

The Area Agency on Aging - 2018 Annual Report

The Area Agency on Aging operates under the auspices of the Older Americans Act (OAA) of 1965 as amended. The OAA provides funding for social supportive services targeting older adults and caregivers with greatest economic or social needs. Funding is provided through the New York State Office for the Aging (NYSOFA) and is allocated based on demographic data, local planning and public service areas. When OAA funding is accepted, many of the programs and services provided by the AAA are mandated in accordance with federal statutes and mandates.

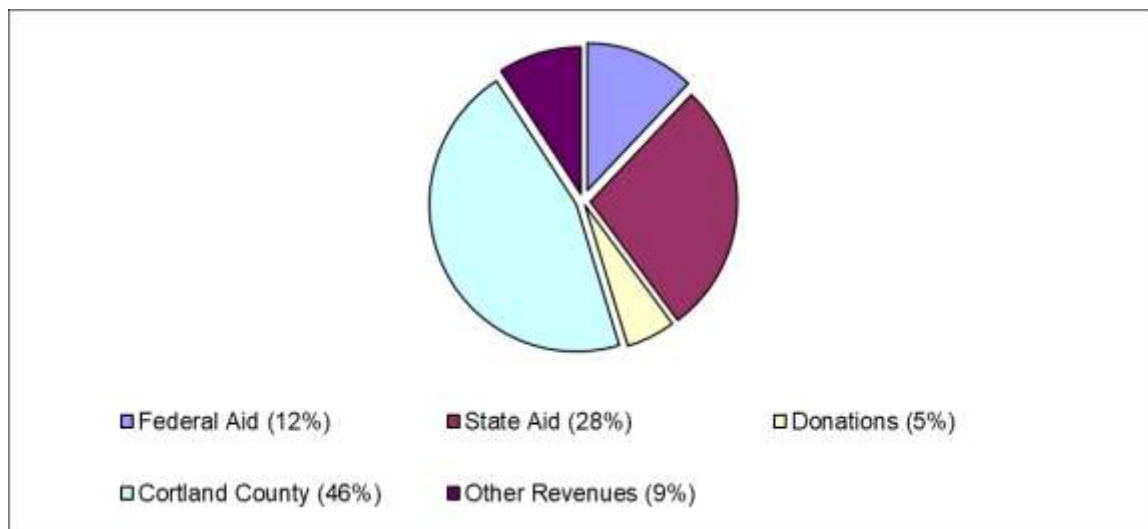
Federal, state and local funds, grants, contracts and participant donations support the Area Agency on Aging. In addition the agency depends upon the financial support from individuals and organizations in the community. These funds are obtained either through direct donations or participation in agency sponsored fund raising activities.

The Retired and Senior Volunteer Program (RSVP) functions under the authority of the Corporation for National and Community Services. Volunteerism is an integral part of keeping adults 55 and older actively involved in the community with meaningful volunteer roles.

The three service units under the Area Agency on Aging work in collaboration to meet the needs of the older population throughout the county and are crucial to enable frail, older persons to remain in the community with maximum independence, thereby preventing more costly care settings.

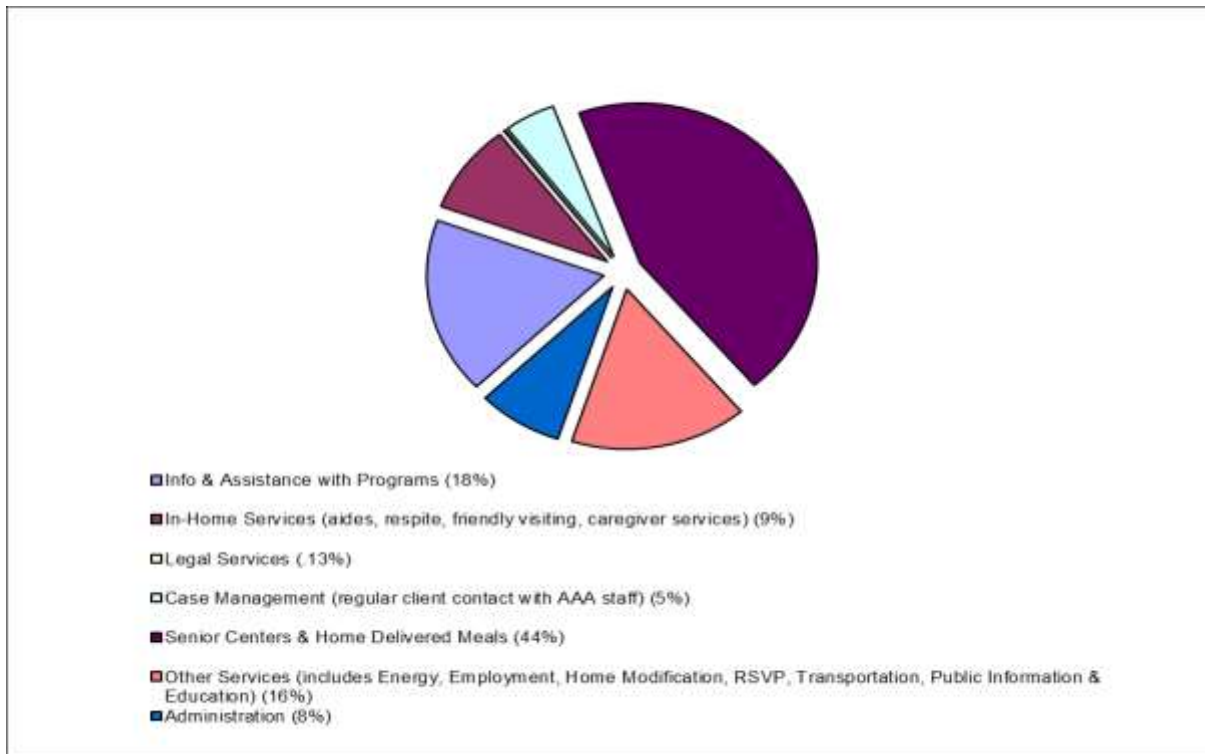
The Area Agency on Aging retains the services of 23 full-time and 27 part-time employees. In all areas, the Agency relies heavily on the assistance of volunteers.

