

ONEIDA COUNTY
OFFICE FOR THE AGING &
CONTINUING CARE
2008
ANNUAL REPORT



Anthony J. Picente, Jr.
County Executive

Michael J. Romano
Director



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County Executive

Oneida County
Office for the Aging & Continuing Care
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Director

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January, 2009

Dear County Executive Picente and Chairman Fiorini,

The follow pages provide an overview and summary of programs and services provided to the elderly, disabled, and families in Oneida County during 2008.

The services and programs provided by OFA/OCC are through a combined effort of staff, and our many community partners. All functions preformed by Office for the Aging and Office for Continuing Care are intended to promote maximum independence, autonomy, dignity, and quality of life for all persons served.

All services and programs are performed through a combination of dedication of the Oneida County staff and a network of community based providers making a comprehensive community based long term care continuum. The Office for the Aging and Office for Continuing Care services are also made possible through support of the Office of the County Executive, the dedicated leadership of the Oneida County Board of Legislators, and the OFA/OCC Advisory Council.

We are very proud of all of our accomplishments throughout 2008. A few of the most significant accomplishments are:

- Restructured Office for the Aging/Continuing Care Advisory Council with a combination of community representatives to advocate on behalf of Older Oneida County Residents.
- Increased the capacity of OFA/OCC to secure non-public funds through reconfiguring the board of Directors of the Community Elder Wellness Council, Inc., increased the Board membership from three to nine members.
- Provided on going case management and in-home community based services to approximately 3,000 individuals during 2008.
- Completed a three year partnership between Oneida County OFA/OCC, New York State Office for the Aging, Fulton County Office for the Aging and the Alzheimer's Association to administer the U.S. Administration on Aging's Demonstration pilot program-Alzheimer's Coordinated Care Demonstration Project. Established best practices on services for consumers with Alzheimer Disease and Dementia which are being disseminated state-wide.

Also, we are very excited about our 2009 highlights and initiatives, including:

- Partner with New York State Office for the Aging and SUNY Albany-Center of Excellence on Aging to implement the U.S. Administration on Aging's Demonstration Project known as Nursing Home Diversion Modernization Grant. The purpose of this project is to establish a flexible consumer directed model for individuals at-risk for nursing home placement and spending down resources for Medicaid eligibility. A key component will be to secure funding for Long-Term Care Services for Veterans through the Veterans Health Administration.
- Expand community engagement and volunteerism to assist in meeting various gaps in the aging service delivery system.

Office for the Aging/Office for Continuing Care looks forward to serving this community in 2009 to address the challenges in meeting the long term care needs of families in Oneida County.

Sincerely,

Michael J. Romano
Director

MISSION STATEMENT

The purpose of Oneida County Office for the Aging/Office Continuing Care is to serve as the lead planning, funding and advocacy agency for older adults, disabled, their families and caregivers. The mission is based on the goal of maintaining maximum independence through service provision that is guided by the core values of respect, dignity, compassion, honesty, confidentiality, commitment and informed professionalism.

- Serve as **lead agency** for planning and the development of coordinated systems for the delivery of home and community-based services for older adults, disabled, families and caregivers;
- Provide **access** to programs and services that will meet the needs of vulnerable individuals;
- **Advocate** on behalf of older people, special minorities and those in greatest economic and social need for preventative programs and services that will promote a quality of life and enhance or maintain wellness, health functioning and independent living in the community;
- Achieve **positive outcomes** for older adults, disabled, families and caregivers through arrangements with community agencies for a continuum of home and community based long term care services;
- **Collaborate** with public and private organizations to form partnerships which leverage resources that will improve and expand programs and services for older adults, disabled, families and caregivers;
- Seek **non-traditional sources of funding to enhance** services and programs in the community.

We, the members of the Office for the Aging & Continuing Care team, serve the elderly and disabled of Oneida County and their families. We assess individuals to identify unmet physical, mental, social, psychological, and financial needs. Care plans are created and implemented, together with individuals and their families. Appropriate and available services are provided, and referrals are made to other agencies when necessary. We monitor the plans and evaluate their effectiveness. This mission is based on the goal of maintaining maximum independence for clients. All services are provided with the guiding value of respect for the dignity and autonomy of each person served.

