

# **2014 PROPOSED PLAN FOR AGING SERVICES**



**Daniel P. McCoy**  
County Executive

**George A. Brown**  
Commissioner

## **ALBANY COUNTY DEPARTMENT FOR AGING**

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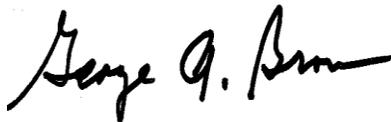
## GREETINGS FROM THE DEPARTMENT FOR AGING

A new year is rapidly approaching so it is time for us to assess our progress in 2013 and to set our goals for 2014. As we prepare for a new year, it is evident that the way services were provided in the past must continually be reexamined. The increase in our senior population, coupled with the economic slowdown, has placed a greater demand on services and the providers of them. To meet the challenges ahead we must continue to look at innovative ways to maximize funding while maintaining services at appropriate levels.

The Department for Aging and Albany County Executive Daniel P. McCoy is committed to our department's mission by providing the highest quality supportive services to seniors and their families. Our goal is to enable seniors to stay in their homes and thrive in the community. It is the desire of the Albany County Department for Aging to continue to provide the most appropriate and comprehensive menu of services that fit the need of our seniors and their caregivers.

We ask that you take the time to review our Proposed Plan for Aging Services for next year 2014 and to participate in our public hearing by offering your comments and suggestions to strengthen our programs. The date, time, and location of the public hearing are listed on the following page. If you are unable to attend our public hearing, feel free to contact our office by phone at (518) 447-7198 or send feedback via mail to: AC DFA, 162 Washington Ave. Albany, NY 12210 or email: [aging@albanycounty.com](mailto:aging@albanycounty.com) We look forward to hearing from you.

Respectfully submitted,

A handwritten signature in black ink that reads "George A. Brown". The signature is written in a cursive, flowing style.

George A. Brown  
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 2014

**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 Tracy Davis at (518) 447-7198 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 five 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:**

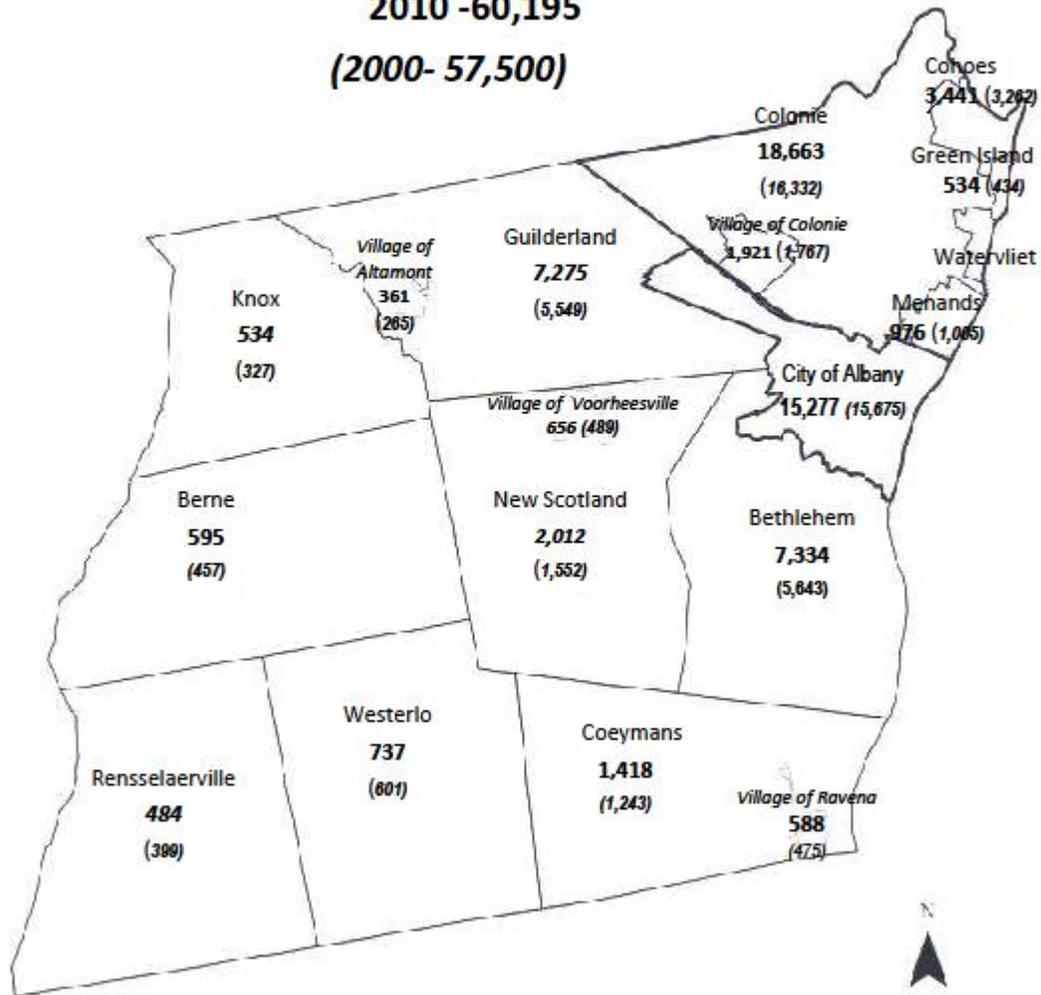
<p><b>Sidney Albert Jewish Community Center 340 Whitehall Rd. Albany, NY</b></p>	<p><b>November 13<sup>th</sup> 2013 @ 4pm</b></p>
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**2010 (& 2000) Census Data for Seniors 60 years +  
In Albany County by Town and Village**

