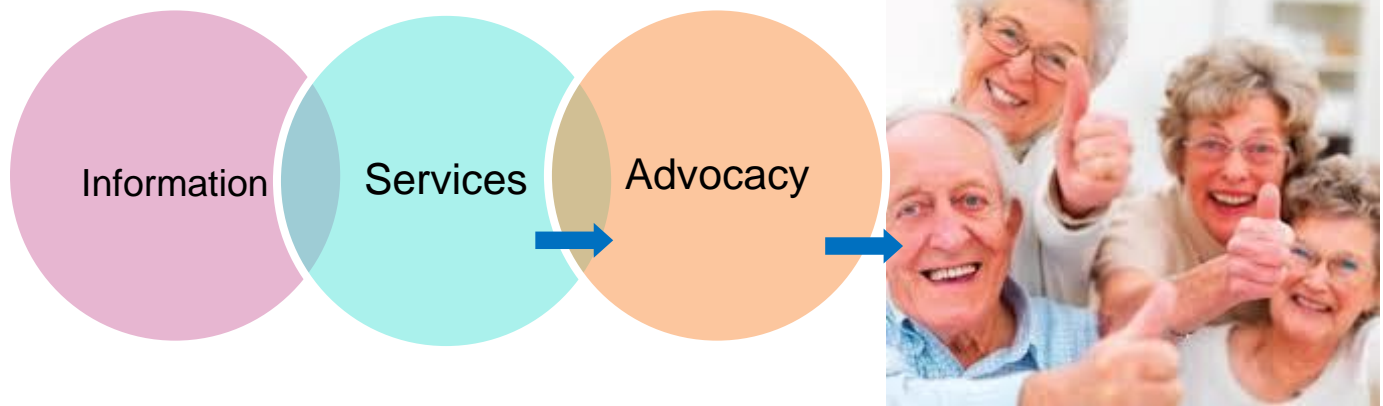




2019 Annual Report

**Ontario County
Office for the Aging**



DIRECTOR'S MESSAGE

I am pleased to present the Office for the Aging's 2019 Annual Report. The report is coming out later than usual due to the COVID pandemic and the challenges we have had to meet in 2020. Our mission remains the same - to make Ontario County a great place to grow older and to help elders remain independent in their own homes as long as possible. Home care, health insurance counseling, transportation, home delivered meals and caregiver assistance are among the top issues we address.

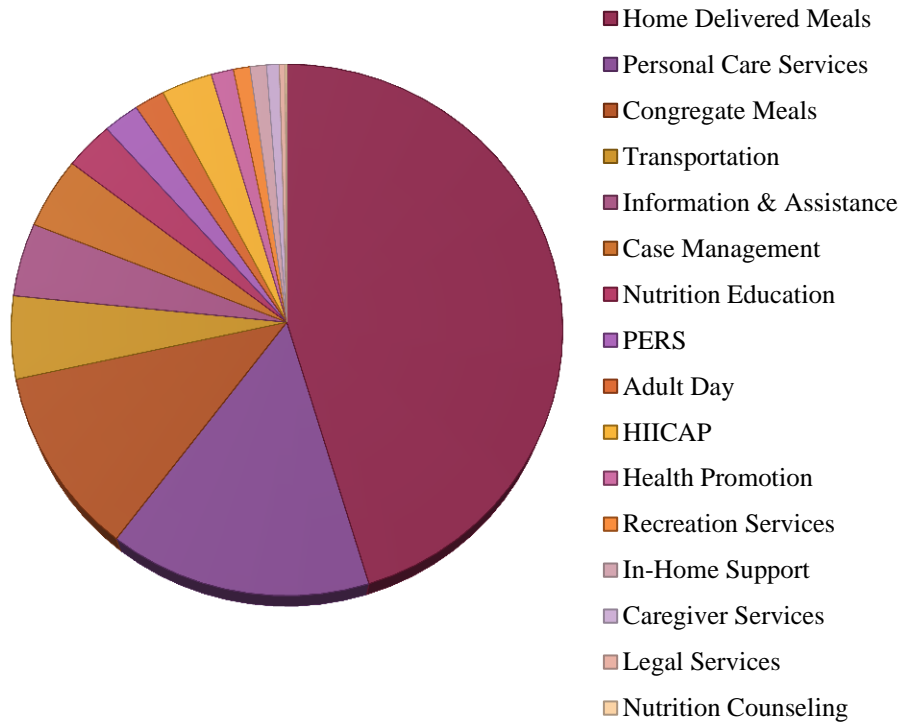
I want to thank the dedicated OFA staff for continuing to meet the ever increasing needs of the community. I also want to thank our 250 volunteers that help us deliver these services. We couldn't do it without them.

