

2016 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 COMMISSIONER

As we point to 2016, it is important not to lose focus on our mission in serving our seniors. For example, in order for us to provide the highest quality supportive services to seniors and their families to enable them to maintain an independent and self-directed lifestyle, we must continue to provide our seniors the necessary support they need for the activities of daily living.

The issues facing seniors today can be complex. It is our responsibility as an agency to design and develop appropriate strategies that are adaptable to the changing needs of the population that we serve. We must continue to allocate our resources efficiently to deliver the most effective services. A key to efficient services delivery is to foster collaboration among the many providers serving seniors. Internally, we look to our colleagues from within county government who provide services to seniors. Externally, we would foster collaboration from among the many non-profit providers, health care providers, and those organizations that serve our seniors. This alliance cannot be restricted within the county. It must develop on a broader more regional basis to maximize the resources available in dealing with common needs. Sharing resources will allow for a more efficient service delivery to our seniors and will enable us to maximize our resources to reach more seniors.

The Albany County Department For Aging has been very successful in many of our initiatives but we have hit our share of roadblocks as well. Not to be deterred, we continue to move forward keeping in mind our primary goals in the following program areas: Nutrition, In-Home Support, Access to Services, and Health Prevention and Wellness. Our program designs will not only cater to our seniors but they will also provide needed support to those caring for our seniors as well.

Please take the time to review our proposed plan of services. I also encourage you to participate in our public hearing. You will have an opportunity to present oral or written testimony at that time. For your convenience, the date, time and location of the hearing is listed on the following page. Should you be unable to attend, I encourage you to contact our office at (518) 447-7198 to provide any comments or ask any questions that you may have. Otherwise, please feel free to write or email us at the addresses indicated on the cover page of this plan. Your opinion is very important to us.

Respectfully submitted,



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 2016

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 Albany County 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>Colonie Senior Service Centers 6 Winners Circle Albany, NY 12205</p>	<p>Wednesday, December 2, 2015 @ 11:15am</p>
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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 2015, we accomplished this goal by partnering with 15 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
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

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. Thanks to hundreds of dedicated community volunteers, we are able to maximize our service to seniors each year. These 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 quarterly meetings and discuss what they can do to further the goals of the organization. The members have been chosen to serve because of their knowledge and dedication to issues related to all seniors in the community and each represents different geographic and demographic populations.

Marie Coleman
Charlotte Fuss
Ron Scott

William Schwartz
Patricia J. Binzer, Ed.D.
Norma Chapman

Stella Frazier
Martha Oden
Sister Virginia Sposito, RSM

2016 Department Goals

- Albany County Department for Aging is partnering with the New York State Office for Community Renewal and the Albany County Rural Housing Alliance to initiate a Senior Housing Rehabilitation Program to eligible seniors in Albany County. This program is designed to provide funding to individual home owners for critical rehabilitation projects (roofing, heating, windows ,etc.), but will also provide for the installation of certain specialized features such as roll in showers, widening doorways and installing grab bars and other amenities. We are excited about this program and hope to dramatically increase the number senior citizens in our county who are able to comfortably “age in place.”
- Albany County Department for Aging and NY Connects is committed to providing excellent information and assistance to individuals in need of long term care options. The overall goal is that all of our callers can access the services they may require. This includes those whose first language is not English as well as individuals who have hearing impairments. We have contracted with Language Line and Multicultural Association of Medical/Legal Interpreters (MAMI). These are translation service companies that insure those who are less fluent in English can adequately and effectively be connected to our services or be referred to other agencies through NY Connects.
- The Department for Aging has received additional funding from the State Office for the Aging to enhance our existing NY Connects program and expand our capabilities of a new “No Wrong Door” information system. The No Wrong Door (NWD) initiative will enable staff to create a seamless one-stop-shop information system to grant callers access to any and all services, regardless of the provider.
- In 2015, Albany County worked closely with the Town of Berne and Peter Young Industries to open a new congregate meal site at the Hilltown Senior Center. This was no small task and required a great deal of collaboration and volunteer resources. Thanks to the overwhelming support from the County Executive and the Hilltown communities, we successfully launched the new program in early March. The Berne congregate meal program has become one of our priority missions and it is our goal to sustain this valuable program into, and beyond, 2016.