**Total Senior Population:**

**2010 -60,195**

**(2000- 57,500)**



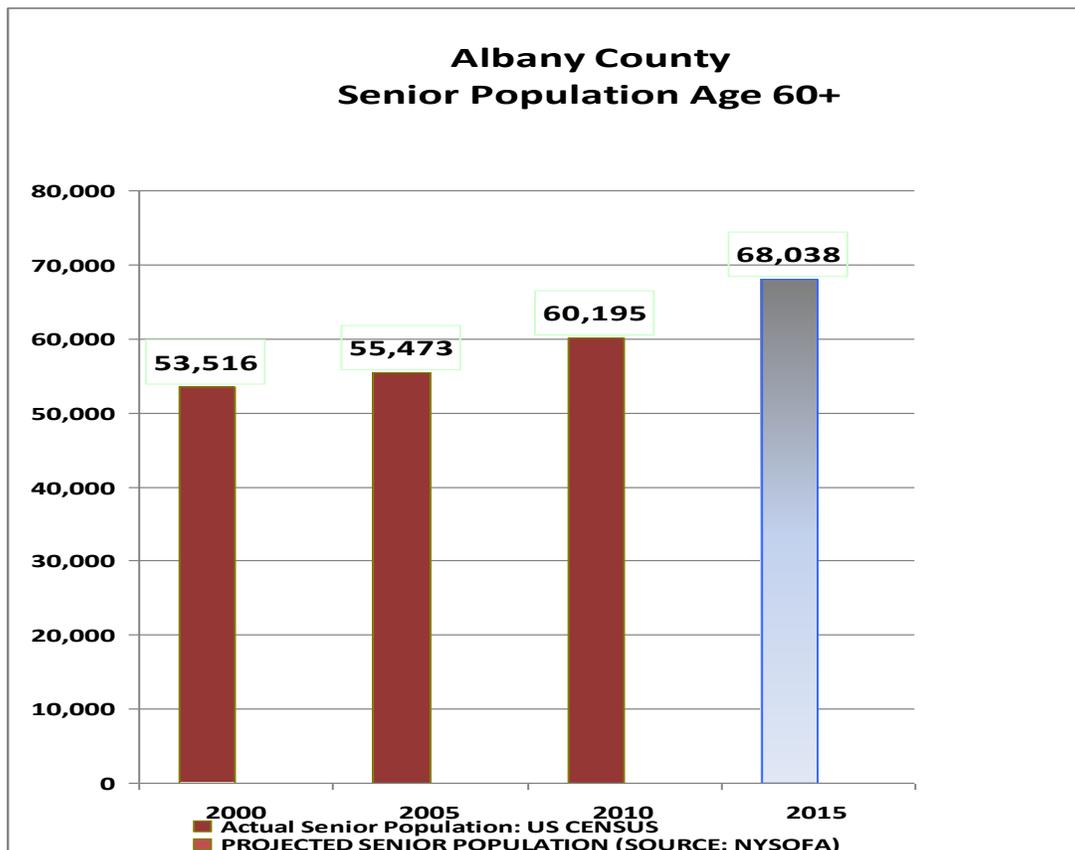
## Mission

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

In 2010 Albany County was home to 60,195 residents over the age of 60. These residents represented 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. In 2013 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  
Legal Aid Society of Northeastern New York, Inc.  
Peter Young Industries  
Senior Citizens of Green Island  
Senior Projects of Ravena, Inc.  
Senior Services of Albany  
Sidney Albert Albany Jewish Community Center  
Tai Chi Providers; Marta Banks & Lorraine Noval, PhD  
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 fewer seniors would be served each year. The volunteers 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 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 Frazier	Charlotte Fuss
Patricia J. Binzer, Ed.D	Martha Oden
Rena Button	Ron Scott
Linda Carmen	William Schwartz
Norma Chapman	

## **2013 Department Highlights**

- The ACDFA contracted with Peer Place, a secure online electronic data based system provider. The system will help ACDFA and its providers move to a paperless system for client files, units of service, demographic reporting and so on. The system will also allow ACDFA to identify clients most at risk and in need of assistance in the case of a major emergency. During April all ACDFA staff and providers were trained on using Peer Place. On May 1<sup>st</sup> the system was implemented to collect and report required demographic and programmatic data directly to the New York State Office for the Aging (NYSOFA) and the Administration on Aging (AOA). The federal and state governments use the collected data to determine future funding awards for local aging services.
- The Department is working with the Berne Senior Center to open a congregate meal site. The site will provide Hilltown seniors access to a regular nutritious meals where seniors can come together each weekday.
- As of 2012 Congressional appropriations now require that all Administration On Aging (AoA) Disease Prevention and Health Promotion funding be used only for programs and activities which have been proven through controlled studies to help improve the health and well being of older adults. The Department currently has contracts for two evidenced based programs: Tai Chi for Arthritis and Dining with Diabetes. The Dining with Diabetes programs will take place late in 2013.

## **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 seek strategic community partnerships to leverage our existing resources in ways that will benefit the seniors living in Albany County.

# SERVING SENIORS IN ALBANY COUNTY

## 2013 Accomplishments



*Dinners at the Albany Jewish Community Center 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, ACDFA 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.

