

ONEIDA COUNTY

**OFFICE FOR THE AGING /
CONTINUING CARE**

**2009
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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January, 2010

Dear County Executive Picente and Chairman Fiorini,

The following pages provide an overview and summary of programs and services provided by the Office for the Aging / Continuing Care to the elderly, disabled, and their families in Oneida County during 2009.

The services and programs provided by OFA-OCC are achieved through a combined effort of staff, and our many community partners. All functions performed by Office for the Aging / 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 Oneida County staff and a network of community based providers making a comprehensive community based long term care continuum. The Office for the Aging / 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 our accomplishments throughout 2009. A few of the most significant accomplishments were:

- Served a total of 12,049 unduplicated consumers with a variety of services including information, assistance, and community based in-home services. Provided on going case management and in-home services to approximately 3000 individuals during 2009.
- Began to investigate methods of improving nursing services for OFA/OCC consumers by exploring options of procuring these services through local licensed home care agencies. This includes rate setting under the auspices of the New York State Department of Health for several licensed home health care organizations.
- Applied for a waiver for annual nursing assessments to reduce the number of required visits to consumers receiving Medicaid funded long term care services. This is intended to increase efficiency and decrease program related expenses.
- Partnered 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. This initiative established a flexible consumer directed model for individuals at-risk for nursing home placement and spending down resources for Medicaid eligibility. A key component of this project formed a partnership between the Office for the Aging/Continuing Care and the Veterans Health Administration.
- Negotiated rates for reimbursement to OFA/OCC from the Veterans Health Administration to begin coordinating long term care services for disabled veterans referred by the Veterans Health Administration.
- Collaborated with Oneida County Youth Bureau on an intergenerational community engagement project to assist older residents in Oneida County. This project known as *Intergenerational Spring and Fall Clean Up* matches younger volunteers with older Oneida County Residents for general yard clean up. This helps remove a common barrier for many older individuals to remain living independently in their own homes for as long as possible.

- Conducted comprehensive planning activities for the needs of older Oneida County residents and their families. This involved quarterly sessions with senior center directors, as well as gathering input from other service providers and consumers. Planning forums were held in several locations throughout the county with valuable information obtained to plan for future enhancements to the County's aging and long term care delivery system.

Also, we are very excited about our 2010 highlights and initiatives, including:

- Continue to work with the Department of Social Services to improve the coordination of nursing services by seeking alternatives through community provider arrangements for these services.
- Continue partnerships with the Oneida County Youth Bureau to fill needs of older adults by enlisting area youth volunteers.
- Expand and enhance community based long term care services for disabled veterans through the newly formed partnership with the Veterans Health Administration.
- Explore telecommunication opportunities to provide health education and improved accessibility for older adults. The intent is to use these innovations as a method of fill gaps made by lack of transportation and resources to do so.
- Partner with Mohawk Valley Community College and Senior Citizens Council of Rome to develop a curriculum to empower family caregivers. This initiative will provide practical knowledge for persons caring for elders at home, teach coping techniques, and provide respite to enable caregivers to attend sessions.

Office for the Aging/Office & Office of Continuing Care looks forward to serving this community in 2010 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 the Oneida County Office for the Aging / Continuing Care is to serve as the lead planning, funding and advocacy agency for older adults, the disabled, and 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 adults, 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 elders 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

2009 Advisory Council Membership

Lisle Sanborn – Chairperson

Dr. Kathleen Bishop	Anthony Joseph	Andrew Savoie
Rose Ann Convertino	Kathleen Kennelty	Mayor Joseph Shay
Margaret Corbett	Margot Mathews	Lucille Soldato
Lori Decker	Jean McBride	Carol Steele
Ava Dorfman	Emil R. Paparella	Karen Teachout
Donna Gillette	Morris Pearson	Herbert Thorpe
Patsy Glista	Yvonne Perry	Dr. Guy Wilcox
Barbara Glueck	Shana Pughe	Jay Williams
Patricia Hudak		

2009 PLANNING ACTIVITIES

As part of the 2009 Planning Process, planning meetings were held with: NAACP, Senior Center Directors serving diverse populations, the OMRDD Oneida County Subcommittee, and the Oneida County Special Populations Subcommittee of the Oneida County Office for the Aging / Continuing Care Advisory Council along with the Senior Centers. As a formal, ongoing standing committee this committee reports directly to OFA-OCC. This ensures that the outreach efforts continue all year long beyond the planning meetings. The Subcommittee also addresses specific issues and gaps in services throughout the year. Charged with the task of providing outreach, partly through telecommunications, this committee is working, ongoing, at developing collaborations and a telecommunications shared infrastructure. Public hearings were held at OFA-OCC Supervisor meetings, Boonville United Methodist Church, Parkway Senior Center, Knoxboro Center – Arc Oneida/Lewis, New Hartford Senior Dining & Activity Center, Ava Dorfman Senior Citizens Civic Center, NAACP-Rome Chapter, OMRDD Subcommittee Meeting, OFA Special Populations Subcommittee Meeting, and meetings with Senior Center Directors.

INFORMATION & ASSISTANCE / POINT OF ENTRY

Oneida County OFA-OCC 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 specific functions:

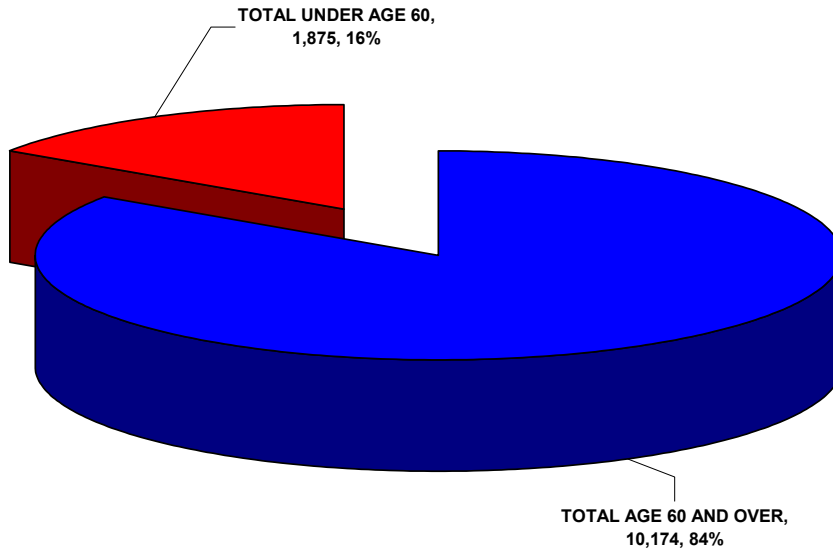
- **Information and Assistance:** Provision of comprehensive, objective information and support for individuals and their caregivers/families about home, community based and institutional long term care services and linkage to services and resources to meet their needs.
- **Screening:** A comprehensive 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.

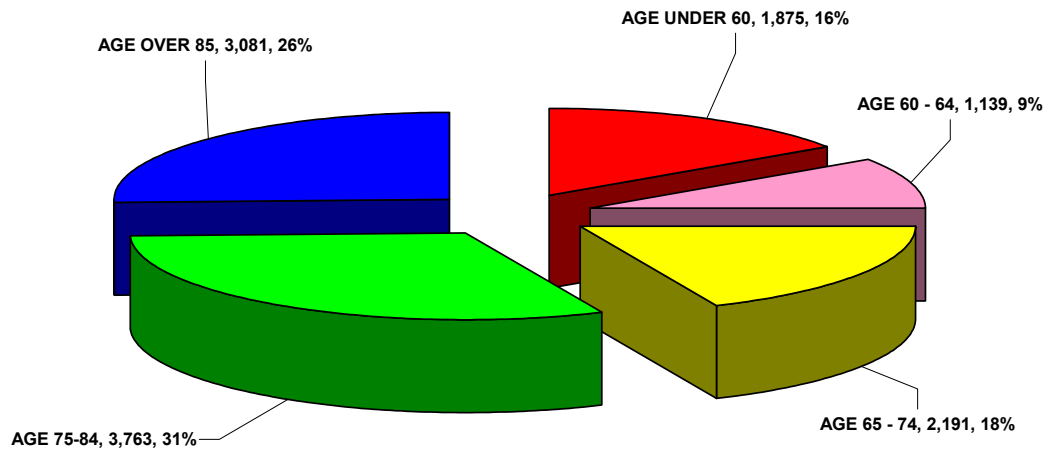
In 2009, OFA-OCC served (12,049) unduplicated persons under this program.