CORTLAND COUNTY AREA AGENCY ON AGING SOURCES OF FUNDING 2018



REVENUES:		
Federal Aid (12%)	\$	316,388 12%
State Aid (28%)	\$	730,404 28%
Donations (5%)	\$	142,010 5%
Cortland County (46%)	\$	1,195,765 46%
Other Revenues (9%)	\$	240,652 9%
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TOTAL REVENUES	\$	2,625,219

**CORTLAND COUNTY AREA AGENCY ON AGING
ALLOCATION OF RESOURCES 2018**



EXPENDITURES:		
Info & Assistance with Programs (18%)	\$	467,810 18%
In-Home Services (aides, respite, friendly visiting, and caregiver services) (9%)	\$	237,094 9%
Legal Services (.13%)	\$	3,500 0%
Case Management (regular client contact with AAA staff) (5%)	\$	122,506 5%
Senior Centers & Home Delivered Meals (44%)	\$	1,165,871 44%
Other Services (includes Energy, Employment, Home Modification, RSVP, Transportation, Public Information & Education) (16%)	\$	424,656 16%
Administration (8%)	\$	203,782 8%
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TOTAL EXPENDITURES	\$	2,625,219 100%

Peer Place (Statewide Client Database System)

The New York State Office for the Aging finalized an agreement with Peer Place for the creation and maintenance of a statewide client database system, which would allow data gathering and reporting to be consistent among AAAs statewide. This program is a case management and information and assistance tool which allows staff to share information and avoid duplication of effort. Peer Place is also used to gather data for required reporting to the New York State Office for the Aging. Demographic information on service recipients must be transmitted to NYSOFA on a quarterly basis.

Administrative staff uses Peer Place to gather and analyze statistical information. Reports can be generated for any service provided, and Peer Place has the ability to filter this information and sort it in almost any way imaginable.

Since the launch of the statewide client database system in late 2016, there continues to be training available, which includes weekly drop-in calls, as well as a monthly Peer Place Champion user group teleconference with Peer Place and NYSOFA staff, in order to share ideas, concerns, and help to navigate through this transition. Changes and additions to the system continue to occur.

Transportation

Funding received from the New York State Office for the Aging enables the agency to provide tokens to seniors to use for the Cortland Transit bus system. This funding also allows the agency to provide transportation to participants of the Vision Support Group to attend monthly meetings.

In 2018, the Area Agency on Aging provided 4,001 one-way trips through the bus token program and 18 trips for vision group participants.

In a satisfaction survey conducted, riders overwhelmingly voiced their appreciation for the service, stating that it has helped them to remain independent by allowing them to get to doctor appointments and grocery shopping without having to rely on friends or family. The service has also helped to stretch their budgets by removing some of the burden of transportation costs.

Some of the comments from the survey were:

- “Very, very grateful for this service.”
- “I love these bus tokens. It saves me money because I am on a limited budget!”

Employment Services

The Senior Community Services Employment Program (SCSEP), funded under Title V of the Older Americans Act, is a training program that promotes and provides part-time training opportunities for low-income individuals age 55 and older. To be eligible for this program, an individual must meet income and other guidelines. The 2018 limits were \$15,175 per year for one person, and \$20,575 for a family of two. Participants work an average of twenty hours per week in public or not-for-profit host agencies such as the Cortland Works! Career Center, Cortland Free Library, and Cortland County Area Agency on Aging and Nutrition Program. Other services provided include information and referral, counseling, assessment, job search assistance and placement, as well as any supportive services necessary to assist the older worker. The SCSEP, subcontracted to the County Office of Employment and Training, is a training program with the goal of enhancing an individual's skills in order for them to transition to unsubsidized employment. There is a maximum lifetime enrollment limit of 48 months in the program; it is not considered permanent employment.

Program statistics for 2018 include:

- 1,053 hours of service.
- 1 intake appointment

**Funding for the Title V Senior Community Services Employment Program ended on June 30, 2018.*

Health Insurance Information Counseling And Assistance Program - HIICAP

In this rapidly changing health care system, Cortland County HIICAP staff is committed to providing updated and unbiased health insurance information to all of Cortland County. New York State Certified HIICAP counselors with the Area Agency on Aging assist people age 60 and over in addition to Medicare beneficiaries of any age.

Clients utilize HIICAP services in the areas of:

- New to Medicare counseling
- Working through the maze of Medicare health and prescription coverage options to choose plans that best meet individual needs during the Annual Enrollment Period
- Health Insurance options for people over 60 ineligible for Medicare
- Medicaid Application Assistance
- Education and assistance with the New York State Elderly Pharmaceutical Insurance Coverage Program (EPIC)

- Billing issues
- Medicare/Medicaid Fraud and Abuse
- Insurance Company Decision Appeals
- Application assistance for programs that lower health care costs

The HIICAP program presented health care insurance information in a variety of locations within the county, including all of our rural communities, wrote articles for educational purposes, visited pharmacies and medical offices throughout the county providing flyers regarding HIICAP services.