ADVISORY/LONG TERM CARE COUNCIL

2008 Advisory Council Membership

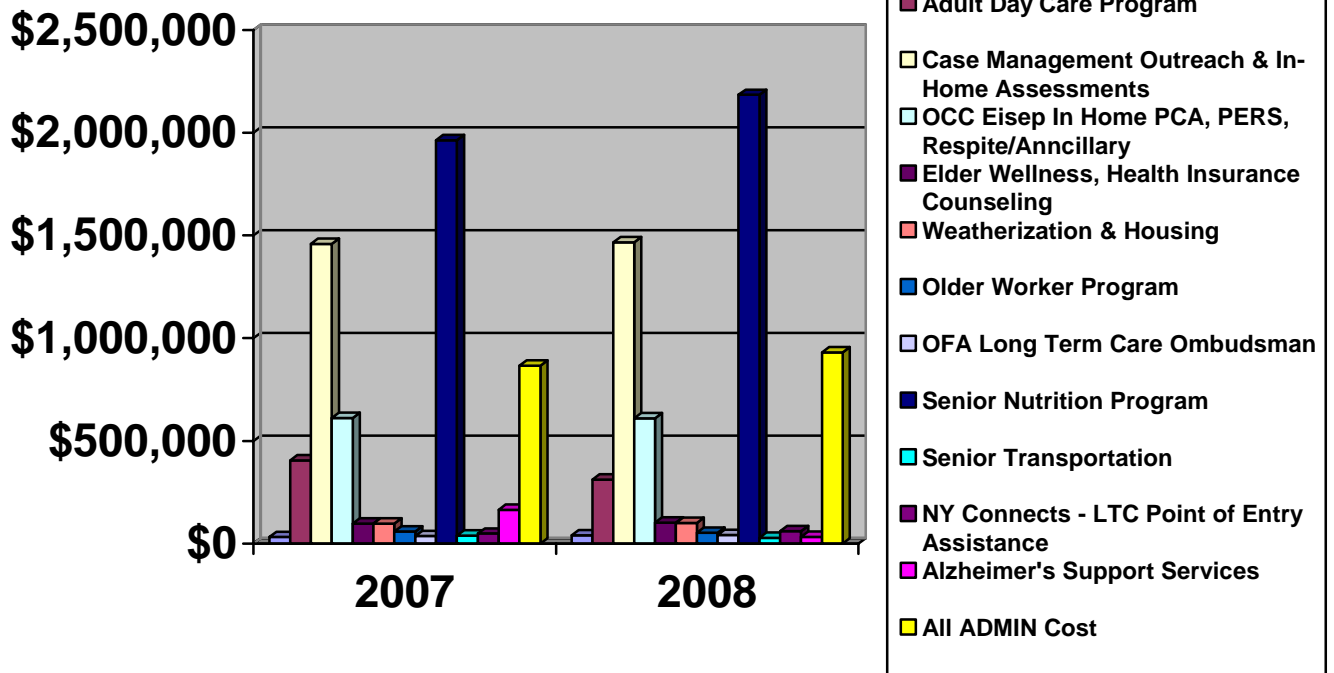
Lisle Sanborn – Chairperson

Dr. Kathleen Bishop
Donna Gilette
Anthony Joseph
Shana Pughe
Karen Teachout

Margaret Corbett
Barbara Glueck
Kathleen Kennelty
Lucille Soldato

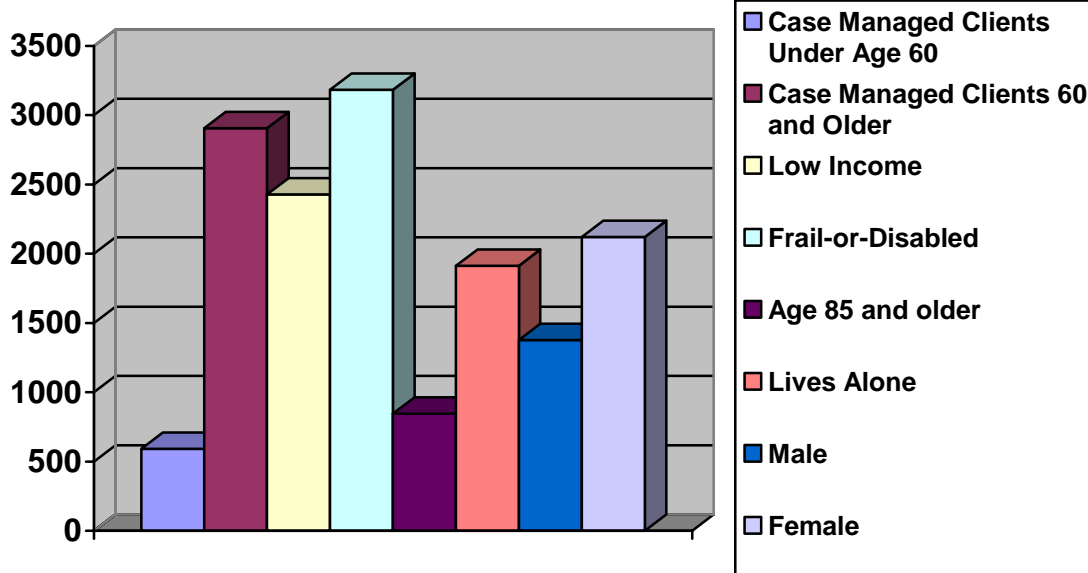
Ava Dorfman
Patricia Hudak
Jean McBride
Carol Steele

Service/Program Expenditures 2007-2008



SERVICES	TOTAL COST 2007	% TOTAL BUDGET 2007	TOTAL COST 2008	% TOTAL BUDGET 2008
LEGAL & VOLUNTEER SERVICES	\$31,457	0.54%	\$40,272	0.68%
ADULT DAY CARE	\$404,194	6.88%	\$311,344	5.22%
CASE MANAGEMENT OUTREACH & IN-HOME ASSESSMENTS	\$1,458,447	24.83%	\$1,466,305	24.60%
EISEP PERSONAL CARE SERVICES I & II SERVICES, PERS, RESPITE/ANNCILLARY	\$610,892	10.40%	\$609,812	10.23%
HEALTH INSURANCE COUNSELING & ELDER WELLNESS	\$96,932	1.65%	\$102,135	1.71%
WEATHERIZATION & HOUSING	\$97,450	1.66%	\$101,112	1.70%
OLDER WORKER PROGRAM	\$58,378	0.99%	\$52,500	0.88%
LONG TERM CARE OMBUDSMAN	\$36,070	0.61%	\$40,895	0.69%
SENIOR NUTRITION PROGRAM	\$1,963,031	33.43%	\$2,184,490	36.66%
SENIOR TRANSPORTATION	\$37,987	0.65%	\$27,000	0.45%
NY CONNECTS – LTC POINT OF ENTRY ASSISTANCE	\$48,471	0.83%	\$60,468	1.01%
ALZHEIMER'S SUPPORT SERVICES	\$164,190	2.80%	\$32,000	0.54%
ALL ADMIN COST	\$865,434	14.74%	\$931,151	15.62%
Total	\$5,872,933	100.00%	\$5,959,484	100.00%

CLIENT DEMOGRAPHICS 2008



COMMUNITY BASED SERVICES

Serving the needs of Oneida County's Elderly, Disabled, and Families

The Office for the Aging and Office for Continuing Care serves the entire county of Oneida. Older adults, Veterans, low income individuals, disabled adults and children, caregivers, persons in need of information on Medicaid and Medicare programs, people seeking to return to the community from an institutional setting and people having difficulty accessing government services.

Referrals are assigned to a Case Management team based on geographic location of the individual being served. This allows for continuity of care, optimum time management and cost effectiveness. Case managers visit, assess unmet needs, provide referral and service coordination and work with the client and family, with the goal of maintaining a person in the community. Access to private pay, sliding fee services, Medicaid and grand funded services are options that are discussed. Case management and service coordination may be ongoing for the provision of services or Information and Assistance may be done on an as needed basis. All referrals are initiated by calling the central intake desk at 315-798-5456.