2009 CLIENT DEMOGRAPHICS

2009 OFA-OCC (12,049) UNDUPLICATED PERSONS SERVED -
BY (UNDER / OVER AGE 60) STATUS

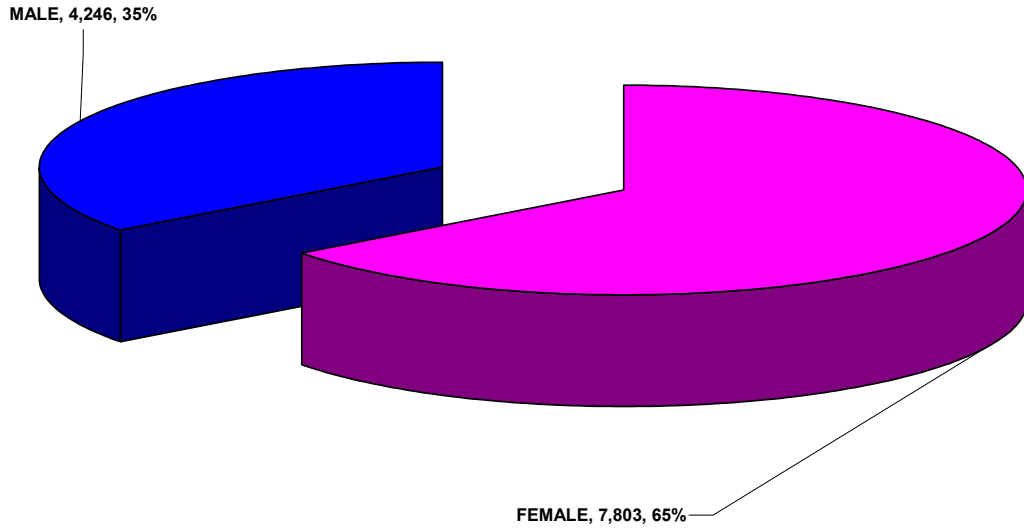


2009 OFA-OCC (12,049) UNDUPLICATED PERSONS SERVED -
BY (AGE CATEGORY) STATUS

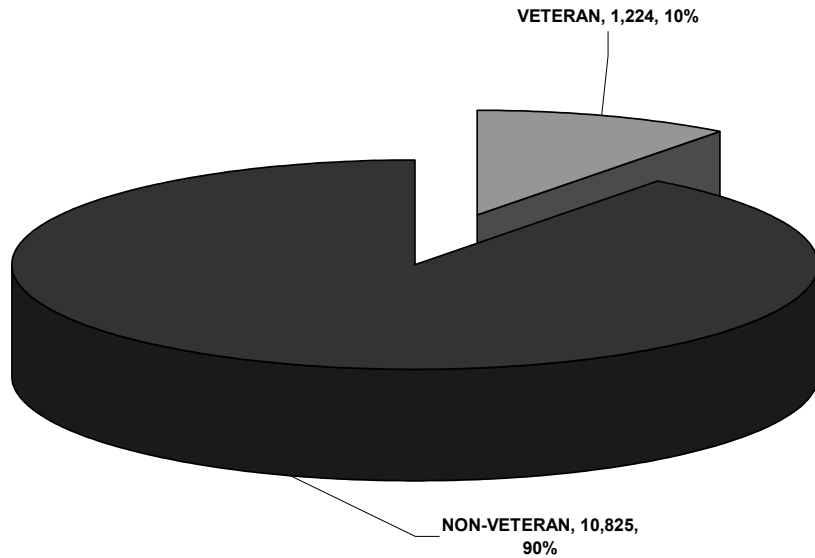


2009 CLIENT DEMOGRAPHICS

2009 OFA-OCC (12,049) UNDUPLICATED PERSONS SERVED -
BY (GENDER) STATUS

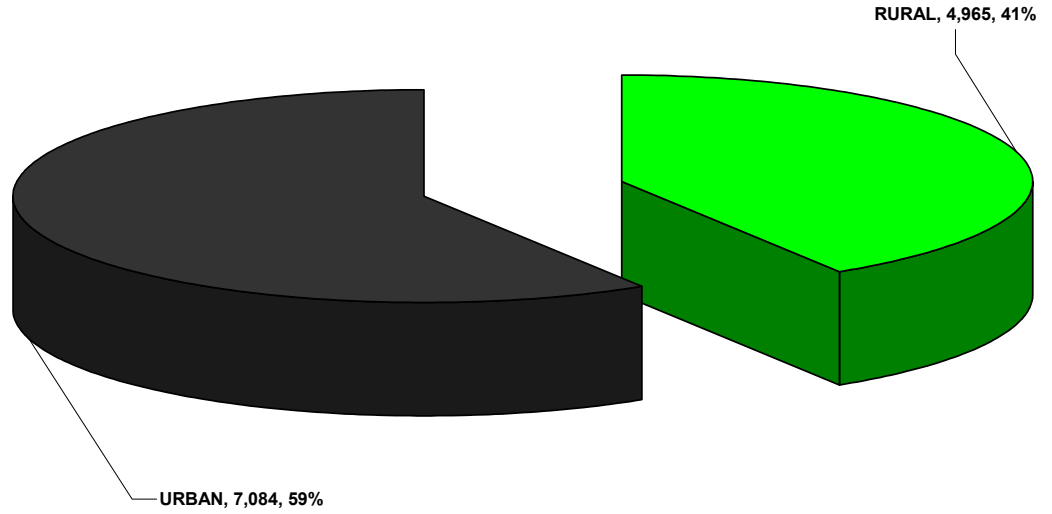


2009 OFA-OCC (12,049) UNDUPLICATED PERSONS SERVED -
BY (VETERAN) STATUS

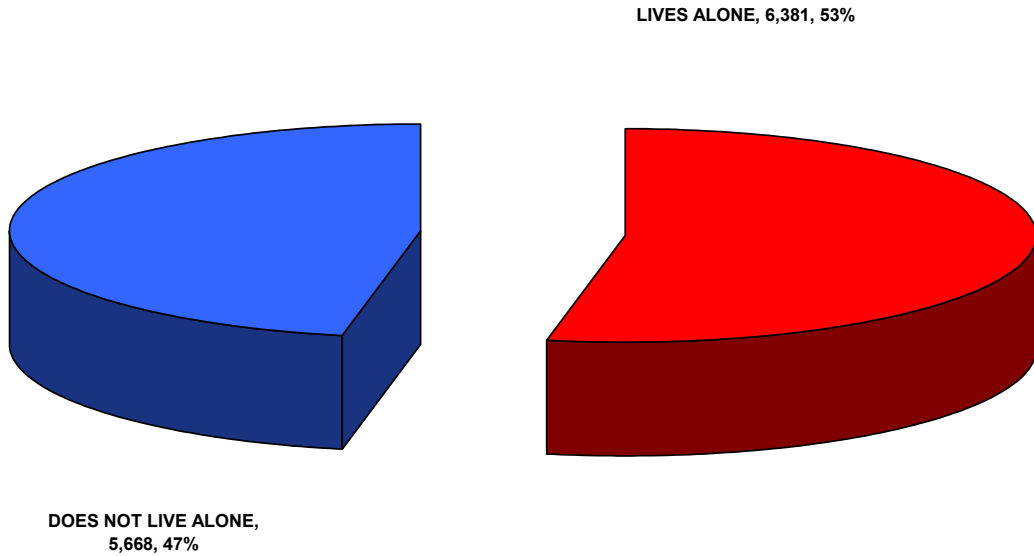


2009 CLIENT DEMOGRAPHICS

2009 OFA-OCC (12,049) UNDUPLICATED PERSONS SERVED -
BY (RURAL) STATUS

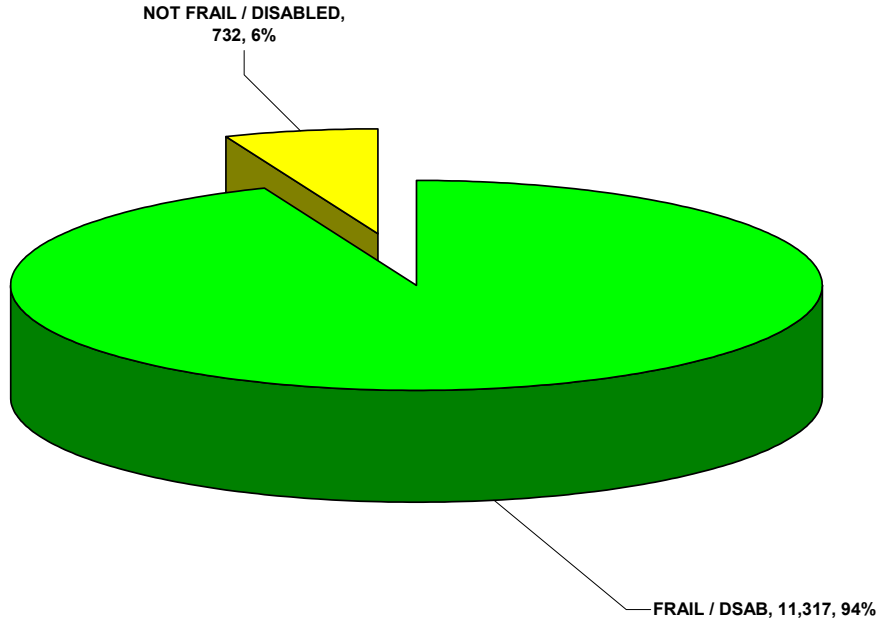


2009 OFA-OCC (12,049) UNDUPLICATED PERSONS SERVED -
BY (LIVES ALONE) STATUS

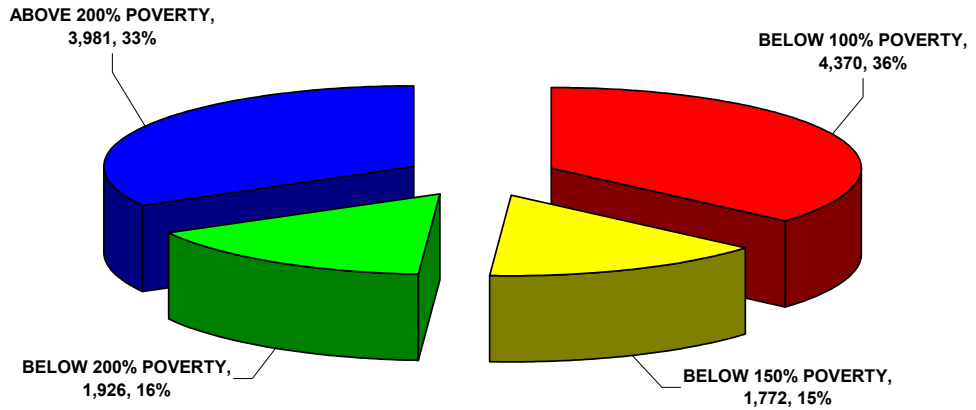


2009 CLIENT DEMOGRAPHICS

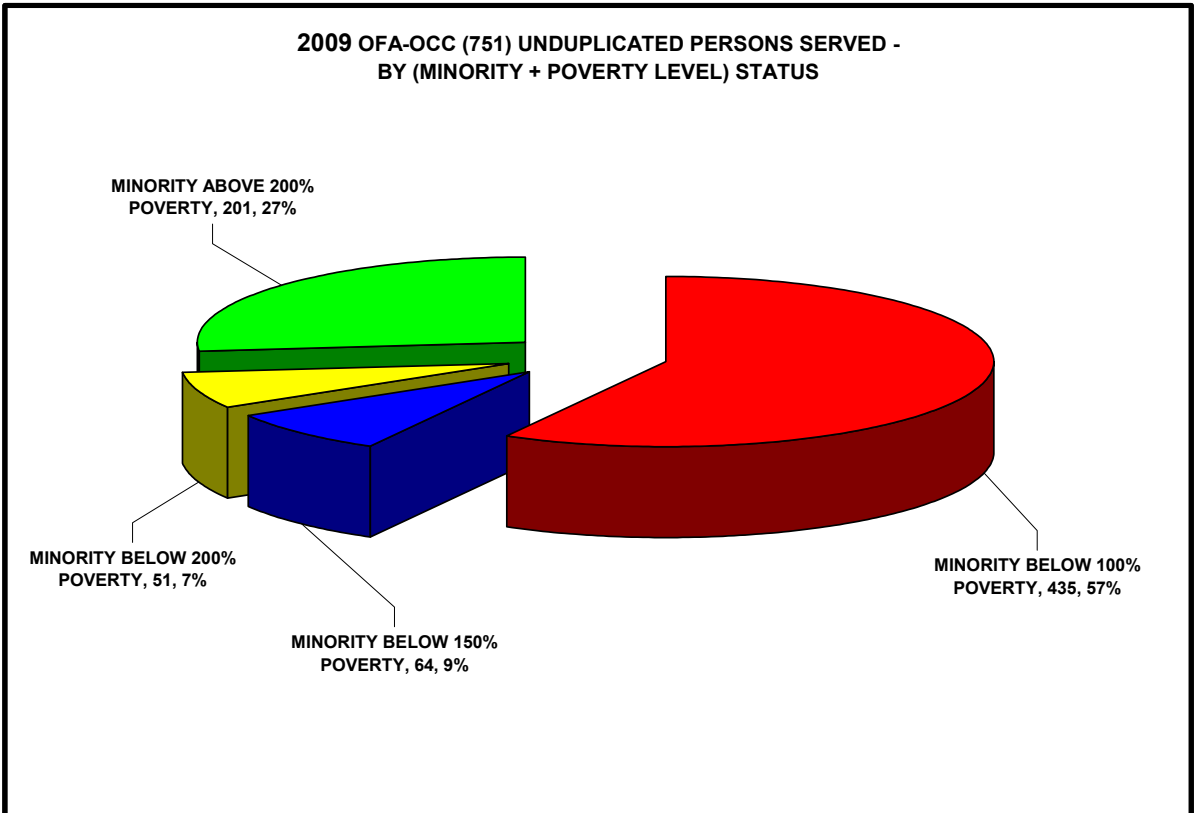
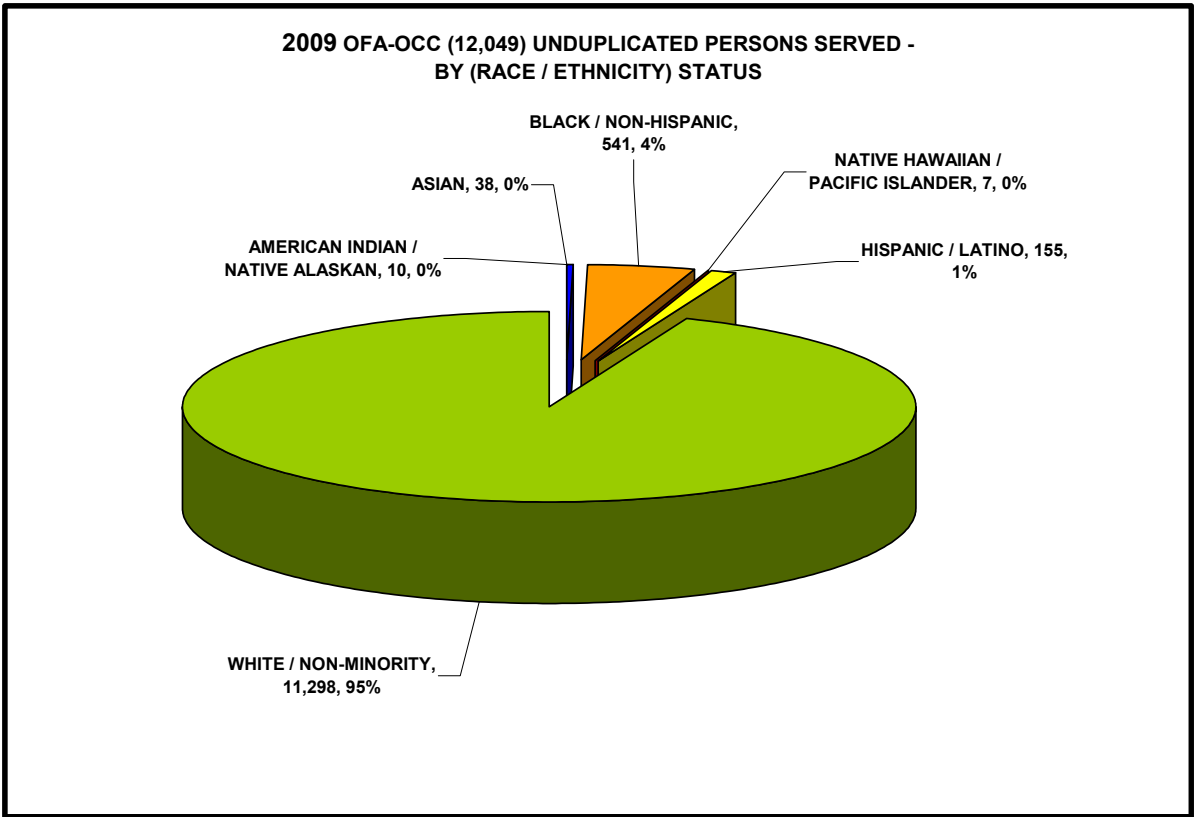
2009 OFA-OCC (12,049) UNDUPLICATED PERSONS SERVED -
BY (FRAIL / DISABLED) STATUS



2009 OFA-OCC (12,049) UNDUPLICATED PERSONS SERVED -
BY (POVERTY LEVEL CATEGORY) STATUS



2009 CLIENT DEMOGRAPHICS



COMMUNITY BASED SERVICES

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

The Office for the Aging and Office of Continuing Care serves the elders and disabled throughout the entire county of Oneida, including: 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.

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 offers legal seminars. Home visits are made to those in need of assessment, care linkages, and service coordination.

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 **I&A / POE Unit** at **315-798-5456**.

Referrals are assigned to a Case Management team based on the 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 grant funded service alternatives are options that are discussed.