All Aging Services Specialists - assisted and provided information about HIICAP services.

Two Aging Services Specialists - were dedicated to provide HIICAP counseling services on an in-depth basis, with the majority of their time focused on this program.

Medicare Annual Enrollment Period (October 15 - December 7) - During this 6 ½ week period:

- HIICAP counselors assisted clients and/or family members in making informed insurance choices.
- HIICAP counseled 562 people.
- HIICAP counselors worked 1 Saturday and stayed late on several evenings to accommodate demand.

2018 - 7 RSVP volunteers donated **251** hours of service towards HIICAP. This volunteer time allowed staff to dedicate more time to counsel individuals on their sometimes very complex issues. One volunteer was a NYS certified HIICAP counselor and provided individual counseling.

A HIICAP unit of service equals one hour of time spent providing counseling, assistance, education or training.

HIICAP ACTIVITY	2018
Phone Calls	1,301
Office Visits	1,354

Home Visits	37
Presentations/ Outreach Events	45
Articles	24
Medicare Annual Enrollment Period - Clients Served	562
Dollars Saved	\$1,179,264
Units of Service	3,799
Client Contacts	3,610

Retired and Senior Volunteer Program (RSVP)

- ❖ RSVP is a program that provides opportunities for persons 55 or over to volunteer in a national service program that improves lives, strengthens communities and fosters civic engagement
- ❖ **47 years** - existence in Cortland County
- ❖ **25,918 hours** were donated in 2018, a value of **\$287,690**
- ❖ Since 1972, RSVP volunteers have given **2.4 million hours** to the Cortland Community

Federally Required Focus Areas

Percentage requirement for placement of volunteers

Education	Healthy Futures
Veterans & Military Families	Environmental Stewardship
Economic Opportunity	Disaster Services

VOLUNTEER & STATION PROFILE

- 382 - Number of volunteers who served hours
 - 62 - Number of new volunteers registered
 - 30 - Number of volunteer stations
- 273 - Volunteers serving the Area Agency on Aging

Volunteers Meeting Community Needs

- 21 AARP Smart Driver Program classes with 380 students attending.

Area residents save approximately \$40/year on their insurance, as a result of attending these classes, which amounts to about \$15,200 of savings. The classes teach safe driving skills.

- 54 RSVP volunteers assisted at local food pantries and FoodSense. Approximately 3400 area households utilized these services. Within the FoodSense program, over 580 units of food were delivered, providing a savings of over \$11,600 to those ordering food through the program.
- 21 RSVP volunteers assisted at 60 American Red Cross Blood drives.

A total of 3,800 units of blood collected for our region. Statistically this helped about 11,400 hospital patients in our region.

- 3080 lbs. of drugs were collected during two Drug Take-Back Days at four sites.

11 RSVP volunteers assisted during these events.

- 28 RSVP volunteers were involved in evidenced-based programming, A Matter of Balance (fall prevention) and Bonesaver Exercise Program (osteoporosis prevention). Two A Matter of Balance class series were offered, reaching 24 participants. Four on-going Bonesaver class sites exist in Harford, Cincinnati, McGraw and Homer. A total of 65 participants accessed this strengthening program.
- 16 RSVP volunteers were involved in the Shopping Assistance Program, a program that helps people to remain safely in their homes by providing necessary grocery shopping. A total of 14 clients were served through the program. 320 volunteer hours were given, saving approximately \$7,360 for the EISEP program.
- Meals on Wheels utilize RSVP volunteers in a variety of ways, to assist with the program that serves vulnerable community members. 23 volunteers donated time, providing 778 hours of service. A total of 352 clients received Meals on Wheels services in 2018.

Cost Savings Programs

The agency assists people 60 and over with the application process for programs that help to keep the costs of daily living down. In most cases clients must meet age and income guidelines. Public education and application assistance responsibilities are primarily assigned to one Aging Specialist. Cross training in the Aging Services and NY Connects units allows for all Aging Services Specialists to be knowledgeable of eligibility guidelines and have the ability to assist clients.

- Real Property Tax Exemption (RPTE) and Credit Programs (Basic STAR, Enhanced STAR, Tax Credit and IT-214)
- Lifeline Discount
- Time Warner Cable Discount
- Farmers' Market Coupons

Food Stamp Assistance

The Supplemental Nutrition Assistance Program (SNAP) helps seniors put healthy food on the table. According to the National Council on Aging, 1 in 6 seniors face the threat of hunger and have lower nutrient intakes. Poor nutrition among seniors can further complicate chronic health conditions which can lead to increased health care costs and/ or need of institutionalized care. SNAP benefits are targeted at the most vulnerable populations yet 3 out of 5 seniors who qualify for SNAP do not participate. This program often minimizes the need for seniors to decide between having adequate nutrition, medications, heat and other basic needs. Agency staff provides education to seniors in all corners of the county on the importance of healthy eating. Seniors are screened for eligibility and assisted to complete and submit a SNAP application. The role of outreach throughout the county to increase public knowledge of this is primarily assigned to one Aging Services Specialist. All Aging Services Specialists are trained in eligibility guidelines and are able to assist with application assistance.

Farmers' Market Coupons

In 2018, the Agency increased the number of outreach locations and placed greater emphasis on getting fresh fruits and vegetables to the tables of seniors throughout the county. A total of 720 Farmers' Market coupon booklets valued at \$14,400 were distributed in Cortland, Homer, Scott, Virgil, Cincinnatus, Harford, Willet, McGraw, Marathon and Truxton. The coupons provide nutritional benefits to seniors while supporting local farmers.