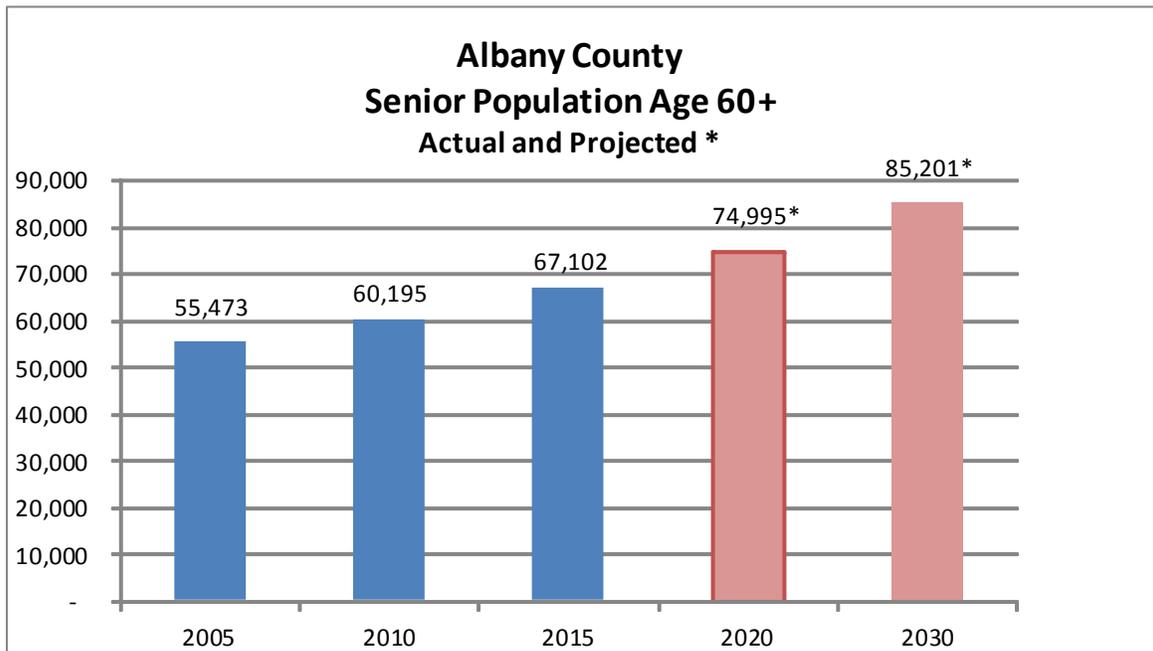
Mission

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

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 11,000 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 for as long as possible, delaying or avoiding higher cost levels of care.

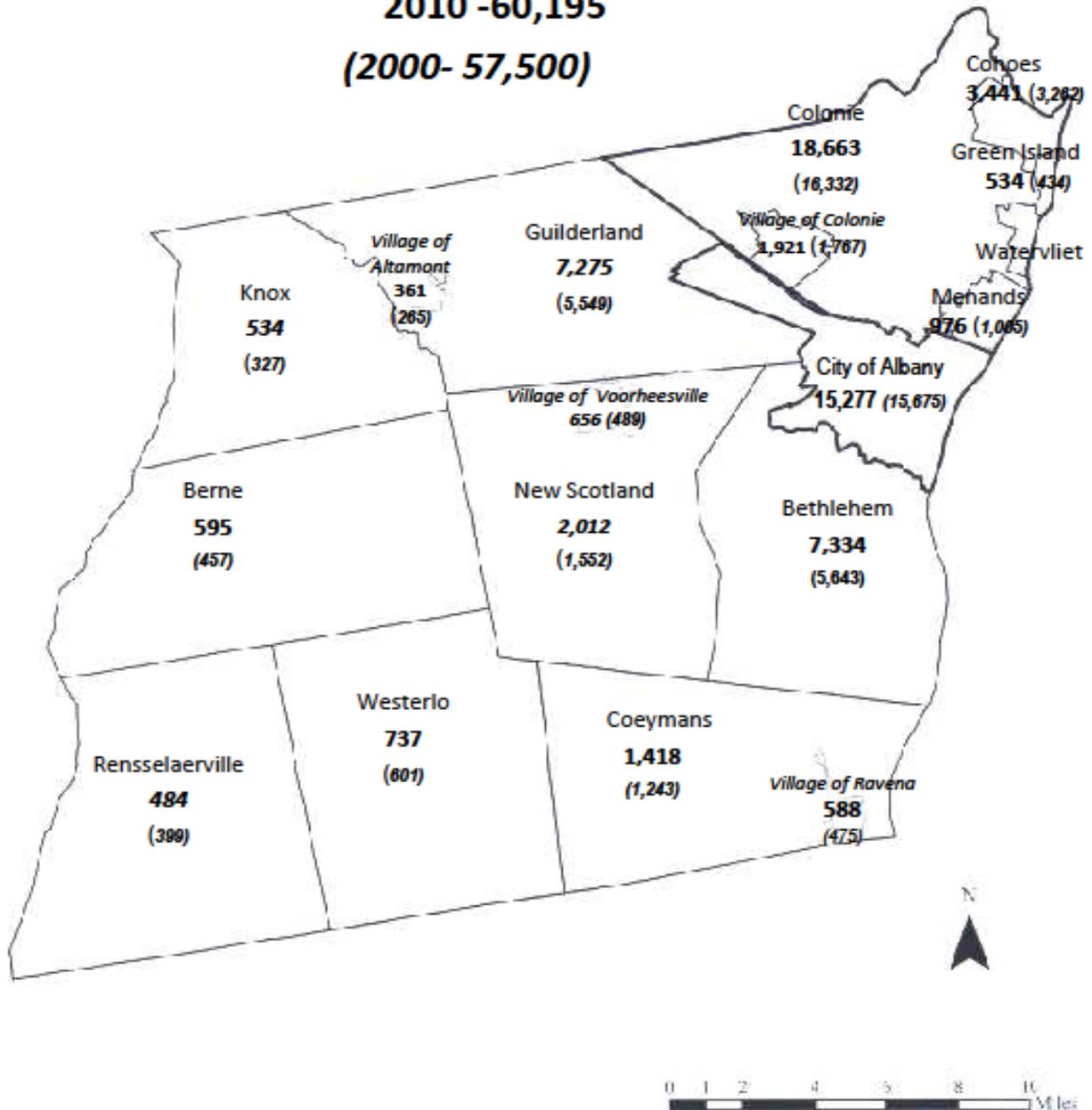


2010 (& 2000) Census Data for Seniors 60 years + In Albany County by Town and Village