Call volume has steadily increased each year since the inception of NY Connects in July 2007. From October 1, 2012 through September 30, 2013, the POE received an average of 889 calls each month totaling 10,672 calls, an increase of 585 calls.

Callers to the Albany County NY Connects fell into the following major categories:

Call Period	Consumers	Professionals	Caregivers	Other*	Total
10/1/2012-9/30/2013	5,102	2,906	2,210	544	10,762
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 Referred to NY Connects

#### (Seniors and Disabled Individuals)

Call Period	Under 60 Years of Age	Over 60 Years of Age	Unknown Age
2012-2013	1,639	5,690	3,923
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, 1,551 seniors received 50,121 rides to vital destinations including: medical appointments, congregate meal sites, adult day programs, and other vital destinations. The number of seniors requesting rides this year increased by more than 25%. In 2013, 1,152 seniors received over 35,653 rides.

<b>1,551 seniors received 50,121 rides</b>
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The ACDFCA contracts with Capital District Transportation Authority (CDTA) to coordinate and subcontract with transportation services around the county. CDTA ACCESS has a call

center that takes seniors requests for rides through their local toll-free number. The call center screens and prioritizes requests and matches up the request with one of the following services: door to door taxi service; group mini-bus transportation, CDTA Learn to Ride Program and 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 2013 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.

**Transportation** - A senior called CDTA Access transportation asking for a pre-surgery appointment the next day. She apologized to the operator for calling last minute, but the doctor had just called her to let her know that she has to be seen prior to surgery the following day. She told the operator that she really needed this surgery, because she was in so much pain. She said she was very glad that ACDFA provides transportation services because if it wasn't for the program she would not have a way to get to her medical appointments.  
The woman said that she looks forward to the surgery and a pain free life.

## NUTRITION AND HEALTH

### Home Delivered Meals Program

The Home Delivered Meals Program provides nutritious meals to the frail elderly who are incapacitated due to accident, illness, frailty or who have inadequate support from family or friends with food shopping or meal preparation. Sometimes seniors only need meals for a short time until their health is recovered or they need meals for a longer time because their ability to prepare or shop for food has changed. During the past year, the program delivered over 163,501 nutritious meals to 585 frail seniors that were in need of meals on a temporary basis or an extended period of time that allowed them to remain in their own homes.