Home Energy Assistance Program (HEAP)

HEAP is a federally funded program that helps people with limited income meet the cost of heating their homes during the winter months. This program serves as a gateway for screening clients for other cost saving programs including the Medicare Savings Program.

Under contract with the Cortland County Department of Social Services, the Agency provides outreach and education regarding HEAP eligibility and benefits to individuals age 60 and older and their caregivers. Additionally, the Agency provides application assistance and processes the completed applications for individuals age 60 and over. 530 seniors were assisted with a HEAP benefit in 2018. A total of \$247,230 in benefits was granted in Cortland County.

One Aging Services Specialist is assigned to this program. The HEAP program requires review and sign off on all applications by an Aging Services Coordinator. All Aging Services Specialist staff are knowledgeable about eligibility guidelines and are able to screen and offer application assistance for HEAP benefits. The period of high demand for this program begins in September and continues through late December.

HEAP staff also assist seniors who meet income guidelines apply for and obtain services to clean and tune their furnaces. This maintenance program is beneficial to assist the household in maintaining their heating source to eliminate need for replacement and repair. Twelve seniors received clean and tune services in 2018. Seniors who have severe chronic health conditions and require an air conditioner in the summer months receive assistance in applying for and obtaining air conditioning units through the HEAP Cooling Assistance Component. In 2018 twenty seniors received air conditioners through the HEAP Cooling Program.

Repair and Safety Assistance

Handyman Program

The Handyman Program is state funded and assists clients age 60 and over with minor home repairs and the installation of safety devices and equipment such as grab bars and handrails. This program serves as a means to promote independent living in a safe environment.

The Agency contracts with Cortland Housing Assistance Council to provide minor home repairs. Funds are sometimes leveraged with Cortland County Community Action Program (CAPCO) to assist clients with home repair needs. The Aging Services Specialist provides education and assistance applying for grants and/ or loans through THOMA Development or Rural Development as appropriate for larger repairs. Health and safety repairs are given priority. In 2018, 19 seniors received home repairs totaling \$4,553.

Make - A - Ramp®

The Agency sponsors the Make - A - Ramp ® program to help people age 60 and over who have mobility problems. Ramps are installed for short term use and help to promote independence, quality of life and safety for people who would otherwise be unable to leave their homes for appointments, socialization and emergencies such as a fire. The program has also been successful with assisting individuals in returning back to their homes following a hospital and/or nursing home stay.

The agency retains ownership of the ramps. When a ramp is no longer needed by a household it will be removed, reconfigured and installed for use by another mobility

impaired household. In 2018 the Make-A-Ramp® Program had 18 ramps placed throughout Cortland County.

Assessment for eligibility for both Handyman and Make-A-Ramp® fall under one Aging Services Specialist with final eligibility determination by the Aging Services Coordinator.

Caregivers Resource Center (CRC)

According to New York State Office of Aging (NYSOFA) New York has approximately 3 million caregivers who provide more than 2.6 billion hours of care to loved ones each year. The economic value of this care is 32 billion dollars.

Based on data collected in late 2014, the National Alliance for Caregiving and AARP jointly conducted a research study entitled Caregiving in the U.S. 2015. The study identifies challenges for family caregivers, both emotional and financial strains. Dr. Susan Reinhard, Senior Vice President and Director, AARP Public Policy Institute & Chief Strategist, Center of Champion Nursing in America states “By mid-century, there will only be three caregivers available for each person requiring care. That means we need to provide support for existing caregivers who are underserved by the current long-term services and support systems system to avoid putting them at higher risk as they age.”

In January 2018 a bipartisan bill to provide family caregivers with much needed support was signed into law by President Donald Trump. The Recognize, Assist, Include, Support, and Engage (RAISE) Family Caregivers Act directs the Secretary of Health and Human Service to develop and make strategies for recognizing and supporting family caregivers. Among the topics to be addressed are promoting greater adoption of person and family-centered care in all health and long term services and support settings, assessment and service planning including care transitions, coordination and involving family caregivers, information on hospice, palliative medicine and advance health care planning, respite options, financial security and work place issues.

The Caregiver Resource Center has Certified Case Managers who provide application assistance, education, assistance to navigate the complex health and long term care systems, individual counseling, support groups, resource library and respite to relieve caregiver stress.

The Caregivers Resource Center offers three respite programs to caregivers. The Caregiver Support Initiative (CSI) program is funded by a grant from the Alzheimer’s Association to provide respite services to caregivers of an older person with dementia. The IIIIE Respite Program is funded by IIIIE funds from the Older Americans Act funding and provides respite services to caregivers of an older person who is in need of some assistance with activities of daily living. The third respite program is funded with donations and provides respite services for caregivers of an

older person with dementia. In 2018 the Alzheimer's CSI grant provided 447.5 respite hours to 23 caregivers in Cortland County at a cost of \$12,504. Under the Title III E grant, 9 caregivers were given 102 hours of respite at a cost of \$3,302.44. The dementia grant provided 68 hours of respite care to 7 clients at a cost of \$1,684.48.

The Caregiver Resource Center has assisted 282 unduplicated caregivers, handed out 123 Grab and Go notebooks, provided 25 public presentations, and 14 Personal Emergency Response systems. Under the oversight of one Aging Services Coordinator, one Aging Services Specialist is responsible for this program.