Total Senior Population:

2010 - 60,195

(2000- 57,500)



Equal Access and Targeting

The Older Americans Act mandates that programs funded under federal and state regulations must undertake targeting activities to reach unserved and underserved populations that are in greatest social and/or economic need. Targeted senior populations include: low income, frail, elderly, functionally or mentally impaired, minorities, non-English speaking, isolated, neglected, abused and those who are at risk of institutional placement. The Older Americans Act also mandates equal access to programs and services and nondiscrimination in serving older adults and caregivers.

The department and its providers reach targeted seniors, their families and advocates; by attending outreach events and fairs; providing presentations about the programs and services; distributing flyers to minority and religious organizations; ongoing contact with other agencies who work with seniors; and with ongoing contact with hospital discharge planners, police, and local municipal staff. The department also provides information about services through its website, program booklets and flyers. The Albany County Department for Aging will continue to work with its providers to strategize ways to serve each targeted group. In order to provide communication assistance, the department utilizes TTD/TTY for the hearing impaired and contracts with Language Line translation services.

2015 Registered Clients

Total 60+ Registered Clients	8186
Demographic Characteristics: Of the 8,186 registered clients, how many are:	
Frail/Disabled	1377
Age 75- 84	1482
Age 85-94	1297
95+	192
Live Alone	1734
Rural	475
Low Income 150% of Poverty Level or Below	1206
Low Income Minority 150% of Poverty Level or Below	203
Racial/Ethnic Characteristics: Of the 8,186 registered clients, how many are:	
American Indian/Alaska Native	11
Asian	49
Black, not Hispanic	324
Native Hawaiian/Pacific Islander	5
Hispanic or Latino	81
White	3218

SERVING SENIORS IN ALBANY COUNTY

2015 Accomplishments

ACCESS TO SERVICES

Albany County NY Connects Information and Assistance

Since July 2007, the Albany County Departments for Aging and Social Services have collaborated to provide assistance, referrals and unbiased information through the Albany County NY Connects Point of Entry (POE) access line (518-447-7177). The line assists seniors, the disabled, their caregivers, families and concerned friends and helps to answer questions and find appropriate services and programs to meet their needs. The goal of the collaboration is to help seniors and the disabled maintain and improve their health and daily functioning and help them remain in the community. Callers to Albany County NY Connects fell into the following major categories:

Call Period	Consumers	Professionals	Caregivers	Other*	Total
10/1/2014 - 9/31/2015	5,339	2,132	1,004	36	9,102
10/1/2013 - 9/31/2014	6,005	2,466	984	840	10,295
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 of callers may include neighbors, friends and other family.

Age of Consumers Referred to NY Connects (Seniors and Disabled Individuals)

Call Period	Under 60 Years	Over 60 Years	Unknown Age
2014-2015	1,303	4,331	3,468



Transportation

During the past year, 1,224 seniors received 42,674 rides to vital destinations including: medical appointments, congregate meal sites, adult day programs and other vital destinations.

**1,224 seniors
received
42,674 rides**

The ACDFA contracts with Capital District Transportation Authority (CDTA) to coordinate and subcontract transportation services around the county. CDTA ACCESS has a call center that takes requests for senior 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 inform seniors 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.

Senior transportation helps a disabled senior who needs transportation to get to the store for weekly grocery shopping and to his frequent medical appointments. He said he had to give up his driver's license and without the senior transportation, he would have to move into some type of facility. He said the transportation operators are very kind and work hard to accommodate his many appointments. He said he really appreciates the service.

---Submitted by provider, Access, Capital District Transportation Authority

NUTRITION AND HEALTH

Home Delivered Meals Program

The Home Delivered Meals Program provides nutritious meals to seniors 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 111,651 nutritious meals to 752 frail seniors that were in need of meals on a temporary basis or an extended period of time that helped them to remain in their own homes.

**Delivered 111,651
meals to 752 frail
seniors**



A woman in her mid-70's was referred to the Home Delivered Meal Program to temporarily provide meals during recovery from leg surgery. Because the woman is not able to walk, she is unable to get around without assistance and is unable to cook for herself. Her husband and family are supportive but since they work 5 days a week, the woman is home alone during the day. The hot noon-time meals not only help her nutritionally but also provide a daily check by the program staff.

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

Home Delivered Meals help a frail elderly woman who is 90 years old. The senior is unsteady on her feet with limited ability to mobilize around her home and she is not able to cook for herself. Her children assist with cleaning, transportation and some shopping. The HDM program provides her with a hot mid-day meal and a check in each day by the program staff when they deliver the meal.

---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 Services 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 ACDFE 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) and with little added sugar with emphasis on 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 dietitian at 15 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 socialize with their peers in the community, thereby reducing isolation and loneliness.