**Delivered 163,501  
meals to 585 frail  
seniors**

**Home Delivered Meals** helped a low income senior who lives in a second floor apartment with significant mobility issues. Her health problems including vision loss, neuropathy and diabetes prevent her from getting out of her apartment for grocery shopping. The Home Delivered Meals not only provide the woman with hot and cold meals, but also provide personal contact and a check in each day by the HDM delivering person.

*---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.

### **Congregate Dining Program**

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.

**75,211 meals  
served to 2,683  
seniors at 20  
meal sites**

**Congregate Meal** is attended by a 78 year old dialysis frail senior who is wheelchair bound. She attends the program twice a week after dialysis. Because the woman cannot drive and has limited mobility, the trips to the congregate program help to keep her connected to the community and in touch with old friends.  
*---Submitted by provider, Senior Projects of Ravena*

During the past year 75,211 meals were served at 20 sites to 2,683 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.



*Russell Sage Nutrition Intern presenting Nutrition information at a Congregate Meal site*

## **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 receiving meals in the county, our Registered Dietician provides up-to-date information about healthy eating, wellness and healthy habits. Registered dietitians can help any older person with questions about diabetes, weight loss or gain and healthy eating in private nutrition counseling. You don't need to get meals to meet with the ACDFA Registered Dietitians. Each month the dietitian creates and distributes nutritional education materials. During the past year an average of 3,268 congregate and home delivered meal participants received a monthly nutritional education handout.

**Registered Dietitian** met with a man in his early 80's who was referred to the nutrition counseling services after a stay in a rehabilitation center and a 70 pound weight loss. The man had been diagnosed with diabetes in 1998, but had never received diabetes education. For 16 years he had been living with a disease he did not know much about. He had been unsure how to control his fluctuating blood sugars. The man met with the ACDFA Registered Dietitian. She helped him understand his diabetes and how to gain control of his blood glucose by teaching him how to plan what he eats and how often he eats. With a few well planned changes he can also improve his overall health and the way he feels.

*---Submitted by Lisbeth Irish RD, Albany County Department for Aging Registered Dietitian*



*Cohoes Tai Chi for Arthritis taught by Marta Banks*

### **Evidenced Based Health Promotion and Disease Prevention**

Albany County Department for Aging has offered Tai Chi for Arthritis classes in 2013. Tai Chi for Arthritis was selected because according to the Journal of Rheumatology after meeting twice a week for eight weeks, participants had 35% less pain, 29% less stiffness and 29% more ability to perform daily tasks (like climbing stairs) as well as improved balance compared to the control group. Tai Chi also helps to improve muscle strength, flexibility, coordination, and it can reduce the risk for falls. It can be practiced standing or sitting and uses routines that are safe, easy to learn and suitable for every fitness level even those with conditions that may exclude them from other forms of exercise.

ACDFA contracted with certified instructors, Lorraine Noval, PhD and Marta Banks who held classes at four sites: Westview Apartments, Cohoes Senior Center, Bishop Broderick and B'nai B'rith Apartments with 61 seniors participating.

A **Tai Chi** participant told the instructor with tears in her eyes that the eight weeks of Tai Chi has changed her life. Before she began the class she could not lift her leg high enough to walk onto the sidewalk curb. In order to get up to the sidewalk, she had to walk around to find a cut away. Now she lifts her legs easily. But even more important to her was how much her mood and emotional life has improved, so much so that her husband told her she was a much happy person to be around.

*---Submitted by Marta Banks, Evidenced Tai Chi for Arthritis Instructor*

A **Tai Chi** participant, who is wheelchair-bound with very limited movement, said that she is seeing a little more flexibility in her fingers and some increased ability to raise her legs.

A **Tai Chi** participant with arthritis reported to the instructor that because of the classes she feels less stiff and uncomfortable.

A **Tai Chi** participant who is wheelchair-bound said that she is very happy with her improved strength and feels that her quick recovery from a small heart attack was due in part to her Tai Chi practice.