Project Lifesaver Cortland County Area Agency on Aging Cortland County Sheriff's Department

Project Lifesaver is a public safety program designed to locate missing persons who are at risk for wandering due to Alzheimer's disease or related dementia, autism or Down syndrome. The program is a collaboration between the Area Agency on Aging and the Sheriff's Department. A transmitting device, similar to a watch, is worn on the wrist or ankle. Upon notification to 911 that the client is missing, the Sheriff's Department will activate the tracking device.

- An individual is appropriate for the program if:
 - He or she is at risk to wander or has displayed a tendency to wander
 - He or she is willing to wear a wristband/ ankle band at all times
 - There is a 24 hour a day caregiver attending him or her who would be able to quickly notify 911 if the individual is missing - a quick alarm and response is critical to finding the client
 - The caregiver is willing and able to do a daily check of the transmitter and work with the Area Agency on Aging to replace the battery monthly
 - There is a \$75 refundable deposit and a \$10 monthly fee for the battery
 - In 2018 five families received service.

The responsibility for this program falls under the Aging Services Specialist in the Caregiver Resource Center program.

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

The Expanded In-Home Services for the Elderly Program (EISEP) is instrumental in providing services and support to individuals age 60 and over who wish to remain in their own homes rather than move to a long term care residential facility. These individuals need assistance in their activities of daily living at a level for which limited support will allow them to be safe and independent. All EISEP clients receive person-centered case management from an Aging Services Specialist certified in Case Management. Aging Services Specialists provide options counseling and assistance to empower individuals in the formation of care plans that meet their unique needs. The care plan may include light housekeeping, personal care and a Personal Emergency Response System (PERS). EISEP case managers provide referrals to other assistance and support programs such as home delivered meals, health insurance counseling, ramps, home modifications, and cost savings programs.

The EISEP program contracted with 3 different home-care providers in 2018. The AAA has worked to increase the number of providers for this program in addition to exploring the implementation of Consumer Directed EISEP as an effort to meet the growing demand for this service.

The EISEP program, in partnership with the Older Americans Advisory Board, obtained sponsorship from local restaurants in order to sell an "EISEP" dining card. Sale of the card started during the Empire State Senior Games to promote a statewide awareness of the EISEP program and to encourage Senior Game participants and spectators to patronize local restaurants during their stay in Cortland. A total of \$600 profit was used to provide EISEP services to an older person on the EISEP waiting list. With oversight provided by an Aging Services Coordinator, EISEP services are provided by two Aging Services Specialists; one who devotes full time hours to this program, the other part-time.

EISEP Statistics for 2018

- 61 clients were served by the program
- 1,498 units of case management service were provided to clients by Aging Services Specialist staff.
- 4,658 hours of aid services were provided with a value of \$128,898
- 28 clients were provided with PERS units with the value of \$10,920
- RSVP Shopping Assistance program saved \$7,360 in EISEP funds by utilizing RSVP volunteers to assist EISEP clients with their shopping needs. 320 volunteer hours were donated.

NY CONNECTS

NY Connects: Choices for Long Term Care

NY Connects was established in 2006 by the New York State Office of Aging in collaboration with the New York State Department of Health. NY Connects was recognized by the Administration on Aging (AOA) and the Administration on Community Living (ACL) as an Aging and Disability Resource Center in 2007.

NY Connects consists of the following fundamental components:

- Information and Assistance - Through a standardized comprehensive screening process, an Aging Services Specialist provides options counseling to help clients and their caregivers make informed decisions, and can assist in accessing available long term services and supports.
- Public Education and Outreach - to increase the visibility of the program and alter the misconception that long term care services and supports can be delivered only in institutionalized settings.
- Long Term Care Councils (LTCC) - made up of consumers, caregivers, providers, advocates, government representatives and agencies who provide long term care services in the community. LTCCs analyze local long term care services and supports, identify gaps in services and barriers in accessing services, and work in collaboration to make improvements on a local level. The Councils use their findings to work toward a system that helps consumers safely remain at home and in the community.
- Options Counseling - Options Counseling is an interactive, person centered process where individuals are supported in making informed long term support decisions based on their preferences, strengths, values, abilities and resources.

NY Connects Expansion and Enhancement

NY Connects is in the midst of a significant expansion as part of New York State's participation in the Balancing Incentive for Payments Program (BIP). New York is one of 21 states participating in BIP under the Patient Protection and Affordable Care Act of 2010. BIP funding is awarded to states committed to rebalancing their system of long term service and supports away from institutionally based care towards home and community based services.

To accomplish the goals of BIP, New York State chose to build on the existing NY Connects infrastructure and capacity. BIP supports strengthened partnerships

through formal agreements with key agencies that work in collaboration with the Area Agency on Aging to identify and implement necessary structural changes. These agencies include the Department of Social Services, Office of Mental Health, Access to Independence, the Office of Persons with Developmental Disabilities, and other community-based organizations who assist individuals with disabilities. These agencies work in collaboration to serve as the No Wrong Door. It is expected that once fully implemented, changes under BIP will provide greater support and options to consumers, improve access to home and community based services, streamline eligibility determinations, and reduce Medicaid costs for long term care.

NY Connects Activities

Care Transitions Team: The purpose of the Care Transitions Team is to improve coordination of care involving both the medical field and community-based organizations. Care coordination is offered to people experiencing chronic medical conditions and are in need of long-term services and supports to remain in the community. The Care Transitions Team completed its third year in 2017. The Team consists of representatives from AAA/NY Connects, Guthrie Cortland Medical Center, Cortland County Mental Health, DSS, Guthrie Cortland Medical Center - Care Transitions Program, Access to Independence, Catholic Charities, CAPCO and Guthrie Cortland Medical Center Home Care. The team has defined its purpose and goals of the program, developed a release of information form and began jointly working with older people and people with disabilities to support coordinated discharge plans. The goal of the team is to decrease hospital readmission and avoid admissions to nursing facilities when possible.