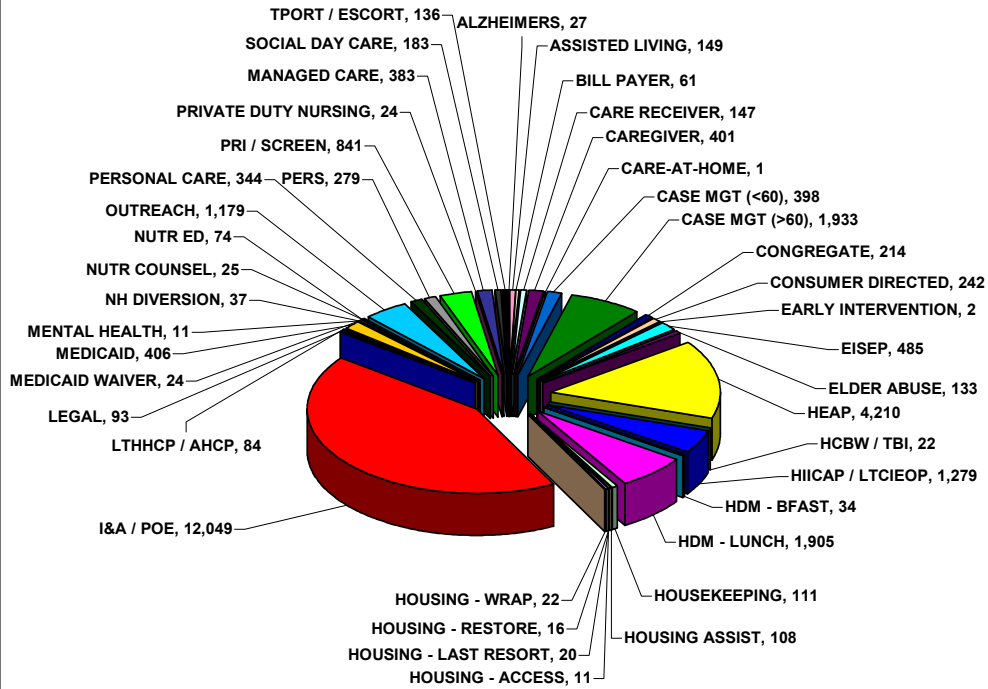
2009 Oneida County OFA-OCC Service Provision Programs included:

Information & Assistance / Point of Entry Programs (**I&A POE**), Alzheimer's Respite Scholarship Fund Program (**ALZ**), Assisted Living Programs (**ALPS**), Bill Payer Program (**BP**), Caregiver Support Program for Caregivers (**CGVR**) & Care Receivers (**CRCVR**), Care-At-Home Programs (**CAH**), Case Management Programs (**CASE MGT < age 60**), Case Management Programs (**CASE MGT > age 60**), Congregate Dining Site Programs (**CONG**), Consumer Directed Personal Assistance Programs (**CDPAP**), Early Intervention Programs (**EIP**), Expanded In-Home Services for the Elderly Program (**EISEP**), Elder Abuse Coalition Program (**ELD AB**), Senior Employment Title V Program (**EMPLOY**), Home Energy Assistance Programs (**HEAP**), Home & Community Based Waiver Programs (**HCBW**), Traumatic Brain Injury Home & Community Based Waiver Program (**HCBW-TBI**), Health Insurance Information Counseling Assistance Programs (**HIICAP**), Long Term Care Insurance Education Information Programs (**LTCIEOP**), Housekeeping Programs (**PCA1**), Housing Assistance Programs (**HOUSING**), Housing – Access Program (**ACCESS**), Housing – Last Resort Program (**LAST RST**), Housing – Weatherization Program (**WRAP**), Legal Assistance Programs (**LEGAL**), Long Term Home Health Care Program (**LTHHCP**), AIDS Home Care Program (**AHCP**), Medicaid Home Based Services Programs (**MA HBS**), Medicaid Home Based Services Waiver Programs (**MA WAIVER**), Mental Health Programs (**MH**), Nursing Home Diversion & Modernization Grant Program (**NHDMG**), Veterans Nursing Home Diversion & Modernization Grant Program (**NHDMG-V**), Nutrition Programs including Home Delivered Meals – Breakfast (**HDM-BFAST**), Home Delivered Meals – Lunch (**HDM-LUNCH**), Nutrition Counseling (**NUTR C**), & Nutrition Education (**NUTR ED**), Community Outreach & Education Programs (**OUT**), Personal Care Services Programs (**PCA2**), Personal Emergency Response System Programs (**PERS**), Patient Review Instrument & Screening Assessment Scoring Programs (**PRI-SCREEN**), DMS-1 Assessment Scoring Programs (**DMS-1**), Private Duty Nursing Services Programs (**PDN**), Managed Care Service Programs (**MGD CARE**), Social Model Adult Day Care Services Programs (**SDC**), Medical Model Day Care Services Programs (**MDC**), Medical Appointment Transportation Services Program (**TSPORT**), and Assisted Transportation – Escort Service Programs (**ESCORT**).

COMMUNITY BASED SERVICES

2009 OFA-OCC UNDUPLICATED PERSONS SERVED - BY PROGRAM

- ALZHEIMERS
- ASSISTED LIVING
- BILL PAYER
- CARE RECEIVER
- CAREGIVER
- CARE-AT-HOME
- CASE MGT (<60)
- CASE MGT (>60)
- CONGREGATE
- CONSUMER DIRECTED
- EARLY INTERVENTION
- EISEP
- ELDER ABUSE
- HEAP
- HCBW / TBI
- HIICAP / LTCIEOP
- HDM - BFAST
- HDM - LUNCH
- HOUSEKEEPING
- HOUSING ASSIST
- HOUSING - ACCESS
- HOUSING - LAST RESORT
- HOUSING - RESTORE
- HOUSING - WRAP
- I&A / POE
- LEGAL
- LTHHCP / AHCP
- MEDICAID
- MEDICAID WAIVER
- MENTAL HEALTH
- NH DIVERSION
- NUTR COUNSEL
- NUTR ED
- OUTREACH
- PERSONAL CARE
- PERS
- PRI / SCREEN
- PRIVATE DUTY NURSING
- MANAGED CARE
- SOCIAL DAY CARE
- TPORT / ESCORT



PROGRAM	# PERSONS 2009	PROGRAM	# PERSONS 2009
ALZHEIMERS	27	HOUSING - ACCESS	11
ASSISTED LIVING	149	HOUSING - LAST RESORT	20
BILL PAYER	61	HOUSING - RESTORE	16
CARE RECEIVER	147	HOUSING - WRAP	22
CAREGIVER	401	I&A / POE	12,049
CARE-AT-HOME	1	LEGAL	93
CASE MGT (<60)	398	LTHHCP / AHCP	84
CASE MGT (>60)	1,933	MEDICAID	406
CONGREGATE	214	MEDICAID WAIVER	24
CONSUMER DIRECTED	242	MENTAL HEALTH	11
EARLY INTERVENTION	2	NH DIVERSION	37
EISEP	485	NUTR COUNSEL	25
ELDER ABUSE	133	NUTR ED	74
EMPLOYMENT	10	OUTREACH	1,179
HEAP	4,210	PERSONAL CARE	344
HCBW / TBI	22	PERS	279
HIICAP / LTCIEOP	1,279	PRI / SCREEN	841
HDM - BFAST	34	PRIVATE DUTY NURSING	24
HDM - LUNCH	1,905	MANAGED CARE	383
HOUSEKEEPING	111	SOCIAL DAY CARE	183
HOUSING ASSIST	108	TPORT / ESCORT	136

ALZHEIMER'S ASSISTANCE PROGRAM

Applicants need only to have a medical diagnosis of Alzheimer's disease or a related disorder, and be living at home. Past recipients have used grants to augment in-home care, try out an adult day program, or to finance a short-term facility stay so the primary caregiver could attend a family reunion. Scholarships may not be used for permanent nursing home placement.

In 2009, OFA-OCC served (27) unduplicated persons under this program.

ASSISTED LIVING PROGRAM

Serves persons who are medically eligible for nursing home placement but serves them in a less medically intensive, lower cost setting. ALP provides personal care, room, board, housekeeping, supervision, home health aides, personal emergency response services, nursing, physical therapy, occupational therapy, speech therapy, medical supplies and equipment, adult day health care, a range of home health services, and the case management services of a registered professional nurse.

In 2009, OFA-OCC served (149) unduplicated persons under this program.

BILL PAYER PROGRAM (VOLUNTEER)

The AARP Bill Payer Program is under the umbrella of **Family Services of the Mohawk Valley Inc.** and partners with OFA-OCC. Bill payer volunteers are trained and supported by professional Care Managers to provide bill payer assistance to low-income elders and people with disabilities to enable them to continue living independently. The clients have the capacity to remain in control of their finances and they voluntarily receive the services. The tasks include sorting mail, writing checks for the client to sign, balancing the checkbooks and making sure bills are mailed in a timely manner. The program uses screened and trained volunteers to help seniors with confidential monthly money management, in which the client's bill paying funds are bonded.

In 2009, OFA-OCC served (61) unduplicated persons under this program.

CARE-AT-HOME PROGRAM

The Medicaid-waiver Care at Home (CAH) I/II program provides community-based services to physically disabled children who require hospital or skilled nursing home level of care, and allows the child to be at home instead of an institutional setting. Medicaid state plan services and waiver services, including case management, respite, home adaptations, vehicle modification and palliative care are available to assist families in caring for their disabled child at home. Considered as a group, the cost of care of children participating in CAH I/II can not exceed that if cared for in a skilled nursing facility or hospital.

The Care At Home Waiver program allows Medicaid to pay for some services not provided through "regular" Medicaid, such as case management, respite, home adaptations and vehicle modification. These services can make home care an option for children and their families. Although this Medicaid funding applies only to the child, it can be used to help cover the costs of caring for the child at home.

In 2009, OFA-OCC served (01) unduplicated pediatric person under this program.

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

In 2009, OFA-OCC served (401) unduplicated caregivers by providing several options - **Including:** counseling, training, and support groups, as well as providing respite services for (147) unduplicated care receivers, **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 for care receivers. Response time for services can be as little as 24 hours if a provider is available.