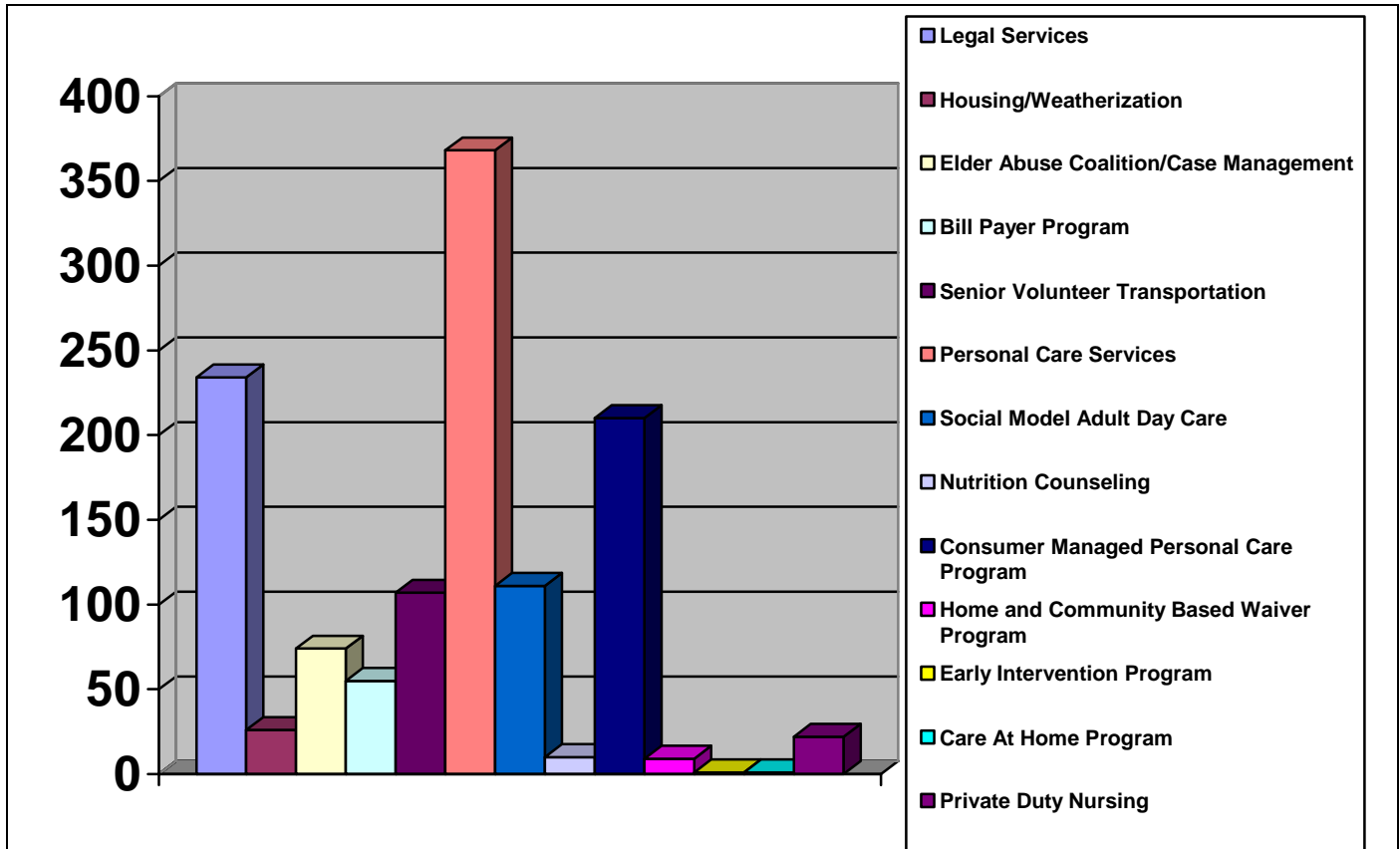
Service provision includes Home Delivered Meals, Caregiver Support, and In-home personal care services. Community outreach and education is provided at Senior Centers, Congregate Meal Sites, Health Fairs, articles in the Prime Time Newsletter, and at Social Adult Day Care Centers and offer legal seminars. Home visits are made to those in need of assessment and care linkages and coordination. Legal Council for older adults, the Respite Scholarship Fund, Senior Employment, Bill Payer Program and many other community programs.

Oneida County OFA/OCC is an officially designated *New York Connects Long Term Care Point of Entry (POE)*, by the New York State Office for the Aging and New York State Department of Health.

INTAKE STATISTICS

Mode of contact:	
E-Mail	11
Phone Calls	5143
Walk Ins	11
Other	2
Contact Type:	
Consumer	2892
Professional/Provider	1134
Caregiver/Family	636
Other	2
Source Type:	
Friend/Neighbor/Relative	1000
Radio	1
Brochure	46
Television	1
Local Newspapers	46
Website	12
Local Agency/Human Services Provider	2318
Contacts by age of consumer:	
<18 years of age	9
19<59 years of age	515
60+ years of age	4616
Unknown	3
Contacts by gender:	
Male	1502
Female	3549
Unknown	82
Contacts made by anticipated primary payer source:	
Medicaid	601
Private Resources	99
Medicare	0
Long Term Care Insurance	0
Other	729
Unknown	3644

CASE MIX SNAPSHOT



Due to the intensity of referrals- case assignments and individual client needs the OFA/OCC case-mix changes daily. This report is base upon an OFA/OCC client data base query and is for informational purposes only.

SNAP-SHOT of OFA-OCC & Case Mix Person Served by Program 2008

Legal Services	234
Housing/Weatherization	26
Elder Abuse Co-alliance/Case management	74
Bill Payer Program	55
Senior Volunteer Transportation	107
Personal Care Services	368
Social Model Adult Day Care	111
Nutrition Counseling	10
Consumer Managed Personal Care Program	210
Home and Community Based Waiver Program	9
Early Intervention Program	1
Care At Home Program	1
Private Duty Nursing	22

2008 PLANNING ACTIVITIES

Needs assessment and planning data was collected through a series of Community Public Forums throughout Oneida County. Forums were held in Camden, Sylvan Beach, Presbyterian Home, and St. Elizabeth's Hospital. OFA/OCC staff coordinated and attended each of the Community Public Forums and distributed 2008 Services and Program abstracts and other general program and service information. Presentations were held at each event discussing transportation, social adult day care, legal services, home delivered meals and personal care services. Each of these sessions provided an opportunity for providers to complete needs assessment surveys and provide comments and recommendations on OFA/OCC services and programs.

SENIOR NUTRITION PROGRAM

Nutrition Programs for the Elderly (NPE) consists of Meal Programs which ensure adequate nutrition to individuals living in the community with functional impairments which may pose the risk of malnutrition. Both Home Delivered Meal and Congregate Meal programs provide good tasting, well-balanced meals providing 1/3 the Recommended Daily Allowances for adults as established by the American Dietetic Association.