Managed Long-Term Care (MLTC) Plan Communication Meetings: In recent years, a major change in health care delivery caused a lot of confusion for providers and clients in need of in-home long-term services and supports. Long-term in-home care that is funded by Medicaid has transitioned to a managed care model administered by health insurance companies. Clients and professionals at times find it difficult to navigate its sometimes complex system. NY Connects coordinates and facilitates a monthly communication meeting with managed long term care providers, area nursing homes, the Department of Social Services and independent living center. The purpose is to provide updated information to one another regarding changes in the provision of care and work toward solutions in the event of challenges with program delivery.

NY Connects Implementation Team: NY Connects facilitates a monthly Implementation Team meeting. The team consists of representatives from the Department of Social Services (DSS), Mental Health, Office of Persons with Developmental Disabilities (OPWDD), Independent Living Centers (ILC) and the local Department of Health. This group is designed to discuss and implement

agreements and policy to further define roles of each agency and how to best work together to provide seamless, cost effective long term care services in Cortland County.

Discharge Planning Packets: NY Connects has developed and provided over 100 discharge planning packets to Guthrie Cortland Medical Center and local nursing facilities to share with clients and their caregivers to help them fully comprehend the discharge planning process and experience a more successful discharge back into the community.

NY Connects Resource Fair: The 4th annual Resource Fair was held September 6, 2018 in the Cortland County Gymnasium. Although overseen by NY Connects/ Area Agency on Aging, the planning committee was comprised of designated representatives from Access to Independence and the Cortland County Mental Health Department. The event included 52 vendors and drew over 250 attendees. The fair allowed members of the community to learn more about various agencies that offer valuable supportive services to those in need.

2019's event offered a special focus on emergency preparedness. This was provided through educational demonstrations, information and giveaways. Master Sergeant Brian Bennett, representing the Citizen Preparedness Corps for the NYS Department of Homeland Security and Emergency Services, provided an in-depth program to vendors on how to prepare for potentially disastrous situations that may be brought about by weather, personal or medical emergencies. Six new vendors provided emergency preparedness focus including Cortland County's Emergency Response and Communication Department. Attendees were able to sign up for the County's hyper-reach program and safety tips were demonstrated by the fire and law enforcement department.

Following the Resource Fair, a Suicide Prevention Walk was held with a "stroll around downtown Cortland." Mayor Brian Tobin provided a proclamation to the Cortland County Mental Health department giving appreciation of its efforts in increasing the awareness of mental health needs, specifically to the seriousness of suicide prevention.

Public Education:

- NY Connects provided 21 presentations and outreach events, and wrote 19 articles related to NY Connects.

Staff Training:

- 2 NY Connects staff completed NYSOFA's Options Counseling/Person Centered Training
- 1 NY Connects staff member completed the Boston University online Case Management Course

NY Connects Client Data:

- 978 Contacts
- 94 individuals were assisted with discharge from a hospital
- 9 individuals were assisted with discharge from a nursing facility
- 179 individuals received options counseling regarding community supports
- Number Seeking Assistance in the following areas**:
 - 391 Home-Based Services
 - 240 Health Insurance
 - 90 Housing Options
 - 65 Transportation
 - 16 Home Modification and Repairs

**Data cannot be obtained from clients who choose not to provide consent to capture information and explains the discrepancy between contacts and requests for assistance.

Home Delivered Meals (Meals on Wheels)

The Home Delivered Meals program is coordinated by both the Aging Services and Nutrition Units. Meals are available to homebound seniors age 60 and older who meet eligibility guidelines, and their caregivers. Depending on the need, the program is able to provide hot nutritious lunches, bag suppers and frozen weekend meals. An important benefit of this program is the wellness check provided by Meals on Wheels drivers when meals are delivered. Drivers are able to identify and report concerns ranging from individuals not acting themselves to more serious issues such as falls and unconsciousness. In some cases the drivers and staff have been credited by family members for saving the life of their loved one.

Referrals are received from family members, health care providers, human service agencies or individuals themselves. Aging Services Specialists conduct assessments to determine program eligibility. Specialists also screen clients for programs or supports that may help reduce costs of daily living, improve health and

wellness and address home safety concerns such as hoarding or broken stairs. Information, assistance, and referrals to assist clients in accessing additional supports are important activities in this program.

Home Delivered Meals clients are contacted every six months for a status review and every twelve months for a full reassessment. One full-time Aging Services Specialist and another half time Specialist are assigned to this program and are responsible for eligibility assessments. Additional responsibilities for the coordination of this program fall under the full-time Aging Services Coordinator.

Additionally, the agency also contracts with three Managed Long-Term Care Plans to provide home delivered meals. Though clients receiving meals under contract are not assessed for eligibility, tracking authorizations and payments requires significant staff time of both the Aging Services and fiscal staff. Hospice also reached out to Meals on Wheels more during 2018 and secured resources to provide the service.