CASE MANAGEMENT PROGRAM

In 2009, OFA-OCC served (1933) unduplicated persons (over age 60) under this program, and In 2009, OFA-OCC served (398) unduplicated persons (under age 60) under this program.

CONGREGATE DINING

The Nutrition Program's (12) Congregate Dining Sites are 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 are 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
- WEST SIDE SENIOR CENTER, UTICA
- NOYES MANOR APARTMENTS, SHERRILL

CONGREGATE - 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, the same as the congregate dining sites.

In 2009, OFA-OCC served (214) unduplicated persons under this program.

CONSUMER DIRECTED PERSONAL ASSISTANCE PROGRAM

This Medicaid program provides services to chronically ill or physically disabled individuals who have a medical need for help with activities of daily living (ADLs) or skilled nursing services. Services can include any of the services provided by a personal care aide (home attendant), home health aide, or nurse.

Recipients have flexibility and freedom in choosing their caregivers. The consumer or the person acting on the consumer's behalf (such as the parent of a disabled or chronically ill child) assumes full responsibility for hiring, training, supervising, and – if need be – terminating the employment of persons providing the services. Recipients must be able and willing to make informed choices regarding the management of the services they receive, or have a legal guardian or designated relative or other adult able and willing to help make informed choices.

The consumer or designee must also be responsible for recruiting, hiring, training, supervising and terminating caregivers, and must arrange for back-up coverage when necessary, arrange and coordinate other services; and keep payroll records

In 2009, OFA-OCC served (242) unduplicated persons under this program.

EARLY INTERVENTION PROGRAM

The New York State Early Intervention Program (EIP) is part of the national Early Intervention Program for infants and toddlers with disabilities and their families. First created by Congress in 1986 under the Individuals with Disabilities Education Act (IDEA), the EIP is administered by the New York State Department of Health through the Bureau of Early Intervention.

To be eligible for services, children must be under 3 years of age and have a confirmed disability or established developmental delay, as defined by the State, in one or more of the following areas of development: physical, cognitive, communication, social-emotional, and/or adaptive.

The Early Intervention Program offers a variety of therapeutic and support services to eligible infants and toddlers with disabilities and their families, including: family education and counseling, home visits, and parent support groups, special instruction, speech pathology and audiology, occupational therapy, physical therapy, psychological services, service coordination, nursing services, nutrition services, social work services, vision services, assistive technology devices and services

In 2009, OFA-OCC served (02) unduplicated pediatric persons under this program.

ELDER ABUSE PROGRAM

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 2009. 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.

In 2009, OFA-OCC served (133) unduplicated persons under this program.

EXPANDED IN-HOME SERVICES FOR THE ELDERLY PROGRAM

EISEP assists older people (aged 60 and older) who need help with everyday activities to take care of themselves (such as dressing, bathing, personal care, shopping, and cooking), want to remain at home, and are not eligible for Medicaid.

EISEP services include non-medical in-home services such as housekeeping, personal care, respite, case management, and related services (such as emergency response systems).

EISEP services support and supplement informal care provided by clients' families.

Clients are required to share the cost of services, based on income. These costs are determined by a sliding scale and range from no-cost to full-cost.

In 2009, OFA-OCC served (485) unduplicated persons under this program.

HEALTH INSURANCE INFORMATION, COUNSELING AND ASSISTANCE & LONG TERM CARE INSURANCE EDUCATION OUTREACH PROGRAMS

In 2009 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 Advantage Plans, Long Term Care Insurance, along with Medicare Part D and NYS EPIC 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
Counseling Center Open
Tuesday & Thursday 10 a.m. - 2 p.m.

North Utica Community Center, Inc.
50 Riverside Drive
Utica, New York 13502
Counseling Center Open
Monday & Wednesday & Friday
10 a.m. - 2 p.m.

HIICAP Counselors performed educational seminars and workshops at several urban and rural focal points including senior centers, senior housing and senior clubs to provide guidance to persons who needed clarification and enrollment assistance relating to coverage issues they faced during 2009.

In 2009, OFA-OCC served (1,279) unduplicated persons under these program.

HEALTH PROMOTIONS - ELDER WELLNESS PROGRAM

Health education and preventive activities designed for older adults. **Elder Wellness Program** coordinates with the **Oneida County Health Department** and **Senior Centers** throughout the county. Outreach and promotion / prevention activities are also scheduled at existing community events and health fairs. During 2009 OFA-OCC participated in over (25) Health Fairs throughout Oneida County. Some of the Health Fairs included:

The American Heart Association's Heart Run and Walk Health Expo,
2009 Community Health Festival at the Boonville Oneida County Fair,
National Senior Health and Fitness Day, &
V.V.S. Community Day

Oneida County Office for Aging & Continuing Care provided its **Health Promotions Activities** utilizing the services of **Parkway Senior Center, Inc.** Some of the 2009 events were:

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 2009 OFA-OCC participated in over (20) 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 2009

A unique senior health initiative was also piloted. On August 31, 2009 the Office for the Aging and Office of Continuing Care provided older persons an opportunity to attend the New York State fair to engage in health related learning activities and visit the health expo located on the NYS Fairgrounds. Oneida County Office for Aging and Office of Continuing Care hosted 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 education materials. The group attended the Hall of Health Building between 10:00 AM and 12:00 noon to take part in free health screenings.

A total of (371) older Oneida County residents participated with registration on a first come, first served basis. The following Senior Centers and Senior Groups took part in the program:

- North Utica Senior Center
- Oriskany Falls Senior Group
- Parkway Senior Center
- South Rome Senior Center

HOME & COMMUNITY BASED WAIVER PROGRAM & TRAUMATIC BRAIN INJURY WAIVER PROGRAM

The HCBS/TBI waiver is accessed through a network of Regional Resource Development Centers which serve specific counties throughout the state. The Waiver provides a variety of services to support an individual in the community. Each waiver participant selects an approved Service Coordinator to assist them in the development of a Service Plan and to oversee the provision of all services selected by the participant.

HCBS/TBI waiver services include: service coordination, independent living skills training and development, structured day programs, substance abuse programs, intensive behavioral programs, community integration counseling, home and community support services, environmental modifications, respite care, assistive technology, transportation, and community transition services.

To provide supports and services to assist an individual with a traumatic brain injury (TBI) to live as independently as possible in the community of their choice.

- Must have a diagnosis of TBI or a related diagnosis
- Be eligible for nursing facility level of care
- Have an in-patient stay of at least 30 days
- Be enrolled in the Medicaid Program
- Be 18-64 years old
- Choose to live in the community rather than a nursing facility
- Have or find a living arrangement that meets the person's needs
- Be able to be served with the funds and services available under the HCBS/TBI waiver and New York Medicaid State Plan.

In 2009, OFA-OCC served (22) unduplicated persons under this program.

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.

In 2009, OFA-OCC served (34) unduplicated persons under the Home Delivered Meal Breakfast Meal Program.

In 2009, OFA-OCC served (1,905) unduplicated persons under the Home Delivered Meal Lunch Meal Program.

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 2009 - 2010 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 3,700 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 28 outreach sites were included in all HEAP mail out packets. Over 400 regular applications were processed by our outreach workers either by walk in clients or applications received at our OFA-OCC outreach sites.

In 2009, OFA-OCC served (4,210) unduplicated persons under this program.

HOUSEKEEPING ASSISTANCE PROGRAM

The Personal Care Service Program – Personal Care Aide Level 1 (PCA1) provides services such as housekeeping and meal preparation. Limit of 8 hours per week for housekeeping services.

In 2009, OFA-OCC served (111) unduplicated persons under this program.

HOUSING ASSISTANCE PROGRAM

Housing case management assisted individuals in seeking alternative housing such as MHA and Senior Housing, and by dealing with housing concerns.

In 2009, OFA-OCC served (108) unduplicated persons under this program.

HOUSING - ACCESS PROGRAM

In 2009 OFA-OCC administered the Access To Homes Grant Program. This program provided assistance to individuals with access issues in their homes. The Access to Home Program provides financial assistance to property owners to make dwelling units accessible for low- and moderate income persons with disabilities. Providing assistance with the cost of adapting homes to meet the needs of those with disabilities will enable individuals to safely and comfortably continue to live in their residences and avoid institutional care.

In 2009, OFA-OCC served (11) unduplicated persons under this program.

HOUSING – LAST RESORT PROGRAM

In 2009, OFA-OCC administered the Last Resort Grant Program. This program provided assistance to residents (under 60) with emergency repairs to eliminate hazardous conditions (health and safety) in their homes. At various times our agency also has **LAST RESORT** funds which are for emergency repairs for seniors anywhere within Oneida County, where other sources are not available.

In 2009, OFA-OCC served (20) unduplicated persons under this program.

HOUSING - RESTORE PROGRAM

In 2009 OFA-OCC administered the Restore Emergency Repair Program Grant. This program provided assistance to elderly residents with emergency repairs to eliminate hazardous conditions (health and safety) in their homes. **RESTORE** is a program funded by the NYS Division of Housing and Community Renewal. This program is for emergency repairs for Senior Citizens aged 55 or greater, anywhere within Oneida County. Eligible participants must complete an application and meet income guidelines.

In 2009, OFA-OCC served (22) unduplicated persons under this program.