Congregate Dining

Thirteen Dining Sites located in Senior Centers, Senior Housing, and other community focal points throughout Oneida County. Meaningful social activities are planned around the noon time meal at most of the sites. Reservations required at least 24 hours ahead. Suggested donation of \$2.00 for participants' age 60 and older. Donations are voluntary and confidential, and no one age 60 or older will be denied a meal for inability to contribute.

Dining Site Locations

BOONVILLE UNITED METHODIST CHURCH, BOONVILLE
FORESTPORT TOWN HALL, FORESTPORT
NEW HARTFORD SENIOR DINING & ACTIVITY CENTER, NEW HARTFORD
PARIS TOWN HALL, SAUQUOIT
VERNON UNITED METHODIST CHURCH, VERNON
AVA DORFMAN SENIOR CIVIC CENTER, ROME
SOUTH ROME SENIOR CENTER, ROME
NORTH UTICA SENIOR CITIZEN COMMUNITY CENTER, UTICA
PARKWAY SENIOR CENTER, UTICA
PERETTA TWIN TOWERS APARTMENTS, UTICA
SENIOR DAY CENTER OF EAST UTICA, UTICA
WEST SIDE SENIOR CENTER, UTICA
NOYES MANOR APARTMENTS, SHERRILL

Senior Club Catered Luncheons

The Senior Club catered luncheons are an alternative to the congregate program. This program has three Senior Clubs: Whitestown Senior Club every Wednesday, Waterville and Oriskany Falls Senior Clubs one day per month. It also has served as an outreach visit to rural areas. The suggested donation of \$2.00 for anyone 60 years or older implies the same as congregate.

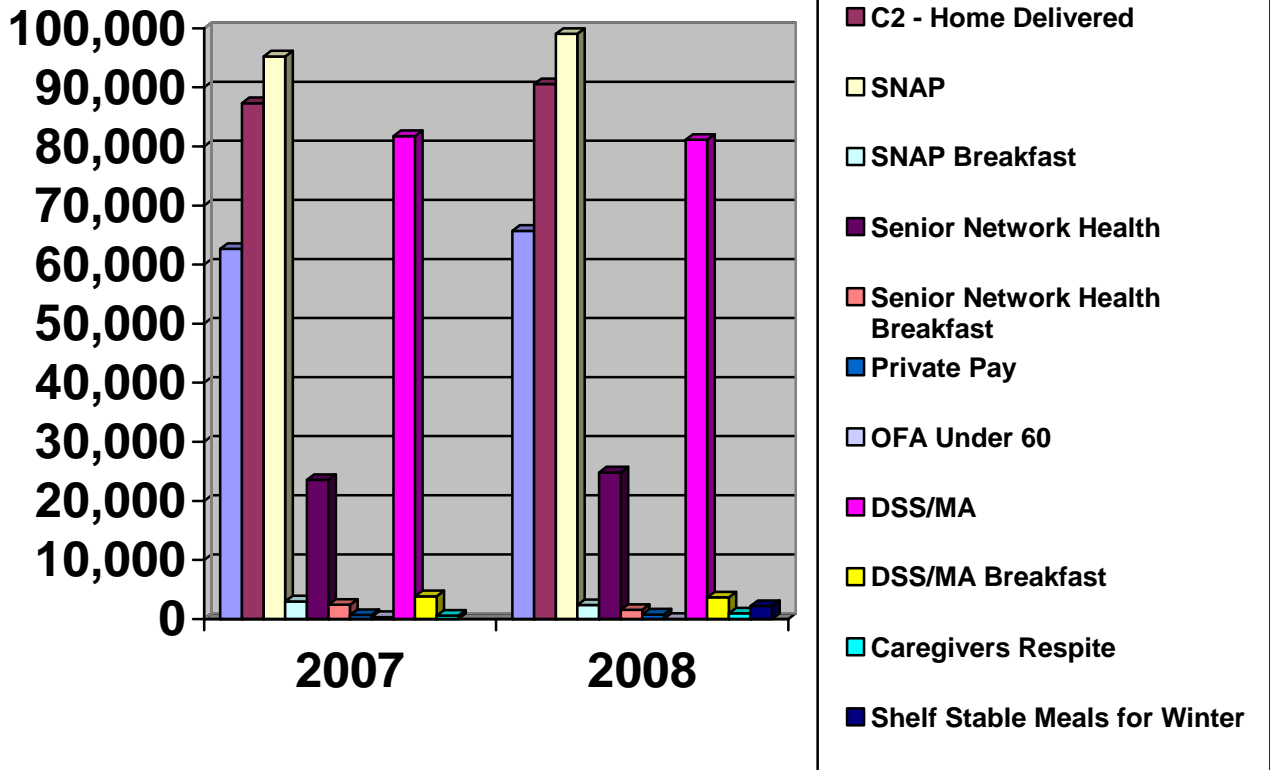
Home Delivered Meal Program

The primary Nutrition Program in Office for the Aging consists of the Administration on Aging, Older Americans Act Nutrition Program for the Elderly. This program targets frail, homebound elderly individuals, age 60 and older, and makes the service available at a suggested donation of \$2.50 to its participants. Home Delivered Meals are delivered to participants' homes Monday through Friday. Delivery of meals also serves as a monitoring system for all individuals, daily. Delivery personnel check on each person's well being and status daily. No meal is left unless contact is made with the participant. In the event that a person is found not to be well, or in an emergency situation the driver reports back to their supervisor who then notifies Office for the Aging for follow-up and necessary action.