Home Delivered Meals Client Summary

	2016	2017	2018
Clients served	406	347	352
Meals provided under AAA funding	66,004	63,630	66,811
Meals provided under contract	25,405	18,872	13,213
Total Meals	91,409	82,502	80,024

Other Meals on Wheels 2018 statistics include:

- Number of new referrals: 151
- Number of Home Visits: 240
- Average Number of Managed Long Term Care (MLTC Contracted) clients: 33
- Average Number of Active Clients: 22

THE NUTRITION PROGRAM

The mission of the Nutrition Program is to provide Cortland County residents age 60 and older and their caregivers with nutritious affordable meals and to offer supportive services through education, health and wellness, fitness and exercise, recreation and socialization. Senior nutrition services are available through a network of senior centers, home delivered meals, and food pantries.

The impact of services on the participants, their families and the community is significant:

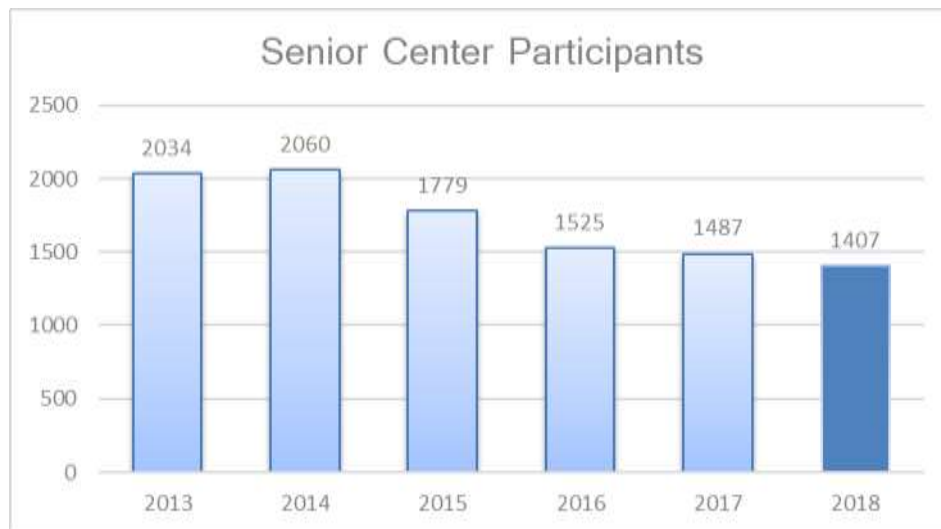
- Social interaction, conversation, camaraderie, support and friendship
- Individualized nutrition education and counseling by a Registered Dietitian
- Access to well-balanced meals that meet 1/3 of Recommended Dietary Allowance
- Information and Assistance for programs and services available to seniors age 60 and older and their caregivers
- Access to health and wellness programs
- Caregiver support through nutritious meals and weekday wellness checks

Senior Centers

The Nutrition Program operated eight senior centers during 2018 serving a total of 1,407 participants. Centers are located in Cortland, Harford, Homer, Marathon, McGraw, Scott, Truxton and Willet. The Area Agency on Aging relies on the support of towns, villages, faith-based communities and Sepp Management Company, Inc. to provide senior center services and programming to Cortland County residents, particularly in the outermost areas of the county.

In addition to a well-balanced meal, senior centers offer health screenings, blood pressure checks, flu clinics, nutrition and health education, nutrition counseling, exercise/fitness, emergency preparedness education, recreational activities, i.e. interactive Wii games, cards, billiards, shuffleboard, pickle ball, volley ball, chair exercise, bingo, holiday parties, evening events with entertainment, summer picnics, line dancing, and information on topics of interest to seniors.

Centers hold a variety of special interest programs including intergenerational programs with local schools and town recreational programs. Senior Center staff and center councils promote their centers by participating in community events with fundraising projects and outreach material.



Home Delivered Meals: Meals on Wheels

The Home Delivered Meal program, also known as Meals on Wheels, is provided through the Aging Services and Nutrition programs of the Area Agency on Aging. The Nutrition Unit is responsible for meal preparation and delivery. For more information please see the Home Delivered Meals section included in this report.

The central kitchen prepares the meals that are delivered to all areas of the county by eight paid drivers. The program provides homebound, disabled and/or frail individuals age 60 and older who are unable to cook or are without someone to cook for them, a hot lunch, cold supper meal, and frozen weekend meals. Individuals and their spouses age 60 and over, meeting eligibility criteria are able to participate.

The Meals on Wheels program enables seniors to extend their independence and stay connected to their surroundings and communities, providing them needed comfort and happiness. The resulting effect of seniors remaining independent means they stay out of nursing facilities and hospitals, an outcome that saves taxpayers billions of dollars in Medicaid expenses. For every \$1 invested in Meals on Wheels, \$50 is saved in Medicaid spending. On average, a program can deliver Meals on Wheels to a senior for an entire year for about the same cost as just one day in the hospital or 10 days in a nursing home. (source: www.mowaa.org/marchfor-meals-mow).