*---Submitted by Lorraine Noval PhD, Evidenced Tai Chi for Arthritis Instructor*

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

Health Insurance Information Counseling and Assistance Program (HIICAP) provides free, accurate and objective information, counseling, assistance and advocacy on Medicare, private health insurance, and related health coverage plans. HIICAP helps people with Medicare, their representatives, or persons soon to be eligible for Medicare with plan options or issues related to their plan. HIICAP also provides information on low income programs that make it easier to afford health care for those with low income.

**HIICAP  
handled  
1,617  
counseling  
contacts in  
2013**

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. During the year the HIICAP program met with 1617 individuals to provide one-on-one in-person Medicare counseling assistance. The program also provided 69 Medicare health insurance presentations and outreach events

**Health Insurance Counseling and Assistance Program** helped a man from Michigan who called looking for help for his mother, an Albany resident. His mom had been living with Multiple Sclerosis since 2003 and has recently been diagnosed with cancer. She had become eligible for Medicare in 2005 but continued to pay for her insurance privately at \$960 per month which used up a good portion of her income. Her expensive medications for Multiple Sclerosis used up much of the rest of her income. The HIICAP counselor met with the senior at her home to compare Medicare plans, to get information about income, medical expenses, list of her doctors, and medications. The Counselor helped her find more affordable Medigap plan costing \$300 per month and helped her apply for the Medicare Savings Program.

*---Submitted, HIICAP provider, Senior Services of Albany*

## 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, and personal care, grocery shopping or cooking). During the past year, 269 seniors received 73,359 hours of home care. 171 seniors received PERS units through the program.

**The EISEP Program provided home care to 269 seniors**

**Expanded In-Home Services for the Elderly Program (EISEP)** helps a senior living in a senior apartment building that is blind with no family in the area. Through the EISEP program she receives case management, Personal Emergency Response (PERS) unit, laundry services and aide services 2 hours each week. The aide helps the woman with cleaning meal preparation and staying organized.

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

**Expanded In-Home Services for the Elderly Program (EISEP)** assists a 100 year old woman with case management, PERS, cleaning, shopping and laundry services. The senior has used EISEP services for the past 3 years and currently gets 7 hours of aide time each week. The woman has no relatives to help her out but does get an occasional ride to the doctor from another senior in her building. She values her independence and is still able to manage and pay her own bills.

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

The Albany County Department of Social Services Program is the contractor that determines EISEP eligibility by conducting a comprehensive in-home assessment and develops a care plan. They also provide ongoing case management to provide information, assistance and referrals and monitor the home health aide services. 1,634 hours of case management were provided to the frail and disabled seniors in 2013.

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 111 seniors**

During 2013, 111 seniors received assistance through the Shopping Assistance and Friendly Home Visiting programs. These 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.

**Shopping Assistance** helps a 76 year old senior who suffers from multiple sclerosis and struggles to maintain her independence at home. Some of her needs are taken care of by a home health aide agency, but she was still in need of assistance to complete her grocery shopping and to organize her living environment. The senior has an adult daughter in the area; however, the daughter suffers from mental health issues and the mother is concerned about her well-being. Community Caregivers has been able to provide a volunteer who visited the woman each week to either take her grocery shopping or to shop for her. The volunteer has also provided some assistance in the home and takes the senior to visit her daughter, which relieves some of her anxiety.

*---Submitted by provider, Community Caregiver*

**Shopping Assistance** helps an 89 year old veteran who lives in Glenmont who recently had to give up driving due to vision problems (he took himself off of the road). Because he could not drive himself to the store, he was having problems getting food. A VA social worker referred the man to Senior Services shopping assistance program and they set him up with their volunteer shoppers. He states that he loves the volunteer shoppers and without the program, he may not be able to stay in his home.

*---Submitted by provider, Senior Services of Albany*

## SUPPORTIVE PROGRAMS

During the past year the Adult Day Care program provided 24,323 hours of service to 74 seniors. This program provides a high level of care within a social day program setting during daytime hours. 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.

**Adult Social Daycare  
Programs provided  
74 seniors a total  
24,323 hours**

**Adult Day Care Services** helps a senior to remain in the community for the past three years. The senior, a proud veteran, has been diagnosed with Alzheimer's and also has mobility challenges. His daughter became concerned that it wasn't safe for him to be home alone during the day. Also, her dad had always been a social man – belonging to the VFW, and participating in church. However, since his wife had died, it became more difficult to get around, and he had become very lonely and isolated. His daughter was referred to Bright Horizons for social day services. Now, instead of sitting home, alone and in front of the television, he happily spends his days playing pool, reminiscing about his college days, and exercising his mind and body at Bright Horizons Adult Day Program.