**61,368 meals
served to 2,441
seniors at 15
meal sites**

Congregate Meals ---The congregate meal program benefits a senior who lives in the building where the meals are served. She goes down to the dining room to meet with friends and to eat a meal every day. She appreciates the program because she does not need to cook. She has told the program director, "I do not know what I would do without the program."

- Submitted by Colonie Senior Services Center

Congregate Meals -" I called the Town of Guilderland Seniors on a Monday to inquire about the Tuesday meal program. Maryann talked me into signing up for the next day, something I would not have done. I usually think things over again and again, and then I do not get around to doing them. I am so glad I was encouraged to give it a try. I love going and enjoy the company and the food!"

- Submitted by Town of Guilderland Senior Services, a location for provider CSSC meals

The Congregate Meals benefit an 80 year old woman who lives in a rural part of the county. She enjoys the meals because of the variety and because she does not like to cook. The program also gives her an opportunity to connect with friends. She said she enjoys helping out when they need someone to help serve. She said everyone (all staff and seniors) are very nice and very helpful.

- Submitted by Senior Projects of Ravena

During the past year, 61,368 meals were served at 15 sites to 2,441 seniors. ACDFa continues to look to increase access for low-income minority seniors and seniors in rural parts of the county. Monetary contributions for the meals are suggested but not required.

Nutrition Services

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

Nutrition Counseling and Nutritional Education

Each month our Registered Dietician creates and distributes nutritional education materials with up-to-date information about healthy eating, wellness and healthy habits to help maintain, manage and improve the health of all seniors receiving meals in the county. Our Registered Dietician can help any Albany County senior with questions about diabetes, weight loss or gain and healthy eating in private nutrition counseling. During the past year an average of 3,431 congregate and home delivered meal participants received a monthly nutritional education handout.



Lorraine Noval demonstrating Tai Chi to her class

Evidenced Based Health Promotion and Disease Prevention

The Albany County Department for Aging continued offering Tai Chi for Arthritis classes in 2015. 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 contracts with certified instructors, Lorraine Noval, PhD and Marta Banks who held classes at four sites: Cohoes Senior Center, Watervliet Community Center, Bishop Broderick and Ohav Shalom Apartments with 71 seniors participating in 250 classes.

71 seniors participated in 250 classes



Albany County HIICAP Coordinator, Beth Slezak providing HIICAP counseling at Westview

HIICAP Specialized Health Information and Counseling Services

Health Insurance Information Counseling and Assistance Program (HIICAP) provides no cost, 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.

**In 2015, HIICAP
handled 645
counseling
contacts in 1,304
counseling
sessions**

The program is accessible through the Albany County NY Connects at 447-7177. The HIICAP program relies not only on paid staff, but also 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, Senior Projects of Ravena and Guilderland Town Hall. During the year, the HIICAP program met with 645 individuals to provide 1,304 one-on-one sessions Medicare counseling assistance. The program also reached 4,268 seniors through Medicare health insurance presentations, outreach events and informational flyers.

A 65 year old man was referred to the HIICAP program by the man's caseworker. The man could not afford his medications so he was leaving his prescriptions at the pharmacy. Because he was not taking his prescribed medications, he was experiencing difficulties. The counselor took his information and realized that he was eligible for two low income assistance programs that help pay copays and lower the costs of his medications. The Counselor also helped the man find a stand-alone drug plan that covered all of his medication.

---Submitted by Albany County Department for Aging

A disabled man was referred to HIICAP by a local elder law attorney because he was newly eligible for SSD and Medicare/Medicaid. The man has a chronic and debilitating disease that he had been suffering with for 10 years until he finally received a diagnosis. Before the man received SSD, he relied on the help of his parents for both income and medical support. His father spent his entire retirement savings seeking treatment for him. The man worked when he was able for the family business so that he could receive health insurance.

The man needed help from HIICAP so that he could learn his best options to enroll in a Medicare plan that would best cover his medical expenses. At the counseling session, the man brought his sister to help him sort through the information discussed. At the end of the 90 minute counseling session, not only was the man sent home with three different health plans to think over, but he had also completed the paperwork for Extra Help and Medicare Savings Program to help pay for copays and medications. A few days after the initial appointment, the man scheduled another meeting to enroll him in a Medicare Advantage Plan.

Because of the low income programs, the man was finally in a position to be financially independent of his family and able to afford his medical bills and his medications.

---Submitted by Senior Services of Albany

A senior was referred to the HIICAP Coordinator/counselor by a local pharmacy because of high out of pocket costs for two of his medications (\$110 each). The man has a modest income and lived within his means and he wanted to see if he could get a little relief from his medication expenses.

The counselor set up an appointment with the man at his local senior center and asked the man to bring his insurance and drug statements. The counselor collected his insurance history and screened him for eligibility for Medicare Savings plans and EPIC. The man had enrolled in his current Medigap plan before he became a widower in 2014.

During his wife's illness she had been completely dependent on him for all of her care and had a lot of medical expenses. After her death, his income, health insurance and medication needs had changed. He worked with the HIICAP counselor and with the pharmacy to look at his plan options. With the counselor's help, he updated his EPIC coverage and opted for a Medicare Advantage Plan with Part D. With help from the HIICAP program, the senior has been able to free up some of his income.