Nutrition Counseling and Education

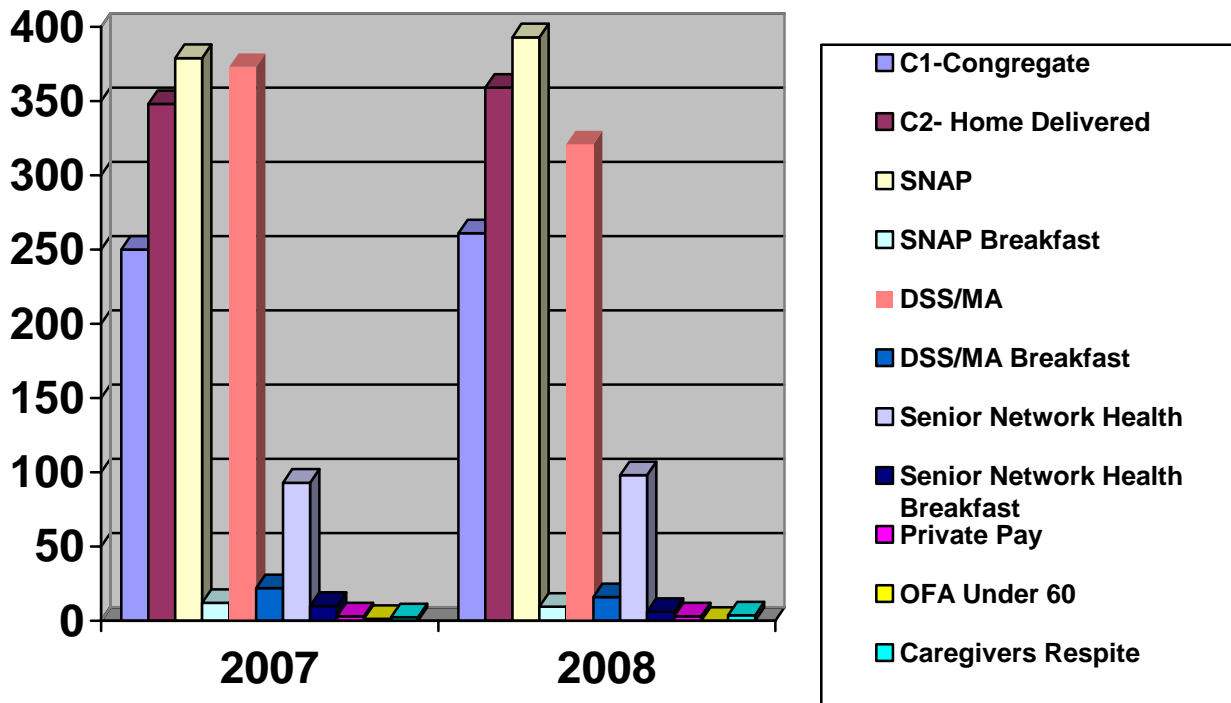
Nutrition Counseling and Education provided by a Registered Dietitian is an instrumental component of Oneida County's Nutrition Services. Counseling and education through telephone contact home visits and regular monthly visits to the congregate sites. A monthly education column is written and printed in Prime Time and distributed to all individuals receiving home delivered and congregate meals. The OFA/OCC monthly article serves as a format for the dietitians each month at the dining sites.

Meals Served By Program



2007		2008	
Funding	Total Meals Served	Funding	Total Meals Served
C1 (Congregate)	62,640	C1 (Congregate)	65,708
C2	87,337	C2	90,543
SNAP	95,234	SNAP	99,039
SNAP Breakfast	2,997	SNAP Breakfast	2,366
Senior Network Health	23,544	Senior Network Health	24,820
Senior Network Health Breakfast	2,402	Senior Network Health Breakfast	1,547
Private Pay	689	Private Pay	774
OFA Under 60	318	OFA Under 60	14
DSS/MA	81,748	DSS/MA	81,125
DSS/MA Breakfast	3,852	DSS/MA Breakfast	3,666
IIIE	578	IIIE	943
		Shelf Stable Meals for Winter	2,200

CLIENTS SERVED BY PROGRAM



2007		2008	
Funding	Average Client Served	Funding	Average Client Served
C1-Congregate	250	C1-Congregate	261
C2-Home Delivered	348	C2-Home Delivered	359
SNAP	379	SNAP	393
SNAP Breakfast	12	SNAP Breakfast	9.4
DSS/MA	373	DSS/MA	321
DSS/MA Breakfast	22	DSS/MA Breakfast	16
Senior Network Health	93	Senior Network Health	98
Senior Network Health Breakfast	10	Senior Network Health Breakfast	6
Private Pay	3	Private Pay	3
OFA Under 60	1.25	OFA Under 60	0
IIIE	2.3	IIIE	3.7

DONATIONS MADE FOR 2008

AOA Title III-C1 (CONGREGATE)

TOTAL DONATIONS MADE FOR THE 2008 YEAR	AVERAGE DONATION MADE BY PARTICIPANT FOR 2008
\$91,907.32	\$1.40

AOA Title III-C2 & SNAP (HDM DONATION PROGRAMS)

TOTAL DONATIONS MADE FOR THE YEAR	AVERAGE DONATION MADE BY PARTICIPANT FOR 2008
\$191,030.74	\$1.01

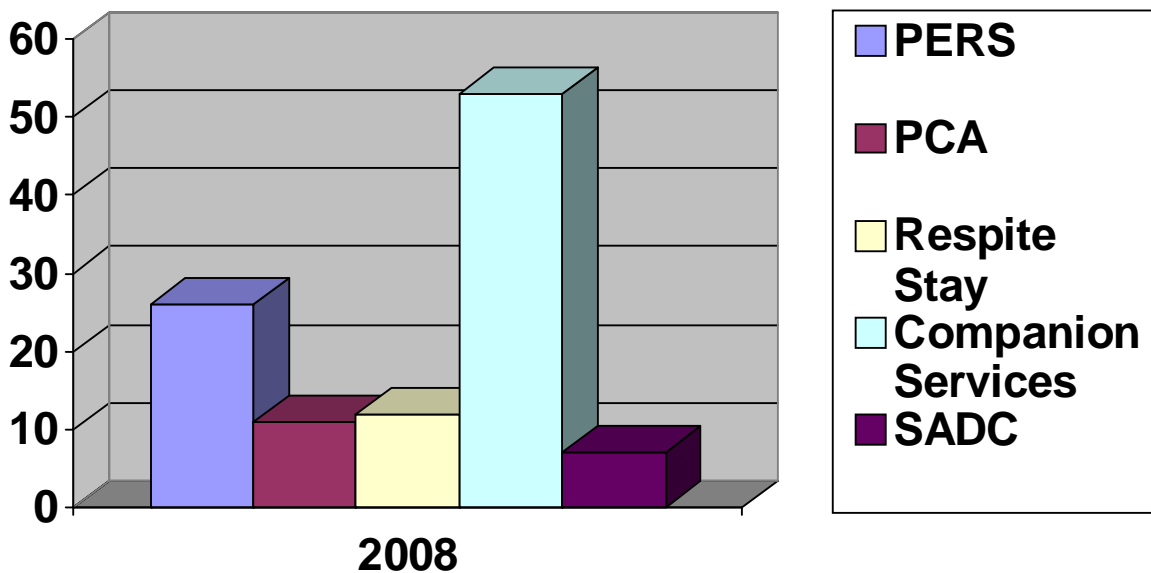
CAREGIVER SUPPORT PROGRAM

Family members or friends are responsible for the majority (85%) of all home care that is provided in a community, and one out of every four households in the United States is involved in some form of care giving. OFA/OCC provides unique and specialized services to informal family caregivers. An informal caregiver is a person, often a relative, who provides unpaid assistance to an individual with unmet needs. Research findings suggest that unpaid caregiver support saves the American taxpayer billions of dollars annually.