2019 Highlights:

- Served 5,100 individuals in 2019 (unduplicated count)
- Conducted "How to use Medicare and Social Security On-Line" workshops
- Started Bone Builder exercise classes in Naples
- Implemented the nationally recognized Aging Mastery Program in Ontario County
- 23% increase in In-Home Personal Care services
- 14% increase in Case Management services
- 42% increase in Transportation Services
- 64% increase in Information & Assistance services
- 19% increase in the number of clients getting PERS units
- 33% increase in the number of clients receiving Legal Services



2019 Units of Service by Service Type



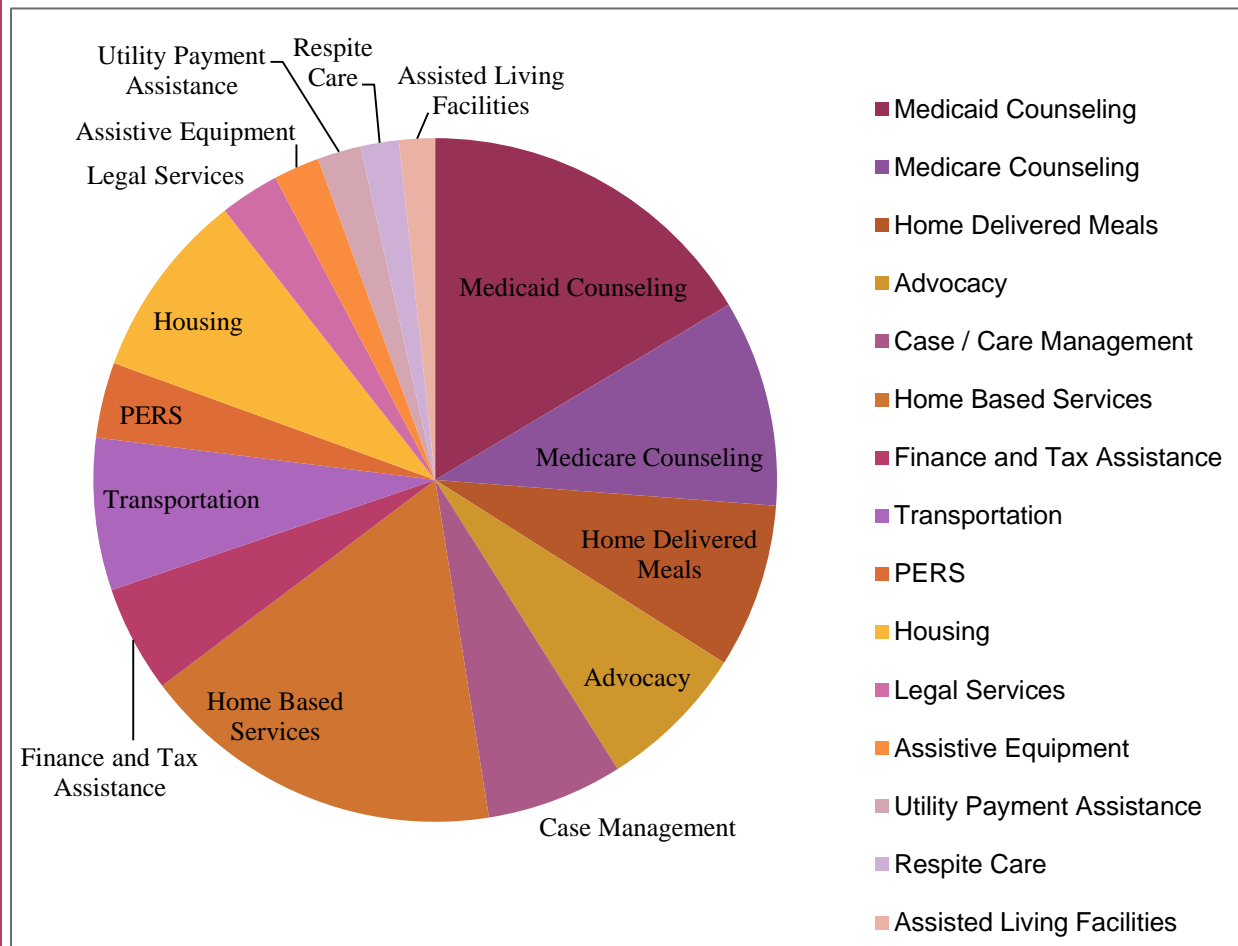
	Clients	Units of Service
Home Delivered Meals	470	55,577 meals
Personal Care Services (EISEP & Respite)	185	18,409 hours
Congregate Meals	205	13,787 meals
Transportation	188	6,165 trips
Information & Assistance	2,122	5,487 contracts
Case Management	511	5,330 hours
Nutrition Education	349	3,611 contacts
Personal Emergency Response Systems	286	2,663 months
Social Adult Day Services (EISEP & Respite)	11	2,250 hours
Health Insurance Information and Counseling	2,229	3,777 hours
Health Promotion - Disease Prevention	229	1,653 hours
Recreation Services	36	1,225 sessions
In-home Support – Friendly Visiting	54	1,220 contacts
Caregiver Services	268	937 hours
Legal Services	73	435 hours
Nutrition Counseling	43	115 hours