---Submitted by 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, 576 seniors received 48,509 hours of home care and 7,896 hours of case management. The Albany County Department of Social Services determines EISEP eligibility by conducting a comprehensive in-home assessment and care plan. This service also includes ongoing case management, monitoring of the home health aide services and information, assistance and referrals.

**The EISEP
Program
provided home
care to 576
seniors**

Expanded In-Home Services for the Elderly Program keeps a bedbound senior in her 80's in her home with the help of 4 hours each day of aid services while the family is at work. The EISEP program aid helps with meal prep, personal care, linen changes and light cleaning around the house. During the morning hours and evening hours, her family provides all care.

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

Through an EISEP program survey, clients and caregivers provided the following comments:

"I would not be able to remain at home without this program. Due to physical problems I would have to be placed in a nursing home. It's a wonderful program."

"Totally satisfied. It is wonderful being able to stay in one's home and is beneficial to the spirit of the elderly person and their health too."

"I just wish that I knew of this program when I first had all my physical problems because I tried doing everything by myself and I was falling and I wound up in the hospital."

"The program has been tremendously helpful in maintaining my independence and my dignity."

"Both the DSS caseworker and the agency have been a true blessing in their service and caring for my mother who has Alzheimer's. I truly am grateful for the understanding kindness shown by both. Without these services, I don't know where my mother would be and I would have to do with her."

In-Home Shopping and Visiting

During 2015, 105 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,
Visiting and
Telephone
Support provided
to 105 seniors**

Shopping Assistance - Husband and wife Community Caregiver volunteers provide shopping assistance for a 72 year old man in a local apartment complex. The client has very limited mobility and lives in a second floor apartment. His shoppers shop from a list weekly and also help by taking out his trash when they are there. The shoppers have assisted this man on an ongoing basis and have gradually encouraged the client to vary his diet and to keep a selection of balanced food options.

---Submitted by provider, Community Caregiver

Friendly Home Visiting - A Community Caregiver volunteer regularly visits a 87 year old client who was widowed last year. The woman's husband had Alzheimer's and his long illness and passing were very difficult for her. The volunteer was with her during a part of her husband's illness and has now continues to visit with her helping her cope with her loss. The volunteer and client share many common interests and their relationship has helped the client to move forward with her daily activities.

---Submitted by provider, Community Caregiver

SUPPORTIVE SERVICES

During the past year the Adult Day Care program provided 30,070 hours of service to 79 seniors. This program provides a high level of care within a social 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
79 seniors a total
26,842 hours**

Adult Day Care Services helps a woman in her late 80's with a diagnosis of dementia lives with her daughter. The daughter has recently taken a full-time job. While her daughter is at work, her mother spends time in adult day services. While in the program she enjoys the music, gentle exercise and most of all the new friendships she is forming with other members. Her daughter finds peace of mind knowing that her mother is safe and engaged. Without it she would be home alone. The family reports that the senior is constantly talking about the activities she enjoys and is excited to go to the program each day. They have noticed that her quality of life, overall health and outlook are improved by attending her day program.

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

CAREGIVER SERVICES

Programs for caregivers of seniors and caregivers of grandchildren

581 caregivers and care receivers 60 years of age or older were assisted through the Caregiver Support Programs in 2015. 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.

**581 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. This program may also offer eligible care receivers social and medical Adult Day services, in-home respite, and/or Personal Emergency Response Systems (PERS).

Caregiver Respite Services a 66 year old man was diagnosed with early onset Alzheimer's Disease. The man was newly retired and unaccustomed to staying at home all day. He soon became restless and anxious. Because of the man's disease, his wife had to adjust her schedule working only part-time in order to help care for her husband.

With the help of Catholic Charities Senior and Caregiver Support Services, Sheila found an adult day program that could manage her husband's behaviors and incontinence. In this secure adult day program, with supervision from compassionate staff, the man was able to walk freely and participate in various activities. Through the program the man gained companionship, socialization and a sense of purpose.

As a result his wife feels a sense of relief and considerable less stress knowing that her husband is in a safe, secure environment. She is now able to carve out time to take better care of herself.

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

Caregiver Respite Services - Recently a caregiver reached out to Catholic Charities looking for assistance in providing care for her husband who has congestive heart failure, mild dementia and limited mobility.

For several years the wife had been able to attend a weekly senior lunch program at a local town hall. She enjoyed getting out of the house and visiting with her friends. When her husband was healthier, very often they would go together.

The wife stopped going to the lunch program when her husband began to have difficulty walking, more confusion and could no longer be left alone. Just like many other caregivers, she felt isolated and overwhelmed. One of her friends from the lunch program called and told her about the respite services through Catholic Charities Senior and Caregiver Support Services. Through the program a home health aide the man with provided personal care and supervision during the lunch time.

The caregiver now he has peace of mind knowing her husband is taken care of while she enjoys lunching with friends and getting a break from the rigors of caregiving.

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

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.

**19 Grandparents
received
assistance**

The Kinship Caregiving Program - A 63 year old great grandmother is raising her two great-grandsons. Due to an acute illness and subsequent hospitalization, she became delinquent in her mortgage payments and was facing foreclosure. Through Kinship case management and advocacy, she was referred to foreclosure prevention services and was approved for an interest free mortgage through the NYS MAP program. She was able to successfully refinance her existing delinquent mortgage and remain in her home. The great-grandmother has the following to say about the Kinship program: "the staff are very helpful and they really care about my family. They are there to help when you need them".