*---Submitted by Adult Day provider, Colonie Senior Services Center*

## CAREGIVER SUPPORT SERVICES

### Programs for caregivers of seniors and caregivers of grandchildren

512 caregivers and care receivers 60 years of age or older were assisted through the Caregiver Support Programs during 2013. The program assisted 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, and support groups.

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

Caregivers are eligible to receive respite services if the person they are caring for is 60 years or older and unable to perform at least two activities of daily living without substantial human assistance, including verbal reminding, physical cueing or supervision are eligible. The program can offer eligible care receivers social and medical Adult Day services, in-home respite, and/or Personal Emergency Response Systems (PERS).

**Caregiver Respite Services** helped a husband and wife who live on a limited income. The wife cares for her husband who has Alzheimer's disease. Recently the man began wandering out of the apartment at night. He has also started experiencing hallucinations. The wife is overwhelmed and exhausted and very worried about her husband.

The man started attending an Adult day program. They were only able to afford to pay for one day a week. Through the ACDFA caregiver respite funding they received help to pay for the Adult Day program more frequently, giving the wife a much needed break in caring for her husband. The husband enjoys his time at the program playing pool and socializing with the other participants. While her husband was at the Adult day program the wife was to take care of herself, keeping her own doctor's appointments, running errands and getting a much needed break from a very stressful situation. The wife also gained peace of mind knowing her husband was safe and receiving excellent care.

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

**Caregiver Respite Services** help a 91 year old man living alone in his home in the country. The man suffers from dementia and receives care from his two daughters and the other home health aide services. Despite his dementia, the man is very aware of his living environment and desperately wants to stay in his home. His daughters have been able to formulate a service plan that provides some amount of contact or supervision in his home each day, including one of the daughters being there each morning and evening. Community Caregivers is an important part of the plan, providing a volunteer for 3 to 4 hours per week on the one afternoon when no other providers or family member can be there to visit. The senior rarely remembers the volunteers from week to week, but truly enjoys their company when they are there. The family can be comfortable knowing that someone is with their Dad on those days and that they don't need to be there themselves. Community Caregivers is one of a number of providers involved in his care, all of whom ultimately enable him to remain at home.

*---Submitted by provider, Community Caregivers*

**Caregiver Support Group** helps a woman who is a caregiver of her elderly mother. The daughter retired from her job early and moved into her mother's house in order to take care of her mom full time. After one year of providing care, the daughter had become worn out and was neglecting her own care. She had become isolated from friends and family, totally consumed with caring for her mother.

She attended a support group for caregivers and learned about resources that are available in the community. She hired a personal care aide for a few hours each week so she could go out and take a much needed break. The daughter was able to take walks, shop and keep her own medical appointments without constantly rushing to get back home. Subsequently, her stress level was reduced and overall just felt better.

The daughter admitted to the group that she felt "silly" because she didn't know that help was available. Attending the support group also helped her realize that she wasn't the alone in her feelings.

Accessing the respite services and attending a monthly support group have enabled Miss B. to care for her mother and keep her at home to age in place where she wants to be.

*---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** provides support to a couple in their late 50's who care for their daughter's 7 year old son. Recently the grandmother has suffered a stroke which has limited her ability to care for her grandson. The grandfather connects with this program to help deal with the stress of caring for both his wife and grandson. In addition to telephone support, this program has assisted the family by providing school supplies and bus passes to help this family make ends meet. This family has also benefited from referrals to other community agencies by this program; the coordination of respite services being the most noteworthy.

*---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.**

**Senior Legal Service Program** was sought out by a senior who wanted information and wanted to know her rights because she was being threatened with a lawsuit. The senior entered into an agreement with a woman who would provide services for the senior to receive payment on an hourly basis. The senior kept a detailed log of the time and expenses owed to the woman. The woman stopped showing up. The senior did not hear from the woman for a while until the woman's husband called the senior requesting payment that was far exceeding the regular amount (and the amount the senior had documented in her log). The senior tried to reach out to the woman but was unsuccessful. She tried to get a breakdown of why the woman's husband believed the amount was so high, but the woman's husband failed to provide the information; and he became aggressive and threatened to file a lawsuit. The senior legal services attorney advised the senior about Small Claims Court, breach of contract claims, whether or not the woman's husband had standing, and the theory of judgment proof. The senior was relieved because she said that this was making her very upset, but felt better after she learned about the legal picture.