NY CONNECTS: LINKED 2,992 CONSUMERS WITH LONG TERM SERVICES

NY Connects is an Aging and Disability Resource Center (ADRC) that provides access to long-term services and support (LTSS) options for older adults and individuals with disabilities of all ages. Individuals trying to access LTSS frequently find themselves confronted with a maze of agencies, organizations, and bureaucratic requirements at a time when they may be vulnerable or in crisis. These issues frequently lead to the use of the most expensive forms of care, including institutional care such as nursing homes or extended hospitalization, and can cause a person to quickly exhaust their resources. NY Connects links people to the most appropriate level of services.

NY CONNECTS: MOST FREQUENT TYPES OF ASSISTANCE PROVIDED





HIICAP: COUNSELED 2,229 CLIENTS ABOUT HEALTH INSURANCE

The Health Insurance Information and Counseling Program (HIICAP) provides information and counseling on Medicare and other health insurances to help consumers choose a plan that fits their needs and budget. Help is provided on basic Medicare, Medicare Advantage Plans,



Medigap, Medicare Savings Program, Extra Help, EPIC and numerous drug plans. Medicare 101 workshops are offered monthly. We also conduct presentations and workshops throughout the county and weekly presentations during Medicare open enrollment.

Counseling Hours Provided	3,777
Workshops Conducted	37
Workshop Participants	840

CAREGIVER SERVICES: ASSISTED 268 CAREGIVERS

We provide a continuum of services to assist and support informal caregivers, spouses, adult children, and other family members in their efforts to care for their loved ones. Respite care provides temporary relief from caregiving responsibilities in the form of home care or adult day care. Meals are provided to help relieve the burden of cooking. OFA maintains seven Caregiver Resource sites in Ontario County libraries where informational materials about caregiving are made available.

Counseling is provided to help with understanding service options and financial issues to make informed decisions about the level of care needed for a loved one. OFA offers the evidence-based educational program called Powerful Tools for Caregivers to help caregivers manage their stress and improve their caregiving skills.

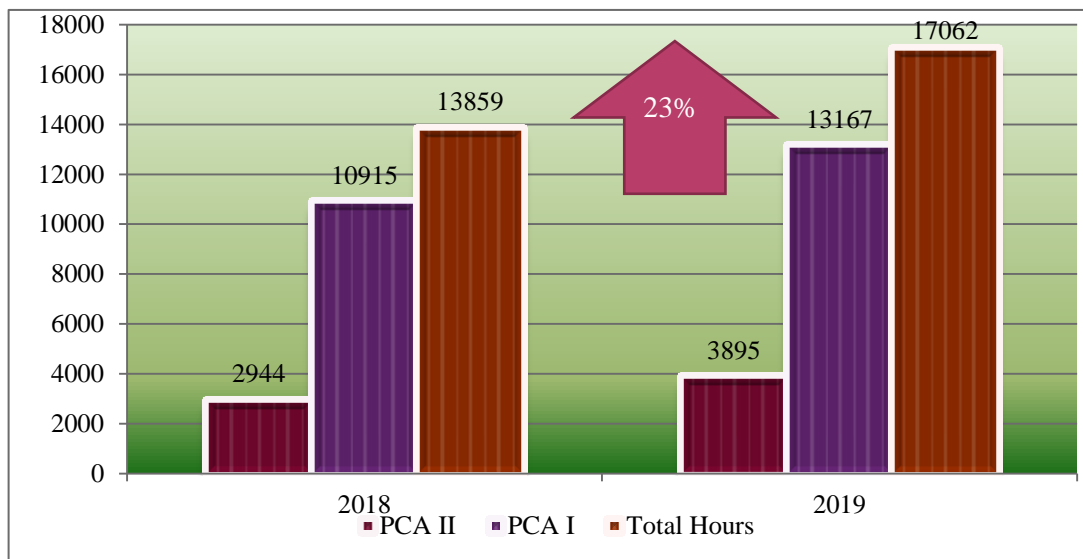
In-Home Respite Care	1,348 hours
Social Adult Day Services	1,874 hours
Caregiver Counseling	937 hours
Caregiver Meals	1,822 meals
Transportation	355 trips
Case Management	268 hours