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

SPECIALIZED SENIOR SERVICES

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 488 seniors and provided them with over one thousand individualized Legal Counseling and Assistance hours.

**488 seniors
received Legal
Counseling and
Assistance.**

A senior with disabilities contacted the Senior Legal Service Program because she was had been told that her landlord's use of certain chemicals could aggravate her medical conditions. The SLS attorney advised the senior about protections available under the Federal Fair Housing Act, Americans with Disabilities Act, and New York State Human Rights Law as well as the use of the HUD Multifamily Housing Complaint Line to report problems with property management including health and safety dangers to the SLS attorney then assisted the client in drafting a request for a reasonable accommodation so that the chemicals would not be used in the building. The landlord granted the reasonable accommodation and agreed in writing not to use such chemicals in the building.

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

A nearly ninety year old woman contacted the Senior Legal Services program because her daughter had been taking advantage of her status as agent under a power of attorney. The daughter had used the power of attorney to steal thousands of dollars from the senior by transferring money into her own account. The SLS attorney assisted the senior in taking immediate steps to protect herself by revoking the power of attorney. The attorney also contacted the agent to demand that the power of attorney be returned and that the agent stop accessing the senior's accounts. The agent has returned the power of attorney and no longer has the ability to access the senior's money.

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

A senior citizen with a small fixed income contacted the Senior Legal Service Program because she had hired a contractor to do work on her home and he overcharged her credit card by hundreds of dollars. The senior made phone calls and sent letters in an effort to get the overpayment refunded but months had gone by and the overcharge remained on her credit card account balance. The SLS attorney reviewed the senior's paperwork and contacted the contractor to demand a refund of the overpayment. The contractor refunded the senior's money within one week of being called by the SLS attorney.

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

Senior Community Service Employment Program

During 2015, 110 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.

**110 seniors
and 55+
received job
referrals and
job placement**

Senior Employment – A 63 year old disabled veteran requested assistance in finding a job. In order to prepare himself for the workforce, he had gotten 2 year degree. But after one and a half years of looking he was still unable to find work. Through the program the man received training in office administration, clerical work and customer service. Once he completed his successful training he was recommended for a job and hired by a retail establishment which will help supplement his VA pension.

---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.

Community Participation and Outreach

Throughout the year, ACDFA staff attends community meetings, conferences and special events concerning 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 2015, ACDFA and Albany County NY-Connects staff hosted informational tables for distributing ACDFA information at the following events:

Chinese Community Fair- April 12

Tools for Caregivers - April 18

Health and Wellness Fair at Jewish Community Center – April 26

Albany County Department of Mental Health Fair-May 27

VA Resource Fair – June 23

Veterans Resource Fair – August 1

Altamont Fair - August 12

Aging Summit at St. Sophia – September 1

(Community Events Continued)

Albany College of Pharmacy, Health and Wellness Expo - September 26

NABA Low Vision Tech Fair-October 15

The Capital Region Senior Expo - October 23

Senior Citizens' Law Day - October 24

Summary of Programs Offered and Individuals Served in 2015

PROGRAM OFFERED	SENIORS SERVED/HRS PROVIDED
EISEP clients served	576 seniors
Case Management and Assistance	6,445 hours of case management
EISEP Homemaking/Personal Care	1 180/ 38,778 hours of service
EISEP Housekeeping/ Chore	1 150/ 9731 hours of service
Personal Emergency Response System	212/3,055 monthly units of service
Shopping Assistance and Home Visiting Programs	114 seniors / 2525 units of service
Home Delivered Meals	790 received 138,872 meals
Congregate Meals	2,641 seniors were served 68,638 meals at 15 meal sites
Nutrition Counseling, Nutritional Education / Information and Nutritional Counseling Service	3,431 participants received 9218 materials and counseling
Health Promotion Evidenced Based Program	137 seniors / 1319 units
Health Insurance Information and Counseling	585 seniors counseled with 2,034 sessions and 12,059 received information through outreach
Adult Day Care	69 seniors received 32,070 hours of day care services
Caregivers Support Services	581 caregivers and care receivers
Transportation	1,224 Seniors –42,674 rides
Legal Counseling and Assistance	148 seniors totaling 167 cases
Senior Community Employment Program	80 clients
NY Connects Information & Assistance	10,295 callers

Results of the 2015 Albany County Department for Aging Community Survey

In order to develop a plan for programs and services for the next four years, a survey was distributed to over 275 seniors and caregivers in the county. 104 surveys were returned and tabulated.

