first started in the adult day program, she was shy and withdrawn. With her increased familiarity with the program staff and clients, she has become social and popular and helps others feel comfortable. She says, "They are family to me."**  
*---Submitted by provider, The Eddy Daybreak in Rensselaer*



## Programs for Caregivers of Seniors and Caregivers of Grandchildren

639 caregivers and care receivers 60 years of age or older were assisted through the Caregiver Support Programs during 2012. The program assists caregivers (spouses, adult children, grandchildren, friends and neighbors) in their efforts to care for seniors in their 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.

**639 caregivers and care receivers over age 60 were assisted.**

**A woman is 79 years old and the primary caregiver for her husband who is 81 years old and suffers from Parkinson's disease and dementia. While the wife can prepare meals and keep up with household chores, leaving the home has become challenging due to her husband's limited mobility and dementia. Respite services have given the wife time to go grocery shopping, run errands, go to her medical appointments or to attend a support group when she is feeling overwhelmed. Respite services provide a home health aide to stay at home with her husband where he feels safe and secure.**

*---Submitted by provider, Catholic Charities Caregiver Support Services*

**A 67 year old woman is the sole caregiver for her 68 year old husband who has Alzheimer's and cannot be left home alone. For the past year and a half a respite volunteer provides 3-4 hour weekly visits with the husband so his wife can get away to her own appointments, run necessary errands and have some time for herself. Initially the husband was reluctant to have someone come and stay with him, but over time he has developed a warm relationship with the respite volunteer and looks forward to the weekly visits.**

*---Submitted by provider, Community Caregivers*

**A man in his 70's goes to dialysis three times each week. His wife was able to arrange for transportation to treatments, but did not have a way to get him back home at the end of each dialysis appointment. Since 2005, three times a week volunteers pick him up from dialysis and take him home. The volunteers who provide this service do it on a weekly basis, so he is never without his ride. The client and volunteers are very connected and have established a strong bond.**

*---Submitted by provider, Community Caregivers*

**The Kinship care program** supports grandparents or other older relatives who are caring for children. Through the caregiver program they can receive assistance in the form of counseling and respite.

The Kinship Caregiving Program supports a couple in their late 60's who care for their daughter's four children ranging in age from 7 to 15 years old. Making ends meet is a constant struggle because the grandparents live on a fixed income. Through Kinship care support, the family was able to access community resources to meet their basic needs of food, clothing, transportation and shelter. The grandmother regularly contacts the Kinship program counselor for phone support to help keep her from feeling overwhelmed by the responsibility of raising four grandchildren. Kinship support groups also help this couple engage with others facing similar situations to reduce their feelings of isolation.

---Submitted by provider, Catholic Charities Caregiver Support Services

## 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 seminars on senior legal issues around the county. During the past year the elder law attorney met with 200 seniors and provided them with individualized Legal Counseling and Assistance.

**200 seniors received legal Counseling and Assistance.**

The niece of an 80 year old woman contacted the Senior Legal Services program attorney because she and her aunt were worried about bills and a likely nursing home stay for her uncle. Although the senior had paid a private attorney to complete a power of attorney, naming the niece as her agent, the document was no longer valid under new power of attorney laws. The SLS attorney worked with the senior to make a new valid power of attorney. The SLS attorney also advised the senior that, if her husband did need Medicaid to pay for nursing home care, Medicaid's minimum monthly income allowance would allow her to keep her income and continue to stay in her home.

---Submitted by provider, The Legal Aid Society of Northeastern NY

### 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

**WRAP assisted over 99 seniors. Last Resort funds helped 12 seniors**

help seniors afford to stay in their homes. WRAP provides low-income eligible seniors with a comprehensive home energy 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 NYSEERDA'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.

**The daughter of a low income senior contacted the WRAP program, Cornell Cooperative Extension, because her mother's roof was leaking and starting to ruin the insulation in her attic and leak into her living space. The senior is on oxygen and had been in the hospital for numerous illnesses. While her family was able to assist with tasks and necessary care, they were unable to provide any financial assistance. The WRAP program assisted the senior with a WRAP application and assessed the roof, which required extensive repairs and had many layers of old shingles. WRAP negotiated with a subcontractor who was willing to lower the price of the job to meet the WRAP Last Resort limits.**

*---Submitted by provider, Cornell Cooperative Extension*

### **Senior Community Service Employment Program**

During 2012, 96 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 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.

**96 seniors  
received job  
referrals and  
placement  
assistance**

**A low income retired veteran, in his mid 60's contacted the ACDFA employment program looking for help finding a part time job. The man was placed in the employment training program at a senior housing complex. In the training program he assisted seniors resolve housing complaints and complete applications for housing recertification and/or benefit assistance programs. After a successful 1 year training period, he was hired as a part-time staff as the housing site manager and Ombudsman for senior residents.**

*---Submitted by the Albany County Department for Aging Employment Program*

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.