It is believed that by providing caregivers with support, premature institutionalization can be deterred and some of the strain caregivers endure can be alleviated. During 2008 OFA/OCC assisted family caregivers by providing several options including, in-home personal care services, social adult day care, respite stays in skilled nursing facilities and residential health care facilities, companion services as well as emergency response units. Response time for services can be as little as 24 hours if a provider is available.

We continue to initiate system changes within the program to provide a wider array of respite services for caregivers.

Caregiver Program Clients



231 CAREGIVERS SERVED

ALZHEIMER'S COORDINATED CARE DEMONSTRATION PROJECT

The Oneida County Alzheimer's Coordinated Care Demonstration Project was a three year long term care systems development project made possible by funding provided through the federal Administration on Aging and New York State Department of Health. The management of the project is through the New York State Office for the Aging in cooperation with the Oneida County Office for the Aging and Continuing Care and the Alzheimer's Association, Central New York Chapter. Technical assistance and project evaluation were provided by the Center for Excellence in Aging Services at the University at Albany.

The project worked toward a model program that enhanced linkages between county based long term care central assessment systems and the regional Alzheimer's screening and service delivery system. A main component of the project included direct service delivery, which was aimed at assisting individuals with Alzheimer's disease and other related dementias to remain in their home. In 2008, the project served approximately 250 families.

There was also a concentration on creating a Dementia Ready Workforce. This was accomplished through in home caregiver trainings as well as community education trainings. There has been approximately 400 individuals trained on Alzheimer's disease and related dementias.

The project was overseen by a local Advisory Committee that met on a quarterly basis to ensure the integrity of the project and to assist with procedural matters. Prior to the conclusion of this project, sustaining protocols were established and state-wide dissemination of replication materials was accomplished.

Final statistics for the program are as follows:

Total number of referrals received by project year

Year 1	50
Year 2	172
Year 3	296
Total	518

19 clients determined eligible for ongoing services funded through this project for this reporting period (1/1/08 – 6/30/08).

The type and amount of direct services that were provided to the 19 enrolled clients during this reporting period:

- Personal Care Aide 42 hours per week
- Social Adult Day Care 3 days per week
- Companion Service 76 hours per week
- LPN Service 2 hours per week
- Private Pay Help 30 hours per week

(The caregiver was reimbursed directly for specific private pay hours)

A total of 56 clients received ongoing services funded through this project for Year 1, Year 2, and Year 3. Of the 56 clients:

- 16 remain in their home
- 19 placed in a nursing home
- 11 expired
- 2 unable to fill service request
- 1 service fill with different funding stream
- 2 caregiver's choice
- 5 one time respite stay or specific amount of approved service such as 25 hours of companion service

HOUSING/WEATHERIZATION PROGRAM

Housing case management assisted individuals in seeking alternative housing such as MHA and Senior Housing, and by dealing with housing concerns. Services also included energy related repairs and weatherization. In 2008 OFA/OCC administered the ACCESS TO HOMES grant that addresses accessibility issues. The project successfully installed 21 portable, modular, reusable ramps and completed several bathroom modifications that included roll-in showers and height changes on sinks and commodes.

ELDER ABUSE COALITION

The Coalition is divided into two components, overseen by the Elder Abuse Program Coordinator who provides case management and coordinates the development of the formal Elder Abuse Coalition.

CASE MANAGEMENT:

The Program Coordinator assesses all elder abuse referrals. The Elder Abuse Program received 133 referrals during 2008. Service plans are then developed to address the current needs of each alleged victim. Service linkages and programs are coordinated on his/her behalf. This includes advocating for the client with other agencies as well as providing education about available options. The Coordinator then follows up on the service plan.

ELDER ABUSE COALITION:

The Oneida County Elder Abuse Coalition is a partnership of community agencies, including the Oneida County Adult Protective Agency, law enforcement, lawyers, District Attorney's office and others. The Coalition is a continually growing organization that is formed to promote awareness, recognition, and intervention to prevent elder abuse in our community. The Coalition meets the second Tuesday of every month to examine the more complicated cases, and to discuss issues causing the abuse and offer possible solutions. These options are presented to the client by the Program Coordinator who then coordinates for them on their behalf. The Coordinator also provides

trainings to area agencies on Elder Abuse issues that our vulnerable elderly population faces and what to look for.

LEGAL SERVICES

Legal outreach services for low income, adults over the age of 60 who are unable to obtain legal services for own attorney. Priority services include estate planning, health care proxy, wills, POA, collection, debt problems, and landlord tenant issues. Two Legal Services Providers, provided nearly 400 hours of legal council to OFA/OCC clients.

VOLUNTEER SENIOR TRANSPORTATION

Rides were provided by volunteers for individuals needing transportation and escort for medical appointments. Transportation and escort services provided to OFA/OCC clients by volunteers enlisted by the Parkway Senior Center, Retired Senior Volunteer Program (RSVP), served seniors in need of rides.

VOLUNTEER BILL PAYER PROGRAM

Assistance with monthly bill paying by trained volunteers of Family Services, Inc. OFA/OCC Partners with the Bill Payer Program to assign Volunteer Bill Payers for older adults who are unable to perform routine monthly handling of bill paying activities.

MENTAL HEALTH SERVICES

During 2008, one of the many benefits of the Office of the Aging/Office for Continuing Care and the Oneida County Department of Mental Health realized by working in a collaborative manner was assessments and service coordination for older adults with symptoms of mental illness. Mental Health assessment and referral services are provided by clinical professionals to ensure a comprehensive continuum of services for older individuals and other special populations.

HOME CARE UNIT

Home Care Brokerage and Coordination

The responsibility of the Home Care Unit is the brokerage and monitoring of Personal Care Services, Personal Emergency Response Systems, Home Delivered Meals, Social Adult Day Care and Consumer Managed Home Care Programs.