32 % live in Albany *My community is a good place to grow old?* 91% Yes 9%No

Why? 1) Many activities for seniors. 2) Walkability, medical facilities 3) Good aging facilities and doctors. 4) Peaceful 5) Shopping across the street. 6) Good public transportation, positive supports. 7) Quiet neighborhood, healthy environment, good neighbors. 8) All community services are convenient and affordable. 9) Because there are many services for seniors. 10) A lot of benefits for the elderly. 11) The available services and transportation. 12) Lots of history, services are good. 13) Because I feel safe where I live. 14) Interest and care of seniors. 15) Senior living community with peers. 16) It cares for the elderly and provides assistance if needed. 17) It has everything for my health and happiness. Lots of variety. Libraries, hotels, nice people, scenery, good parks etc. 18) Very convenient 19) Location and services *Why not?* 1) Because of the pests 2) Distance to shop and laundry

How do you rate your quality of life? 34% Very good 60% Good 9% Not good or bad 0 Bad

10% live in Berne, Knox, Westerlo *My community is a good place to grow old?* 80% Yes 20% No

Why? 1) Because of friendly neighbors and living in the country 2) Everyone is very friendly 3) I enjoy it. 4) Friends and neighbors care about each other. 5) Relatives live close, clean air, wildlife, safe.

Why not? 1) No stores or exercise. 2) No transportation, no stores.

How do you rate your quality of life? 44% Very good 56% Good 0 Neither good or bad 0 Bad

6.7% live in Bethlehem *My community is a good place to grow old?* 100% Yes 0 No

Why? 1) It has a lot of services for seniors. 2) Because of all the services we get.

How do you rate your quality of life? 17% Very good 50% Good 33% Not good or bad 0 Bad

10% live in Coeymans/Ravena *My community is a good place to grow old?* 70% Yes 30% No

Why? 1) Many good friends and near church 2) Rural not over populated have stores 3) Because it is home to me. *Why Not?* 1) Nothing to do here 2) Only issue is transportation

How do you rate your quality of life? 30% Very good 40% Good 30% Not good or bad 0 Bad

6.7% live in Cohoes *My community is a good place to grow old?* 72% Yes 28%No

Why? 1) Good bus service, quiet low crime 2) Clean and quiet 3) Close to family, not expensive many services 4) I am surviving here *Why Not?* 1) No real commerce 2) Nothing is close

How do you rate your quality of life? 29% Very good 29% Good 43% Not good or bad 0 Bad

8% live in Colonie *My community is a good place to grow old?* 88% Yes 12% No

Why? 1) The transportation 2) Limited access to services, especially transportation 3) Almost all services/ amenities are nearby 4) Safe area with many services 5) Many benefits to help you

How do you rate your quality of life? 50% Very good 30% Good 20% Not good or bad 0 Bad

14% live in Guilderland/Altamont *My community is a good place to grow old?* 87% Yes 13% No

Why? 1) Community services are excellent 2) Just is 3) Peace and quiet and close to everything. 4) Very calm quiet and clean no violence, no crime county setting. 5) Convenient to stores, quiet neighborhood. 6) We have senior services 7) Senior deductions and taxes and senior center activities *Why not?* 1) Driving

How do you rate your quality of life? 38% Very good 44% Good 13% Not good or bad 6% Bad

Results of the 2015 Albany County Department for Aging Community Survey (continued)

2% live in New Scotland/Voorheesville My community is a good place to grow old? 50% Yes 50% No
 Why? 1) The people are great Why not? 1) Lack of Transportation
 How do you rate your quality of life? 25% Very good 0 Good 75% Not good or bad 0 Bad

4% live in Watervliet / Green Island My community is a good place to grow old? 75% Yes 25% No
 Why? 1) Quiet and safe 2) Nice people who care about each other and watch out for one another 3) Peaceful
 and next to all services and stores
 How do you rate your quality of life? 0 Very good 50% Good 25% Not good or bad 25 % Bad

	Important and is a concern for me	Important but is not a concern for me	Not important or not a concern
Housing			
I am able to perform household chores	46%	44%	10%
Finding reliable help to perform home maintenance/repairs	31%	40%	28%
Able to pay for home heating	27%	39%	33%
Transportation			
To medical appointments	43%	43%	15%
To out of county medical appointments	29%	30%	38%
To the grocery store	37%	41%	21%
To other errands	42%	36%	22%
Driving my own car	24%	23%	53%
Nutrition			
Having enough money for nutritious food	35%	45%	20%
Being able to shop and cook for myself	40%	38%	22%
Able to follow the special diet my doctor recommends	30%	40%	30%

	Important and is a concern for me	Important but is Not a concern for me	Not important or not a concern
Insurance / Health			
Understanding Medicare and various options	50%	36%	00%
Understanding low income health insurance subsidies	29%	39%	31%
Understanding long term care services and support options	44%	37%	18%
Understanding Long Term Care insurance options	41%	37%	22%
Recurring falls, in and out of the home	30%	45%	24%
Managing chronic health conditions	47%	38%	15%
Accessing services for individuals with Alzheimer's or dementia and their caregivers	12%	45%	42%

	Important and Satisfied	Important and Not Satisfied	Not Important and Satisfied	Not applicable
Services and Supports				
Respite services for caregivers, such as adult day programs for people with dementia and other functional impairments	13%	8%	7%	71%
Access to senior centers	43%	13%	21%	22%
Transportation options for those unable to drive	40%	21%	13%	26%
In-home personal care services	26%	18%	11%	43%
Ability to participate in Congregate Meal Sites or receive Home Delivered Meals	50%	7%	11%	31%
Ability to obtain help in applying for government programs	34%	22%	9%	34%

Caregivers

If you are caring for another individual, please answer the following questions:

For whom do you provide care? 11 Spouse 6 Parent 1 Adult Child (over 21) 1 Minor

Does the individual for whom you care for live in your home? 15 Yes 7 No

Does the individual have memory problems and /or dementia? 7 Yes 15 No

Do you feel overwhelmed and / or stressed in providing care? 11 Yes 12 No

Where I turn for Help

If you or someone you know, has been in the hospital in the past year, did you/ they have the information and supports needed to return home? 52 Yes 6 No 26 Not applicable 8 Don't know

Have you heard of Albany County NY Connects, the program that helps consumers with information, assistance and connections to needed long term services and supports? 31 Yes 53 No 12 Not applicable

Demographics of Survey Respondents

Age: 2 under 60 43 60-74 30 75-85 27 85 +

65 Female 32 Male

Number of persons living in your home including yourself: 54 /1 29 /2 4 /3 1 /4+

Living Arrangement: 42 Homeowner 38 Renter 5 Other

Yearly income:

1 person household: 14 Less than \$11,491 32 \$11,491-\$22,980 8 \$22,981 +

2 person household: 3 Less than \$15,510 5 \$15,510 - \$31,020 20 \$31,021+

Is there anything else you would like to tell us as we plan for future services?

1. Continue shopping service
2. Keep home delivered meals
3. Transportation is important
4. Help with safe secure affordable housing
5. Knox needs transportation and affordable low income housing that isn't in the middle of nowhere
6. More senior housing
7. Transportation to stores and to outings
8. Better transportation in the Hill towns
9. Transportation
10. Exercise programs
11. Transportation on nights and weekends
12. Transportation to volunteer job
13. Caregiver programs help out
14. Improve sidewalks and roadways
15. Would like transportation to other places not just grocery stores and doctors

ALBANY COUNTY DEPARTMENT FOR AGING

PLANNING FOR 2016

2016

Anticipated Budget Information

	2014 Actual	2015* Working	2016* Requested
TOTAL APPROPRIATIONS	\$4,378,712	\$6,485,862	\$5,943,538
REVENUE	\$2,876,026	\$3,581,884	\$3,594,355
COUNTY SHARE	\$1,502,686	\$2,903,978	\$2,349,183

*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 2015.

- **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 2016 is a decrease of 8% from the working total for 2015.
- **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 slight increase of .34%.
- **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 19% less than the 2015 amount received from the county.

GOALS, OBJECTIVES AND STRATEGIES 2016

1. **Increase access to information, assistance and referrals for Albany seniors, caregivers and their families regarding their options.**
 - The Department and Albany County DSS will help facilitate the NY Connects No Wrong Door program to help seniors gain immediate access and information about programs and services.
 - To increase awareness of the programs and services the Department will work with its providers and other advocates in the community to distribute information through outreach events, presentations, distribution of brochures and handouts and the website.
 - The Department will work with its providers including DSS and to insure all staff who have contact with the public are trained and knowledgeable and capable of providing timely and accurate information and assistance and options to help support seniors' health and independence.
 - The Department will continue to strategize ways to serve targeted seniors through outreach to low income, rural, minority seniors and through ongoing contact with other agencies who work with seniors such as advocacy agencies, hospital discharge planners, police, and local town staff.
2. **To help seniors maintain their health in the community, increase outreach and access to Albany County Department for Aging's Health and Nutrition programs and services.**
 - Increase information and access to nutrition by providing appetizing and healthy meals throughout the county through the Departments HDM and Congregate programs.
 - Increase seniors' ability to make healthy food choices through up-to-date information about ways to manage and/or prevent serious health conditions such as diabetes, obesity, hypertension and heart disease.
 - Continue to promote health through evidenced based programs including Tai Chi.
 - Provide seniors with opportunities to make social connections through the congregate programs.
 - Provide opportunities for seniors to remain active through volunteer positions in the Department's programs and services (HDM delivery, friendly home visitor, HIICAP counselor, etc.)
 - Increase information and access about the Health, Insurance, Information and Assistance Program for Medicare and Medicare/Medicaid eligible seniors and disabled to help them make informed choices.
3. **To help seniors maintain their independence in the community, increase information, outreach and access to Albany County Department for Aging's community support programs and services.**
 - Increase information and access to senior transportation and information about additional transportation options and resources in the community.
 - Provide older adults with information about the senior legal services or other legal programs.
 - Continue to increase seniors' independence in the community by increasing awareness and access to community supports such as aid services, adult day programs, shopping assistance, friendly home visitor and the nutrition programs.
 - Increase information about the Caregiver Supportive services in the community.

ALBANY COUNTY DEPARTMENT FOR AGING

LISTING 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 seniors to maintain independent and self-directed lifestyles. We accomplish this by offering a wide range of services through our contracted 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 2015:

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
Town of Colonie Senior Resources Department	235-2420

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

Congregate Dining (Continued)

Sheehy Manor	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

Congregate Services Initiative (CSI)

Senior Projects of Ravena, Inc.	756-8593
Senior Services of Albany	465-3322
Colonie Senior Service Centers, Inc.	459-2857

Evidenced Based Health Promotion and Disease Prevention*Tai Chi for Arthritis provided by:*

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

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 during the hours of 9am-5pm at:

Access Transit
85 Watervliet Ave.
Albany, NY 12206 437-6875