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

**Senior Legal Service** was sought out by a senior who had recently suffered the loss of her eldest daughter. In a time of sorrow, the senior faced stress and fear as her grandson claimed that he was going to inherit her house when she passed away, which was not the senior's desire or intention. Rather, the senior wanted her younger daughter to inherit her property. The senior was worried because prior to the daughter's passing she had made a document that attempted to convey her home to the older daughter. Thinking this document had disappeared, the senior was worry-free. However, the grandson claimed that his mother gave him the document before she passed away. The senior met with the Legal Aid attorney to find out if her grandson was entitled to her home. The senior did not have a will, and only her name was on the deed of the house. The attorney advised the senior that without a will her estate would follow the rules of intestate succession; her property would be divided between her living daughter and her grandchildren. The attorney advised the senior about the formalities of a NYS will, deed and contract. The Legal Aid attorney assisted her with a Last Will and Testament. When the client executed the will she told the attorney that she was greatly appreciative for the legal assistance she received through the program.

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

**Senior Legal Service Program** helped a senior having issues with her Social Security benefits. The woman met with the Legal Aid attorney because she had received a letter from the Social Security Administration Office (SSA) about a change in her SSI benefits. The change was going to decrease her monthly benefit by approximately \$91. The senior was upset by this news because she could barely pay all her bills and expenses with the extra \$91. The Legal Aid attorney reviewed the senior's documentation and advised her of her options: request a waiver, appeal the decision or do both. The senior decided to appeal the decision because nothing had changed to prompt a decrease in her benefits. The senior and the Legal Aid attorney worked together to collect and document her income and monthly expenses for her meeting with the Social Security representative. As a follow up to the meeting, the senior contacted the Legal Aid attorney to inform her that the SSA had informed her that she was entitled to an increase in benefits beginning in September.

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

## Senior Community Service Employment Program

During 2013, 45 seniors received job training and job placement assistance through the employment program. This program is run by ACDFA staff and is authorized under Title V of the Older Americans Act. The program 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.

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

**Senior Employment** program placed a disabled senior in a part time training position at a local not for profit. The part time position will help the senior gain a positive work history and experience after being out of the work force for many years. Because of the man's physical limitations, he needed to find work that is not physically taxing. He is currently working one-on-one with seniors to help them solve issues, access benefits and to coordinate services. The program he is currently working with has been very pleased with his interpersonal skills and his professionalism.

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

For those who do not qualify by age or income for the Senior Community Service 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 through 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. The 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 2013, ACDFA and Albany County NY-Connects staff hosted an informational table for provided ACDFA information at the following events:

- ❑ Berne Senior Center- January 12, March 9, April 13, May 11, July 13, Aug 10
- ❑ St. Vincent- March 26
- ❑ Townsend Park-March 28
- ❑ Bishop Broderick Apartments- April 4
- ❑ Spring Festival for Seniors – April 9
- ❑ Tools for Caregivers – April 13
- ❑ Louise Apartments-April 17
- ❑ JCC Health and Service Fair –April 21
- ❑ McDonald Towers, Cohoes - Learn to Ride with CDTA- April 25
- ❑ Townsend Park- Learn to Ride with CDTA- April 29
- ❑ Watervliet Senior Center – April 29
- ❑ Westview Senior Center- Learn to Ride with CDTA- May 8
- ❑ Salvation Army- Foster Grandparents Program-May 9
- ❑ Beltron Living Center – June 26
- ❑ McDonald Towers, Cohoes-June 27
- ❑ Kidney Connection-July 21
- ❑ McDonald Towers, Cohoes- July 25
- ❑ Altamont Fair Senior Day - August 14
- ❑ Westview Senior Center-August 14
- ❑ South Mall Towers- Bone Health August 28
- ❑ Health and Wellness Expo at the Albany College of Pharmacy and Health and Sciences- September 28
- ❑ Capital Region Senior Expo- October 4
- ❑ Senior Law Day, Albany Law School October 26
- ❑ Mental Health Fair for Seniors Beltrone Living Center October 30