HOUSING - WEATHERIZATION PROGRAM

In 2009, OFA-OCC administered the Weatherization Referral, Assistance and Packaging Grant Program (WRAP). This program provided assistance to individuals with weatherization issues in their homes. The Weatherization Referral, Assistance and Packaging Program is designed to help low-income seniors reduce the amount of energy used and to protect the health and safety of a family by:

- Providing you with a thorough inspection of your home by a trained energy auditor
- Repairing problems or defects that are "energy" users
- Correcting health and safety issues in your home

Packaging refers to the services, or "package" of services, arranged by the Office for Aging and other agencies.

Examples of weatherization measures that the program helps with are:

- Insulation (attics, floors, walls)
- Caulking
- Weather stripping
- Door sweeps
- Window repair
- Furnace repair or replacement
- Other repairs may be provided based upon the household's needs.

You are eligible for WRAP if you have a low-income and are age 60 or older. Low income is determined by your gross income and household size

In 2009, OFA-OCC served (16) unduplicated persons under this program.

LEGAL SERVICES PROGRAM

This program provides 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.

In 2009, our (2) Legal Services providers, performed approximately 500 hours of legal council.

In 2009, OFA-OCC served (93) unduplicated persons under this program.

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 (17) skilled nursing facilities, (12) adult homes/assisted living facilities, and (2) family type residential adult homes 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 2009, (23) trained ombudsman volunteers serviced 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.

LONG TERM HOME HEALTH CARE & AIDS HOME CARE WAIVER PROGRAMS

Coordinated plan of medical, nursing, and rehabilitative care provided at home to disabled persons who are medically eligible for placement in a nursing home

This program is available to individuals who are medically eligible for placement in a nursing home and choose to receive services at home. These individuals must have care costs which are less than the nursing home cost in the county. Offers patients an alternative to institutionalization

The HIV Home Care Program provides coverage for home care services to chronically medically dependent individuals as ordered by their physician. The program covers skilled nursing, home health aide services, intravenous therapy administration, medications and supplies and durable medical equipment when ordered by a doctor for specific conditions. Services must be provided through a home care agency which has enrolled in the program.

All regular Medicaid services are provided and the following may be available:

- Case management by RNs
- Home delivered or congregate meals
- Housing improvements and moving assistance
- Respiratory therapy
- Medical social services, nutrition and dietary services
- Respite care, social day care, and social transportation

The LDSS is responsible for participating in the periodic reassessment of the services provided. The providers are responsible for obtaining physician orders and administering the assessment tools. The NYS Department of Health periodically surveys the providers to determine the quality and scope of the medical, nursing and rehabilitative care they deliver.

In 2009, OFA-OCC served (84) unduplicated persons under these programs, provided in cooperation with the Visiting Nurses Association.

MEDICAID HOME BASED SERVICES PROGRAM

Long term care services may include the medical, social, housekeeping, or rehabilitation services a person needs over months or years in order to improve or maintain function or health. Such services are provided not only in nursing homes, but also in patients' homes or in community-based settings such as assisted-living facilities.

New York State has many services and programs as alternatives to nursing home care. Both medical and non-medical care may be received at home or in residential settings, and can range from simple (light housekeeping) to complex (nursing care or physical therapy) services.

In 2009, OFA-OCC served (406) unduplicated persons under this program.

MEDICAID MANAGED CARE PROGRAM

Enrollment in a Medicaid managed care program through a Health Maintenance Organization (HMO), clinic, hospital, or physician group is available at any local department of social services. You may be required to join a managed care plan. When you join a managed care program, you will choose a personal doctor who will be responsible for making sure all your health care needs are met. The doctor will send you to someone else if you need more help than the doctor can provide.

Managed care covers most of the benefits recipients will use, including all preventive and primary care, inpatient care, and eye care. People in managed care plans use their Medicaid benefit card to get those services that the plan does not cover.

In 2009, OFA-OCC served (383) unduplicated persons under this program.

MEDICAID WAIVER PROGRAMS

In 2009, OFA-OCC served (24) unduplicated persons under these programs.

MENTAL HEALTH SERVICES

During 2009, one of the many benefits of the Office of the Aging/Office of 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.

In 2009, OFA-OCC served (11) unduplicated persons under this program.

NURSING HOME DIVERSION & MODERNIZATION GRANT PROGRAM

Partnering with the 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.

In 2009, OFA-OCC served (37) unduplicated persons under this program.

NUTRITION COUNSELING & 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.

In 2009, OFA-OCC served (25) unduplicated persons under the Nutrition Counseling Program.

In 2009, OFA-OCC served (74) unduplicated persons under the Nutrition Education Program.

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.

NUTRITION DONATIONS MADE FOR 2009

AOA Title III-C1 (CONGREGATE)

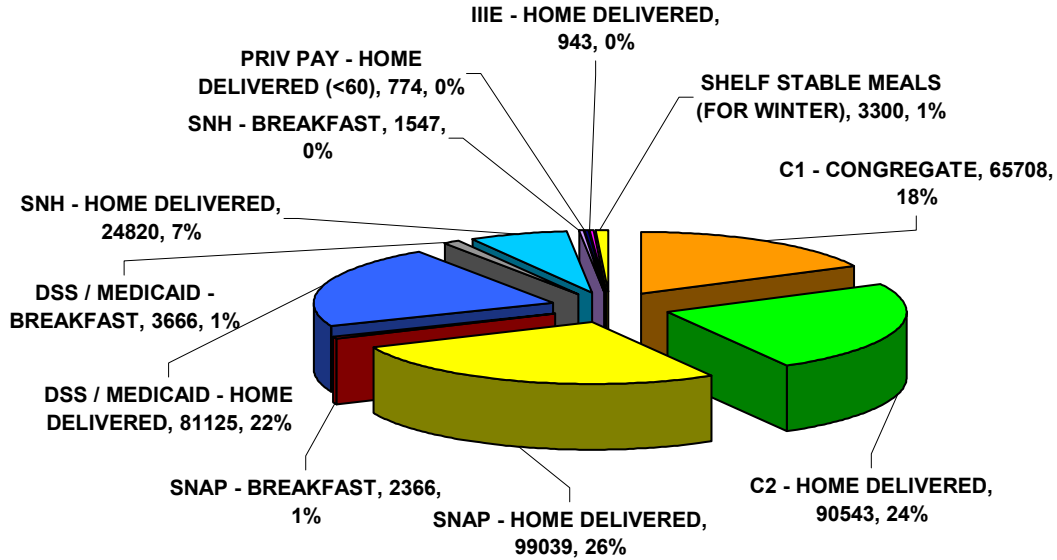
TOTAL DONATIONS MADE FOR THE 2009 YEAR	AVERAGE DONATION MADE BY PARTICIPANT FOR 2009
\$84,235.59	\$1.32

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

TOTAL DONATIONS MADE FOR THE 2009 YEAR	AVERAGE DONATION MADE BY PARTICIPANT FOR 2009
\$180,724.59	\$1.02

2008 MEALS SERVED BY PROGRAM FUNDING

2008 OFA-OCC TOTAL MEALS SERVED - BY NUTRITION PROGRAM FUNDING CATEGORY

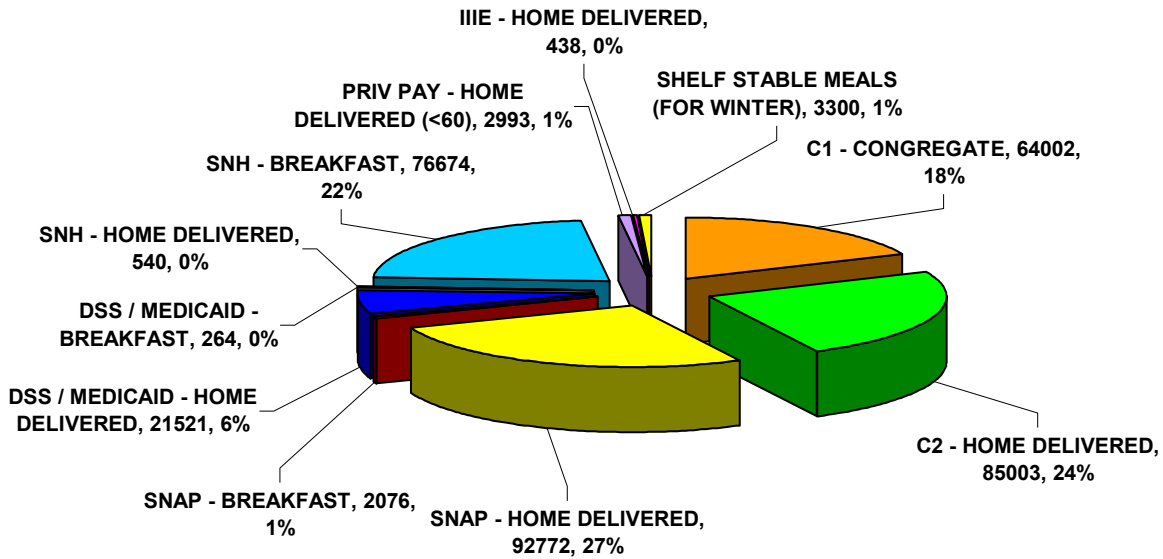


TOTAL MEALS SERVED BY FUNDING

2008 TOTAL #	373,831
C1 - CONGREGATE	65,708
C2 - HOME DELIVERED	90,543
SNAP - HOME DELIVERED	99,039
SNAP - BREAKFAST	2,366
DSS / MEDICAID - HOME DELIVERED	81,125
DSS / MEDICAID - BREAKFAST	3,666
SNH - HOME DELIVERED	24,820
SNH - BREAKFAST	1,547
PRIV PAY - HOME DELIVERED (<60)	774
IIIE - HOME DELIVERED	943
SHELF STABLE MEALS (FOR WINTER)	3,300