The Home Care Unit frequently acts as a trouble shooter and safety net for the OFA/OCC Case Managers. The Unit is in constant contact with subcontracted

provider agencies regarding service coverage, concerns, complaints and changes in clients' medical conditions and needs. The Home Care Unit screens and handles communications from clients, families and agencies and refers only appropriate case management issues to the OFA/OCC Case Managers.

The Home Care Unit is responsible for:

- Obtaining physician orders for approved and authorized services.
- Brokering to all contracted agencies for service requests from Case Managers on a daily basis as needed.
- Notification of Case Managers and Agency Contact Persons when there are changes indicated.

OFA/OCC Home Care Unit utilized the services of the following community service providers:

6 Licensed Home Care Service Agencies (LHCSA)

For Personal Care Services:

Family Home Care, Caregivers, US Care, St. Elizabeth Home Care, Presbyterian, Cathy Lee's Home Care and Sibley's.

3 Personal Emergency Response System Providers:

Response Link, Health Care Monitoring Systems, and Lifeline Systems. OFA/OCC also directly provides personal emergency response systems through usage of recently purchased Emergency 911 cell phone.

1 Home Delivered Meal Program Provider:

Prestige Services, Inc.

5 Social Adult Day Care Providers:

Ava Dorfman Senior Citizens Center – Rome, Lutheran Home – Clinton, Presbyterian Residential Community – New Hartford, Resource Center for Independent Living – Utica and Rome Family YMCA.

2 Consumer Managed Home Care Program Providers:

Resource Center for Independent Living, US Care Plan-it Staffing.

SOCIAL ADULT DAY CARE SERVICES

Social Model Adult Day Services serve functionally impaired elders in Oneida County by providing socialization, supervision, monitoring, personal care assistance, adequate nutrition and transportation in a protective setting during any part of the day, but less than a 24 hour period. Clients participate in programs from one to five days per week based on their needs.

OFA/OCC purchased SADC services from five community providers for programming at several locations throughout the county:

Ava Dorfman Senior Citizens Center in Rome, Lutheran Home in Clinton, Resource Center for Independent Living in Utica and Rome Family YMCA and the Presbyterian Home in New Hartford.

Each site has a SADC Coordinator who works closely with each participant to provide programming suitable for his or her needs. A comprehensive assessment and care plan is developed by the OFA/OCC Case Manager, who works with the client SADC Coordinator to ensure that the client's needs are met. During 2008 a total of 183 individuals were served by this program.

SENIOR EMPLOYMENT PROGRAM

The Senior Community Service Employment Program of the Older American Act provides employment and training to seniors 55 and older. Eligibility is based on income. To qualify, seniors must be at 125% of poverty. Today, more than ever, mature workers are returning to the workforce. In 2008 Office for the Aging and Office for Continuing Care continued its partnership with Oneida County Workforce Development Utilization of the One Stop Employment Centers in Utica and Rome to optimize the outcomes of this program for the older workers it serves. Oneida County currently has 10 training positions; sites are located at various not-for-profit organizations. They are:

Cornell Cooperative Extension, Cosmopolitan Center, Health Friends, Hope House, JCTOD Outreach, Inc., Oneida County Office for the Aging Rome Office, Salvation Army and Utica Working Solutions.

Enrollees worked a maximum of 17.5 hours per week. Work sites are selected so that the enrollees may develop new skill, making them more marketable in the job market of today. Enrollees are also assisted with resume writing techniques, job interview skills and job searching.

Elder Wellness Program

Health education and preventive activities designed for older adults. Elder wellness program coordinates with Oneida County Health Department and senior centers throughout the community. Outreach and promotion/prevention activities are also performed at community event and health fairs.

Oneida County Office for Aging/Continuing Care provided its Health Promotions Activities utilizing the services of Parkway Senior Center, Inc. Some of the 2008 events are:

The American Heart Association's Heart Run and Walk Health Expo, the annual booth at the Oneida County Boonville Fair on Senior Citizens Day.

During 2008 OFA/OCC participated in over twenty Health Fairs throughout Oneida County including the Oneida County Health Department's Flu Shot Clinics. The Parkway Senior Center Inc. provided countywide medication education clinics and various health related educational sessions and screening to older Oneida County residents.

Senior Mobile Health Expo 2008

A unique senior health initiative was also accomplished. On August 26, 2008 Office for the Aging and Office for Continuing Care provided older persons an opportunity to attend the New York State fair to engage in health related leaning activities and visit the health expo located on the NYS Fairgrounds. Oneida County Office for Aging and Office for Continuing Care is hosting a Senior Mobile Health & Wellness Day trip to the Great New York State Fair. This health promotion program offered all who attended an opportunity to gain some useful information and enjoy themselves at the same time.

Informational health and wellness videos were shown on the buses and Office for Aging staff were available to provide health education and disease prevention material. The group attended the Hall of Health Building between 10:00 AM and 12:00 noon to take part in free health screenings.

Over 208 older Oneida County residents participated with registration on a first come, first served basis. The following Senior Centers took part in the program:

**SOUTH ROME SENIOR CENTER
AVA DORMAN SENIOR CENTER
NEW HARTFORD SENIOR CENTER
NORTH UTICA SENIOR CENTER
PARKWAY SENIOR CENTER
KIRKLAND SENIOR CENTER
NOYES MANOR**

LONG TERM CARE OMBUDSMAN PROGRAM

Oneida County Office for Aging/Continuing Care continued its partnership with the Utica Chapter of the American Red Cross to provide advocacy for clients of residential health care facilities. In addition, the Long Term Care Ombudsman Program provided friendly visiting, problem solving, and dispute resolution for residents of 19 nursing facilities, 13 adult homes, 11 family type residential adult homes and 5 assisted living facilities in Oneida County. Potential volunteers were recruited, screened, and trained in all areas of institutional and community based long term care services including nursing home resident rights. In 2008, 24 trained ombudsman volunteers serviced Oneida County Office for the Aging/Continuing Care

residents of facilities in Oneida County's nursing homes and adult homes. Issues and complaints were called into the Red Cross Elder Services Coordinator who assigned the appropriate volunteer ombudsman to visit the facility resident. Each LTCOP volunteer spent an average of four hours per week at their assigned facility.

HOME ENERGY ASSISTANCE PROGRAM

Oneida County Office for the Aging & Continuing Care has again worked closely with the Department of Social Services to coordinate the DSS and OFA HEAP unit for the 2008- 2009 season. Training was provided to all case managers to review new forms and regulations with a more in depth training provided to new case managers and certifiers.