## Summary of Programs Offered and Individuals Served in 2013

PROGRAMS OFFERED	SENIORS SERVED/ HRS PROVIDED
EISEP clients served	269
Case Management and Assistance	1,634
Homemaking/Personal Care/ Housekeeping/Chores	73,359
Shopping Assistance and Home Visiting Programs	111 Seniors participated
Home Delivered Meals	585 received 123,075 meals
Congregate Meals	2,683 Seniors were served 75,211 meals at 20 sites
Nutrition Counseling, Nutritional Education / Information and Nutritional Counseling Service	3,268 participants received materials and Counseling
Health Promotion Evidenced Based Program	Served 61Seniors
Health Information and Counseling Service	1,602 HIICAP and 409 MIPPA contacts
Adult Day Care	74 Seniors received 24,323 hours of day care services
Caregivers Support Services	512 caregivers and care receivers
Transportation	1,551 Seniors – 50,121 rides
Legal Counseling and Assistance	200 Seniors used this service
Senior Community Employment Program	45 Employment services
NY Connects Information & Assistance	5,329 over 60 and 1,537 under 60 3,695 unknown age = Total 10,561
Total 60+ served* *Total 60+ served does not include information and assistance.	5,656 estimate unduplicated

DESCRIPTION OF REGISTERD PARTICIPANTS*	NUMBER BY CATEGORY*
Low Income	626
Frail/Disabled	1,188
Age 75+	973
Age 85+	954
Live Alone	1,388
Low Income Minority	68
American Indian/Alaskan Native	9
Asian/Pacific Islander	7
Black (Not Hispanic Origin)	232
Hispanic	36

*\* Most current demographic data available (not all of AC DFA program participants are registered in the new information data collection system)*

# ALBANY COUNTY DEPARTMENT FOR AGING PLANNING FOR 2014

## 2014 Anticipated Budget Information

	2012 Actual	2013* Working	2014* Requested
TOTAL APPROPRIATIONS	\$4,867,942	\$5,529,230	\$5,163,903
REVENUE	\$3,532,700	\$3,602,536	\$3,010,606
COUNTY SHARE	\$1,335,242	\$1,926,694	\$2,153,297

\*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 2013.

- 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 2014 is a decrease of 6.60 % from the working total for 2013.
- 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 16.43 %.
- 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 11.76% more than the 2013 amount received from the county.



## 2014 GOALS

### ACCESS SERVICES

#### TRANSPORTION

##### 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 for 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 information and assistance 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 will continue working with CDTA ACCESS to coordinate our transportation services for a more effective countywide senior transportation program. We will continue 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. 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, but these 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)**

ACDFA will continue to assist Albany County seniors with Medicare health insurance inquires through one-on-one counseling and outreach events. The program will continue to 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.

## **Evidence-Based Health Promotion/Disease Prevention**

ACDFA will continue to offer the Tai Chi for Arthritis and Dining with Diabetes programs that educate and empower seniors with proven methods to improve their health and to increase their awareness through diet and exercise. The workshops are offered at senior and community centers. 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. 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. There is currently an initial prioritization screening and waiting list for this service.

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, Friendly Home Visitor, and Shopping Assistance. An inherent benefit of these programs is that our providers enlist many volunteers to carry out these services and to help expand limited funding. 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).

## 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 2013:**

### **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
Colonie Senior Service Centers, Inc.	459-2857
Community Caregivers, Inc	456-2898
Senior Services of Albany	465-3322
EDDY VNA	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
Senior Projects of Ravena, Inc.	756-8593
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)**

Senior Projects of Ravena, Inc.	756-8593
Senior Services of Albany	465-3322
Senior Citizens of Green Island	272-7262

**Evidenced Based Health Promotion and Disease Prevention**

*Tai Chi for Arthritis provided by:*

Marta Banks	489-1458
Lorraine Noval PhD.	489-1458

*Dining with Diabetes provided by:*

Cornell Cooperative Extension of Albany County	765-3500
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**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

**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
Peter Young Industries	463-1121

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 Shopping Assistance Program 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

**Senior Community Service Employment Program**

Albany County Department for Aging 447-7198

**Transportation Services**

Capital District Transportation Authority 437-5161

***Special Projects***

**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