Total Meals Served

2013 2014 2015 2016 2017 2018

Congregate (Senior Centers)	59,493	50,150	46,650	46,604	42,068	35,751
Meals on Wheels	52,104	54,997	60,428	66,004	63,630	66,656
Contracts	24,096	22,354	21,715	25,405	18,872	15,179
Mealtime Express	18	71	0	51	266	106
Total Meals Served	136,416	128,264	129,642	138,064	124,836	117,692

Contracts include Horizon House, Fidelis, Icircle, VNA

CORTLAND SENIOR CENTER

Location: County Office Building
60 Central Avenue
Cortland, NY 13045
(607) 753-5061

Hours: Monday-Friday 8:00am-3:00pm
Thursday 8:00-7:30pm
Breakfast: Monday & Thursday 8-9:00am

CREAMERY HILLS SENIOR CENTER - HARFORD

Location: Creamery Hills Living Center
355 Creamery Road
Harford, NY 13835
(607) 844-3808

Hours: Monday-Thursday 8:30am-2:30pm
Brunch – 1st & 3rd Tuesday

THE DAVID HARUM SENIOR CENTER - HOMER

Location: Homer Town Hall
31 North Main Street
Homer, NY 13077
(607) 749-2362

Hours: Monday 2:00-7:30pm
Tuesday-Thursday 8:30am-2:30pm

THE MAPLE LEAF SENIOR CENTER - MARATHON

Location: Civic Center - Lovell Field
Brink Street
Marathon, NY 13803
(607) 849-3884

Hours: Monday-Friday 8:00am-3:30pm
Brunch: 2nd Tues, 4th Thurs

MCGRAW SENIOR CENTER

Location: McGraw Community Hall
Clinton Street
McGraw, NY 13101
(607) 836-8916

Hours: Mon-Thurs 9:00am-3:00pm
Brunch: 1st Wednesday

SCOTT SENIOR CENTER

Location: United Methodist Church
Route 41
Homer, NY 13077
(607) 749-7973

Hours: Monday-Thurs 8:30am-2:30pm
Friday: 6:00am -12:00pm
Breakfast Fridays: 7:30-9:30am

TRUXTON SENIOR CENTER

Location: United Methodist Church
3670 Route 13
Truxton, NY 13158
(607) 842-6253

Hours: Mon, Wed, Thurs 8:30am-2:30pm
Tuesday 2:00-7:30pm

WILLET/CINCINNATUS AREA SENIOR CENTER

Location: Willet Town Hall
Route 41
Willet, NY 13863
(607) 863-4887

Hours: Monday-Friday 8:00am-3:00pm
Friday: 6:00am-1:30pm
Breakfast: Fridays 8:00-10:00am

Food Pantries

The Nutrition Program operates three food pantries serving individuals and families of all ages. The agency's Helping Hands food pantries are located in the Cortland County Office Building, Truxton Senior Center, and Willet Senior Center.

The pantries rely heavily upon the support of food and monetary donations received from the community and community based organizations. In addition, the program applies for a seed grant to provide the pantry participants with fresh fruits and vegetables, and grant funding under the Hunger Prevention and Nutrition Assistance Program (HPNAP).

In 2018, the three food pantries served 1,225 households consisting of 634 children, 1,545 adults and 361 elderly. A total of 22,770 meals were provided.

Helping Hands Food Pantries

Cortland

60 Central Avenue

753-5061 Room B-23

Pantry Contact Person: Sara Teeter

Pantry Hours: Emergency Food Available Monday-Friday 8:00a.m.-3:00p.m.

1st & 3rd Friday: 9:00a.m.-12:00 Noon

Truxton

United Methodist Church 3670 Rte. 13

Pantry Contact Person: Kay Harvey 842-6253

Mon., Wed., Thurs. 8:30a.m.-2:00p.m.

Tues. 2:30p.m.-7:00p.m.

Willet

Town Hall

Pantry Contact Person: Laurie Snyder

Mon.- Thurs. 8:00a.m.- 3:00p.m.

Fri. 6:00am - 1:00p.m.

Nutrition Counseling

The agency contracts with a Registered Dietitian to provide individualized nutrition counseling to seniors age 60 and older and their caregivers. During this time, meal patterns are reviewed including snacking and fluid intake. Factors that might increase a client's risk for poor nutrition are identified and discussed including physical activity, drug interactions, and medication's effect on nutrition status. A total lifestyle approach is the preferred counseling style of the Registered Dietitian.

An office visit with a Registered Dietitian can be costly to individuals depending on the type of insurance coverage they have. Nutrition counseling available through the Area Agency on Aging is a valuable resource that is available on a donation basis.

In 2018, the Registered Dietitian provided 42 one-on-one counseling sessions.

Nutrition Education

The agency contracts with a Registered Dietitian to provide individualized and group nutrition education to seniors age 60 and older and their caregivers. The Registered Dietitian takes into account menu surveys and comments from Task Force, Manager Meetings and directly from participants to incorporate and highlight nutrition topics that are of particular interest to the participants.

In 2018, the Registered Dietitian provided 12 nutrition education handouts, submitted 18 articles, and performed 49 nutrition education presentations.

Advisory Boards

The Area Agency on Aging has three groups of citizens serving on advisory boards, the Older Americans Act Advisory Board, the Nutrition Task Force and the RSVP Advisory Council. These groups are citizens of this community serving in a voluntary capacity and they provide information, guidance, advice and support to the three components of the agency. They assist in the development, coordination and administration of services to the older population in this county. These councils serve as a critical linkage between the Area Agency on Aging and the local senior community. Council members' participation in programs, communications with recipients of service, relationships with community groups, senior organizations and oversight groups play an important part in enhancing the members' ability to effectively represent the older population in this area.

The Area Agency on Aging wishes to thank members of the Cortland County Legislature, Towns and Villages, participants, volunteers and donors who have made the agency successful. Special thanks are given to the following groups for the use of their facilities or their financial assistance in providing a center facility.

Cortland County
Village of Marathon
Village of McGraw
SEPP Management Co.
Town of Scott
Town of Cincinnatus
Scott United Methodist Church
Truxton United Methodist Church
Town of Marathon
Town of Truxton
Town of Homer
Town of Cuyler
Marathon Civic Center Committee
Town of Willet