Approximately 4600 applications were mailed to previous OFA/OCC HEAP recipients. An additional 510 applications were mailed as a result of calls received from first time applicants by our intake staff. Dates and locations of all outreach sites were included in all HEAP mail out packets. Over 500 regular and emergency HEAP applications were processed by our outreach workers either by walk in clients or applications received at our OFA/OCC outreach sites.

HEALTH INSURANCE COUNSELING AND ASSISTANCE PROGRAM

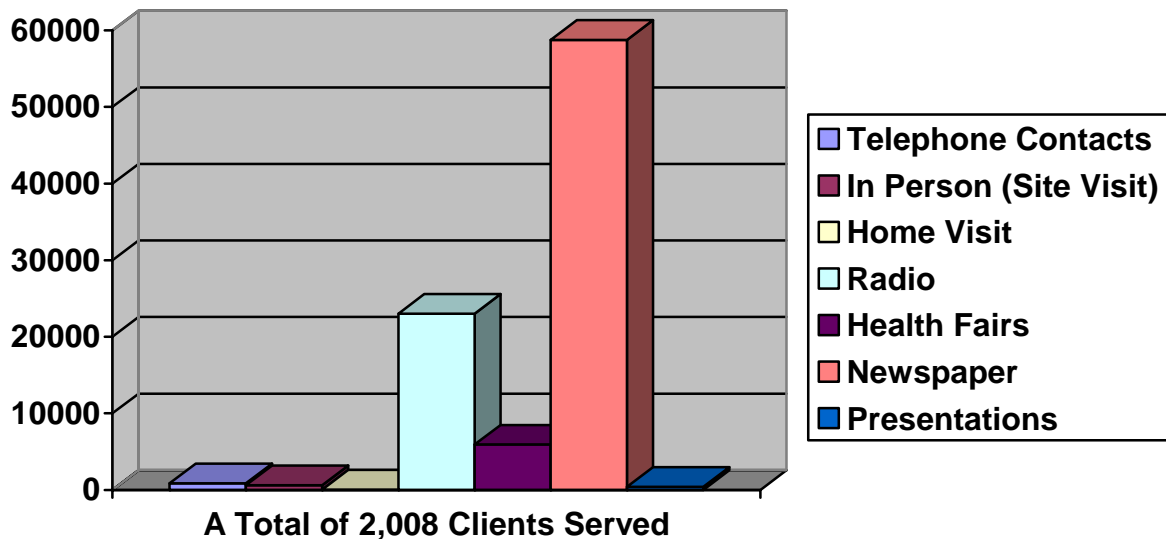
In 2008 Oneida County Office for the Aging/Continuing Care provided Health Insurance Information Counseling and Assistance Services with its community providers North Utica Community Center, Inc. and the Senior Citizens Council of Rome (Ava Dorfman Senior Center). HIICAP counselors provided assistance to Medicare Beneficiaries and the disabled. Counselors provided free, unbiased counseling, information, and education. They helped consumers understand choices about their Medicare benefits, Medicare Supplemental (MediGap) Plans, Managed Care, Medicaid, Medicare Advantage Plans, Long Term Care Insurance, along with Medicare Part D and NYSEPIC program. We continue to collaborate with both Senior Centers for our two existing HIICAP + Long Term Care Insurance Counseling Centers.

Senior Citizens Council of Rome New York
Ava Dorfman Senior Civic Center
207 East Locust Street
Rome, New York 13440

North Utica Community Center, Inc.
50 Riverside Drive
Utica, New York 13502

HIICAP Counselors performed educational seminars and workshops at several urban and rural focal points including senior centers, town facilities, churches, and senior housing sites to provide guidance to persons who needed clarification and enrollment assistance relating to coverage issues they faced during 2008. A total of individuals received services in 2008.

MEDICARE BENEFICIARY CONTACTS



NY Connects: Choices for Long Term Care

NY Connects was designed through a partnership with New York State Office for the Aging and Department of Health to address the need for coordination of long term care services available to seniors, disabled adults and children with impairments.

NY Connects provides locally accessible, consumer-centered access points that provide comprehensive information about long term care options and linkages to services for individuals of all ages with long term care needs. Long term care services refer to the wide range of in-home, community based, and institutional services and programs that are designed to help elderly and individuals with disabilities of all ages. The goal is to empower individuals to make informed choices and to streamline access to long term care services and supports, NY Connects intends to advance the following vision: self determination and personal responsibility; consumer centered and meeting consumer needs; high quality care; efficiency and affordability.

NY Connects functions consist of the development of an infrastructure to support operations including staffing, planning and collaboration, establishment of a Long Term Care Council, and the following functions:

- **Information and Assistance:** Provision of comprehensive, objective information and support for individuals and their caregivers/families about home, community based and institutional long term care services and linkage to services and resources to meet their needs.
- **Screening:** A comprehensive screening consisting of a preliminary evaluation of the consumer's and their caregiver's general social, medical and financial needs in order to identify available services and options.

- Public Education: An on-going education and awareness campaign to educate all residents about NY Connects, the long term care services in their community and to assist consumers in preparing for their long term care needs.

NY Connects builds on the power of community by focusing on partnerships. By improving communications and collaboration between existing resources, counties are able to break down silos of care to improve availability of services and responsiveness of the system to the long term care needs of the community.

OFA/OCC COMMUNITY PARTNERS

ONEIDA COUNTY'S SENIOR CENTERS

Ava Dorfman Senior Citizens Center

305 East Locust Street, Rome

Phone: 337-8230

N. Utica Sr. Citizens Rec. Center

50 Riverside Drive Utica

Phone: 735-2032

Utica Parkway Senior Center

220 Memorial Parkway, Utica

Phone: 733-2342

South Rome Senior Center

211 Ridge Street, Rome

Phone: 339-6457

**New Hartford Dining &
Activity Center**

1 Sherman Street, New Hartford

Phone: 724-8966

West Side Senior Center

717 Court Street, Utica

Phone: 733-9226

Whitestown Community Center

Westmoreland Road, Whitesboro

Phone 736-3811

OFA/OCC MAJOR SERVICE PROVIDERS

Ava Dorman Senior Citizens Center

305 Locust Street, Rome

Phone: 337-8230

Parkway Senior Center

220 Memorial Parkway Utica

Phone: 733-2342

N. Utica Sr. Citizens Rec. Center

50 Riverside Drive, Utica

Phone: 735-2032

Alzheimer's Association

414 Kirkpatrick Street, Syracuse

Phone: 472-4201