2009 MEALS SERVED BY PROGRAM FUNDING

2009 OFA-OCC TOTAL MEALS SERVED - BY NUTRITION PROGRAM FUNDING CATEGORY

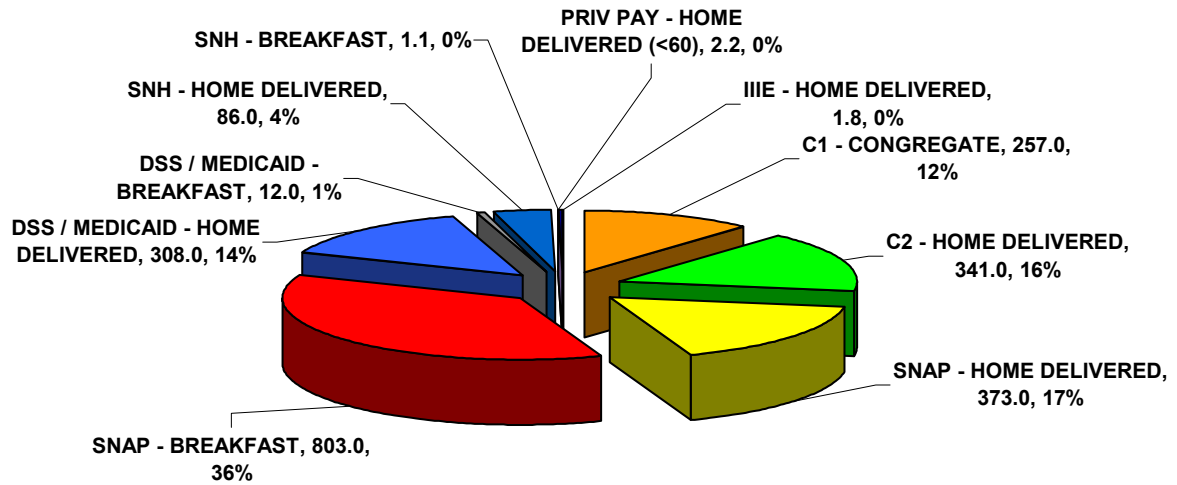


TOTAL MEALS SERVED BY FUNDING

2009 TOTAL #	349,583
C1 - CONGREGATE	64,002
C2 - HOME DELIVERED	85,003
SNAP - HOME DELIVERED	92,772
SNAP - BREAKFAST	2,076
DSS / MEDICAID - HOME DELIVERED	21,521
DSS / MEDICAID - BREAKFAST	264
SNH - HOME DELIVERED	540
SNH - BREAKFAST	76,674
PRIV PAY - HOME DELIVERED (<60)	2,993
III E - HOME DELIVERED	438
SHELF STABLE MEALS (FOR WINTER)	3,300

2009 PERSONS SERVED BY NUTRITION PROGRAM

**2009 OFA-OCC DAILY AVERAGE PERSONS SERVED -
BY (NUTRITION PROGRAM FUNDING) CATEGORY**



AVERAGE CLIENTS SERVED BY PROGRAM

2009 AVERAGE #	2,185.0
C1 - CONGREGATE	257.0
C2 - HOME DELIVERED	341.0
SNAP - HOME DELIVERED	373.0
SNAP - BREAKFAST	803.0
DSS / MEDICAID - HOME DELIVERED	308.0
DSS / MEDICAID - BREAKFAST	12.0
SNH - HOME DELIVERED	86.0
SNH - BREAKFAST	1.1
PRIV PAY - HOME DELIVERED (<60)	2.2
IIIIE - HOME DELIVERED	1.8

OUTREACH PROGRAM

In 2009, OFA-OCC served (1,179) unduplicated persons under this program.

PERSONAL CARE ASSISTANCE PROGRAM

Provides services such as housekeeping, meal preparation, bathing, toileting, and grooming

For Medicaid-eligible persons, local social services districts usually contract with home-care agencies that employ aides to provide Medicaid funded personal care services, and New York State oversees the local social services districts administration of the program.

For a person to receive services, his or her doctor must send a completed Physician's Order to the local social services district, which then arranges a social and nursing assessment of the individual. A nurse assessor uses the results of the assessments, together with the physicians order, to recommend an appropriate amount, frequency and duration of services.

The local social services office then notifies the individual of the services that will be provided. The need for services is reassessed approximately every six months.

In 2009, OFA-OCC served (344) unduplicated persons under this program.

PERSONAL EMERGENCY RESPONSE SYSTEMS PROGRAM

PERS provides around-the-clock protection for persons who are ill, frail, alone or medically at risk. The PERS program can take some of the worries out of living alone.

PERS is a communications system which links an individual with the County's emergency response system even if that person is unable to use the telephone.

The PERS system operates via an electric transmitter which automatically dials a highly-trained emergency rescue dispatcher who will send appropriate help to the home where the signal originated. A call is activated by pressing a button on a small console unit or on a pendant usually worn around the neck. The PERS unit must be connected both to a private phone line having a modular jack and to an electrical outlet. In an emergency, it dials a special number and transmits a coded message. The PERS unit has an internal backup battery in case of power failure.

Operators are on duty 24 hours a day, seven days a week to receive and respond to emergency calls.

In 2009, OFA-OCC served (279) unduplicated persons under this program.

PRI / SCREEN / DMS-1 ASSESSMENT PROGRAM

PRI stands for "Patient Review Instrument." A PRI is mandated by law before any senior can enter a skilled nursing facility. PRI's are valid for 30 days and are used to determine the level of care and the type of facility required. A PRI assessment is very thorough and includes medical conditions, treatments and medications needed, special diets or therapies needed, physical and mental abilities and limitations, ability to perform acts of daily living such as eating, moving and toileting, and behaviors such as aggressiveness and disruptiveness.

To obtain a PRI/SCREEN, contact your hospital or home care nurse. If you are not currently receiving services, call Eldersource at 585-325-2800, Monroe County Office of Aging at 585-274-8181, or a nursing home for a referral to obtain a PRI/SCREEN. There generally is a cost for a PRI.

If it is determined that the senior can be cared for in their own home or in an adult home, an additional evaluation called a SCREEN will be completed. The SCREEN is also mandated by state law before a person will be considered for admission. The SCREEN uses information gathered from the PRI and explores viable, safe alternatives to nursing home placement.

The Patient Review Instrument or PRI screen as its sometimes called, consists of a series of questions and observations to assist in determining the level of care necessary for the safe placement of a patient. Usually requested by a physician or family member, the PRI screen must be completed by a qualified screener, who is certified by the NYSDOH.

In 2009, OFA-OCC served (841) unduplicated persons under this program.

PRIVATE DUTY NURSING ASSISTANCE PROGRAM

Patient receives nursing services at home from Registered Nurses (RNs) or Licensed Practical Nurses (LPNs), in accordance with physician orders

Patient may receive continuous nursing services beyond the scope of care available from certified home health care agencies (CHHAs)

Patient may need only intermittent nursing services which are normally provided by the CHHAs but which are unavailable at the time the patient needs them

In 2009, OFA-OCC served (24) unduplicated persons under 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 2009, Office for the Aging and Office of Continuing Care continued its partnership with **Oneida County Workforce Development** for 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:

AIDS Community Resources,
Cornell Cooperative Extension,
Health Friends,
Hope House,
JCTOD Outreach, Inc.,
New Hartford Library,
Oneida County Office for the Aging Rome Office,
Parkway Senior Center,
Utica Center for Development, and
Utica + Rome Working Solutions Offices.

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.

In 2009, OFA-OCC served (10) unduplicated persons under this program.

SENIOR ESCORT / TRANSPORTATION PROGRAM (VOLUNTEER)

Whether seeking a ride to a physician's office or to the nutrition center, or looking for information on driver safety, elders need to know where they can seek assistance in meeting their transportation needs.

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.

In 2009, OFA-OCC served (125) unduplicated persons under this program.

SOCIAL ADULT DAY CARE SERVICES PROGRAM

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 spread 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
- 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.

In 2009, OFA-OCC served (183) unduplicated persons under this program.

HOME CARE UNIT

Home Care Brokerage and Coordination

The responsibility of the Home Care Unit is the brokerage and monitoring of the following home based service providers, including:

- **Personal Care Service Providers** (7 Service providers),
 - Family Home Care,
 - Caregivers,
 - US Care,
 - St. Elizabeth Home Care,
 - Presbyterian,
 - Cathy Lee's Home Care and
 - Sibley's.
- **Personal Emergency Response System Providers** (5 Service providers),
 - Response Link,
 - Health Care Monitoring Systems,
 - Link to Life, and
 - Lifeline Systems.
 - OFA-OCC also directly provides personal emergency response systems through usage of recently purchased Emergency 911 cell phones.
- **Home Delivered Meals Provider** (1 Service provider),
 - Prestige Services, Inc.
- **Social Adult Day Care Providers** (4 Service providers), and
 - Ava Dorfman Senior Citizens Center – Rome,
 - Lutheran Home – Clinton,
 - Presbyterian Residential Community – New Hartford, and
 - Resource Center for Independent Living – Utica.
- **Consumer Managed Home Care Providers** (2 Service providers)
 - Resource Center for Independent Living,
 - US Care Plan-it Staffing.