### **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.

### **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 2012, ACDFA and Albany County NY-Connects staff hosted an informational table or provided ACDFA information at the following events:

- ❑ HB Kuhn Center – April 13
- ❑ Senior Citizen Law Day at Albany Law School - April 21
- ❑ Tools for Caregivers – April 21
- ❑ JCC Health and Service Fair –April 21
- ❑ RSVP Volunteer Recognition Day \_\_\_\_\_
- ❑ College of St Rose – April 30
- ❑ New York State Senior Citizens' Day – May 8
- ❑ New Scotland Senior Center – June 6
- ❑ Hilltown Senior Center – June 9
- ❑ Guilderland Town Hall – June 12
- ❑ Diocesan Commission on Aging Spirituality event- June 14
- ❑ Senior Projects of Ravena – June 14
- ❑ Watervliet Senior Center - June 19
- ❑ Homes Provider Shelter Meeting – June 25
- ❑ Ogden Mills – June 26
- ❑ Hilltown Senior Center – July 14
- ❑ Aetna Employee Health Fair – August 1
- ❑ Hilltown Senior Center – August 11
- ❑ Altamont Fair Senior Day - August 15
- ❑ Hilltown Senior Center – September 8
- ❑ Aging in Place St Sophia's Orthodox Church – September 27

- ❑ Wildwood Programs Family Support - September 28
- ❑ Housing Panel Discussion at the Crossings – October 1
- ❑ Fall Festival for Seniors – October 15
- ❑ Caregiving 101: Community Resources you need to know - October 4
- ❑ Health and Wellness Expo at the Albany Pharmacy College- October 27
- ❑ Albany Public Library Lunch Hour Health Fair - Nov 7

## Summary of Programs Offered and Individuals Served in 2012

PROGRAMS OFFERED	SENIORS SERVED/ HRS PROVIDED
Case Management and Assistance	435 Seniors received this EISEP Service
Homemaking/Personal Care	289 Seniors received this EISEP Service
Housekeeping/Chores	179 Seniors received this EISEP Service
Shopping, Visiting and Telephone Reassurance Program	89 Seniors participated
Home Delivered Meals	598 received 161,017 meals
Congregate Meals	2,697 Seniors were served 77,090 meals at 22 sites
Nutrition Counseling, Nutritional Education / Information and Nutritional Counseling Service	15,187 participants received materials and Counseling
Healthy Choices Program	Served 114 Seniors
Health Information and Counseling Service	1,602 HIICAP and 409 MIPPA contacts
Adult Day Care	69 Seniors received 30,686 hours of day care services
Caregivers Support Services	639 caregivers and care receivers
Transportation	1,152 Seniors – 35,653 rides
Legal Counseling and Assistance	200 Seniors used this service
Weatherization Referral and Assistance Program (WRAP)	WRAP Assisted 99 Seniors; "Last Resort" helped 12 Seniors
Senior Community Employment Program	96 employment services
NY Connects Information & Assistance	6,910 over 60 yrs; +1,658 under 60; + 1,412 age unknown = Total 10,087
Total 60+ served* *Total 60+ served does not include information and assistance.	6,972 estimate unduplicated
<b>DESCRIPTION OF PARTICIPANTS</b>	<b>NUMBER BY CATEGORY</b>

Low Income	1,466
Frail/Disabled	2,683
Age 75+	4,952
Age 85+	2,020
Live Alone	3,389
Low Income Minority	178
American Indian/Alaskan Native	38
Asian/Pacific Islander	22
Black (Not Hispanic Origin)	325
Hispanic	40

## ALBANY COUNTY DEPARTMENT FOR AGING PLANNING FOR 2013

### 2013 Anticipated Budget Information

	2011 Actual	2012* Working	2013* Requested
TOTAL APPROPRIATIONS	\$6,165,346	\$5,683,939	\$5,486,158
REVENUE	\$3,495,861	\$3,775,073	\$3,602,536
COUNTY SHARE	\$2,669,485	\$1,908,866	\$1,883,622c

\*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 2012

- Total Appropriations 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 2013 is a decrease of 3.60 % from the working total for 2012.
- 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 a decrease of 4.57 %.

- County Share 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 1.32% less than the 2012 amount received from the county.



## 2013 GOALS

### ACCESS SERVICES

#### 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.

## **Transportation**

The ACDFA is working with CDTA ACCESS to coordinate our transportation services on a regional level. We continue to reach out to local towns and villages to improve coordinate a more effective county wide senior transportation program. Our goal is to provide transportation to vital services such as medical appointments, dialysis, adult day services, and when possible congregate meals and grocery shopping, especially for those seniors that live in rural areas. For seniors that live in areas where fixed route bus transportation is available we will be encouraging seniors to take advantage of the bus service. We have increased weekday service hours to accommodate early morning and late afternoon vital medical appointments.

## **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.

### **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 Home Delivered Meals, Caregiver programs, 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).

### **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 2011-2012:**

### **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
Watervliet Senior Citizens Center, Inc.	273-4422
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
Guilderland Senior Center	356-1980
Sheehy Manor	459-2857
St. Basil's Russian Orthodox Church	459-2857
Senior Citizens of Green Island	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
South Mall Senior Center	463-0294
Westview Homes	482-2120
Sidney Albert Albany Jewish Community Center	438-6651
Village of Altamont /St. Lucy's Parish Center	861-8554

**Congregate Services Initiative (CSI)**

Cohoes Multi-Service Senior Citizens Center, Inc.	235-2420
Colonie Senior Service Center	459-2857
New Russia Community Center	382-9438
Senior Projects of Ravena, Inc.	756-8593
Senior Services of Albany	465-3322

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

Albany County Department of Social Services	447-7177
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**Health Insurance Information, Counseling and Assistance Program (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 x 4

**Home Delivered Meals**

*Case Management and Assessment Provided by:*

Albany County Department of Social Service	447-7177
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*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

**Information and Assistance**

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**

*Friendly Visitor Program Provided by:*

Senior Services of Albany 465-3322

*Shopping Assistance Provided by:*

Senior Services of Albany 465-3322

*Friendly Visitor Program and Shopping Assistance provided by:*

Community Caregivers 456-2895

**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**

Albany County Department for Aging 447-7190

**Transportation Services**

Capital District Transportation Authority 437-5161

**Weatherization Referral and Packaging Program (WRAP)**

Cornell Cooperative Extension of Albany County 756-8650

***Special Projects***

**Healthy Choices NY**

State University of New York Center for Excellence and Aging and Community Wellness  
442- 5529

**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