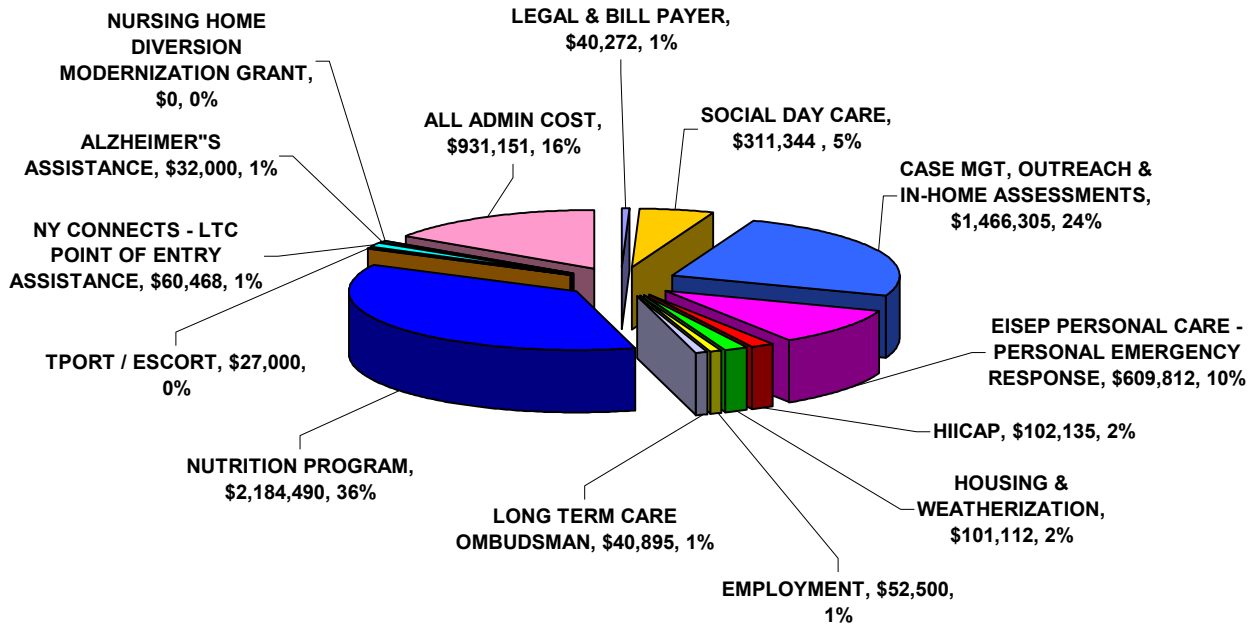
The Home Care Unit commonly assists the OFA-OCC Case Managers and clients. The Unit is in constant contact with subcontracted provider agencies regarding service coverage, concerns, complaints and changes in clients' medical conditions and needs. The Home Care Unit screens and handles communications 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.

2008 OFA-OCC SERVICES / PROGRAM EXPENDITURES SUMMARY

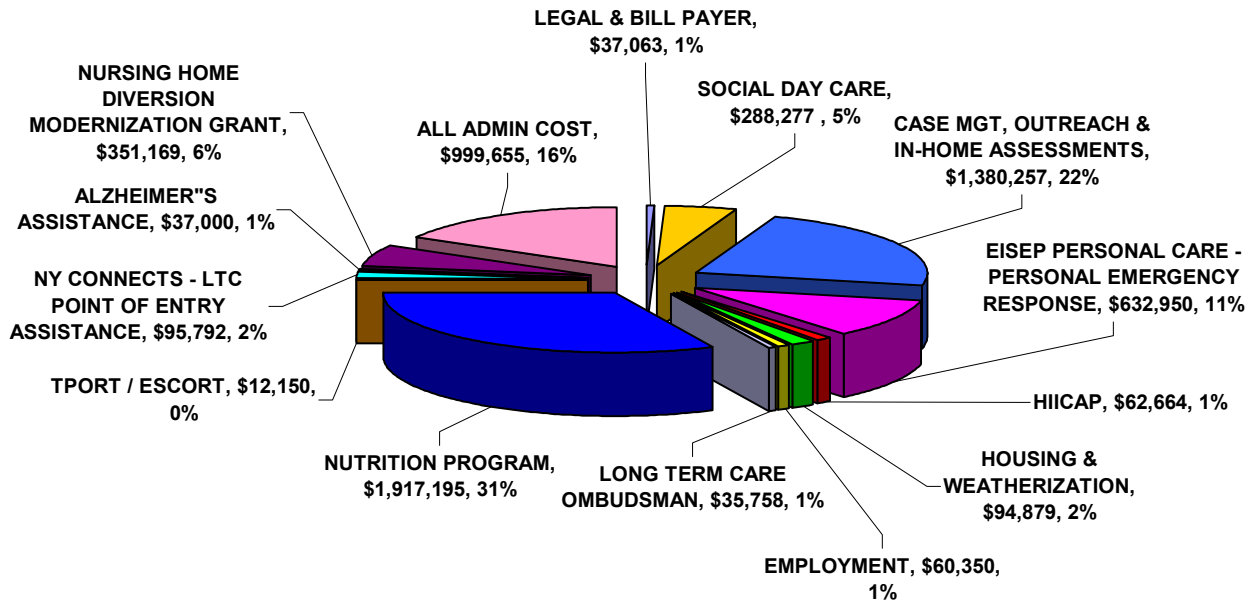
2008 OFA-OCC SERVICE EXPENDITURES - BY FISCAL CATEGORY



OFA SERVICE CATEGORIES	TOTAL COST 2008	% TOTAL BUDGET 2008
LEGAL & BILL PAYER	\$40,272	0.68%
SOCIAL DAY CARE	\$311,344	5.22%
CASE MGT, OUTREACH & IN-HOME ASSESSMENTS	\$1,466,305	24.60%
EISEP PERSONAL CARE & PERS	\$609,812	10.23%
HIICAP	\$102,135	1.71%
HOUSING & WEATHERIZATION	\$101,112	1.70%
EMPLOYMENT	\$52,500	0.88%
LONG TERM CARE OMBUDSMAN	\$40,895	0.69%
NUTRITION PROGRAM	\$2,184,490	36.66%
TPORT / ESCORT	\$27,000	0.45%
NY CONNECTS - LTC POINT OF ENTRY ASSISTANCE	\$60,468	1.01%
ALZHEIMER'S ASSISTANCE	\$32,000	0.54%
NURSING HOME DIVERSION MODERNIZATION GRANT	\$0	0.00%
ALL ADMIN COST	\$931,151	15.62%
	\$5,959,484	100.00%

2009 OFA-OCC SERVICES / PROGRAM EXPENDITURES SUMMARY

2009 OFA-OCC SERVICE EXPENDITURES - BY FISCAL CATEGORY



OFA SERVICE CATEGORIES	TOTAL COST 2009	% TOTAL BUDGET 2009
LEGAL & BILL PAYER	\$37,063	0.62%
SOCIAL DAY CARE	\$288,277	4.80%
CASE MGT, OUTREACH & IN-HOME ASSESSMENTS	\$1,380,257	22.98%
EISEP PERSONAL CARE & PERS	\$632,950	10.54%
HIICAP	\$62,664	1.04%
HOUSING & WEATHERIZATION	\$94,879	1.58%
EMPLOYMENT	\$60,350	1.00%
LONG TERM CARE OMBUDSMAN	\$35,758	0.60%
NUTRITION PROGRAM	\$1,917,195	31.93%
TPORT / ESCORT	\$12,150	0.20%
NY CONNECTS - LTC POINT OF ENTRY ASSISTANCE	\$95,792	1.60%
ALZHEIMER'S ASSISTANCE	\$37,000	0.62%
NURSING HOME DIVERSION MODERNIZATION GRANT	\$351,169	5.85%
ALL ADMIN COST	\$999,655	16.65%
	\$6,005,159	100.00%

OFA-OCC COMMUNITY PARTNERS

ONEIDA COUNTY SENIOR CENTERS

Ava Dorfman Senior Citizens Center

305 East Locust Street, Rome

Phone: 337-8230

Utica Parkway Senior Center

220 Memorial Parkway, Utica

Phone: 733-2342

New Hartford Dining &

Activity Center

1 Sherman Street, New Hartford

Phone: 724-8966

Whitestown Community Center

Westmoreland Road, Whitesboro

Phone 736-3811

N. Utica Sr. Citizens Rec. Center

50 Riverside Drive, Utica

Phone: 735-2032

South Rome Senior Center

211 Ridge Street, Rome

Phone: 339-6457

West Side Senior Center

717 Court Street, Utica

Phone: 733-9226

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