EISEP: 177 CLIENTS RECEIVED 17,438 HOURS OF CARE

EISEP provides help with basic activities of daily living such as bathing, dressing, meal preparation, housecleaning and laundry. In addition, installation of grab bars, heavy cleaning and shopping assistance. A case manager assesses needs and provides on-going care coordination to each client. In 2019 OFA received Unmet Needs Funds from New York State. These funds were used to expand the home care and case management services provided.

EISEP HOME CARE SERVICES FROM 2018 – 2019



	Clients	hours
PCA I Home Care	135	13,167
PCA II Home Care	36	3,895
Social Adult Day Services	4	376
Case Management	177	2,113

HOME DELIVERED MEAL PROGRAM: 55,577 MEALS TO 470 CLIENTS

Our HDM program, also known as Meals on Wheels, provides a hot nutritious meal, a friendly face and independence for homebound, frail or recuperating older adults. Case managers are assigned to all clients to coordinate other needed services for the homebound person. Participants receive a hot meal five days per week delivered by a volunteer. Frozen meals are available to individuals who do not live along a hot meal delivery route and/or need a weekend meal. Volunteers provide safety checks on each home delivered meal client when they deliver their meal.



COMMUNITY DINING PROGRAM: 13,787 MEALS TO 205 CLIENTS

Healthy, nutritious, balanced meals are served to older adults up to five days a week in seven congregate locations around the county. These locations offer meals, socialization and up-to-date information about healthy eating, wellness and healthy habits. The programs are located in Geneva, Canandaigua, Victor, Gorham, Shortsville, Clifton Springs and Honeoye.

NUTRITION EDUCATION: 427 CLIENTS

Nutrition Education is provided by a registered dietician. Presentations are conducted at the Community Dining Sites on nutrition and health promotion topics. Many of the presentations are done in collaboration with other groups such as the Ontario County Department of Public Health. Educational materials are handed out to home delivered meal clients when the meals are delivered.

NUTRITION COUNSELING: 116 HOURS TO 43 CLIENTS

Our registered dietitian provides information and guidance to older adults who are at nutritional risk due to their health, dietary intake, chronic illness or medication use. Guidance is provided on diabetes, weight loss or gain and healthy eating in private nutrition counseling sessions.

FARMER'S MARKET PROGRAM: 618 RECEIVED COUPON BOOKS

Once a year, we administer the Senior Farmer's Market Nutrition Program (SFMNP) to eligible, low-income older adults. We provide \$20 in coupons to buy locally-grown fresh fruits and vegetables at participating farmers' markets in Ontario County. Booklets are available in July and may be used through November.

LEGAL SERVICES: 435 HOURS TO 100 CLIENTS

Legal services are provided through a contract with Legal Assistance of Western New York, Inc. This service helps low income older adults with some of the most common but daunting legal issues they face such as Power of Attorney, Health Care Proxy, wills, housing and landlord/tenant issues, debt, public benefits, and other areas of civil law. There was a 33% increase in the number of clients served in 2019.

TRANSPORTATION SERVICES: 6,165 TRIPS TO 188 CLIENTS

Transportation is provided through a contract with RTS and by volunteer drivers. We provide rides to medical appointments, shopping, and other essential appointments. Transportation is also provided to adult day centers for caregiver respite and dialysis



three times per week. Shopper Buses run in Canandaigua, Clifton Springs and Bloomfield. Volunteers provide transportation to medical appointments for those who are unable to use the RTS bus. This is done in collaboration with the RSVP program of Wayne CAP.

PUBLIC EDUCATION AND OUTREACH: 12,993 CONTACTS

Health fairs, public forums, presentations, website, Facebook and newsletters make up our efforts to educate and inform older adults of the services and benefits available to them.

PERS: 286 CLIENTS & 2,663 UNITS OF SERVICE

Personal Emergency Response Systems help frail elders living alone and at risk of falling. This service is provided through a contract with Response 4 Help.

VOLUNTEER PROGRAM: 252 VOLUNTEERS, 6000 HOURS

OFA relies on volunteers to deliver meals to homebound elderly, provide transportation to doctors, and provide friendly visits, yard work, home projects, insurance counseling, advisory council and the newsletter.

HEALTH PROMOTION-CHRONIC DISEASE PREVENTION

The Office for the Aging has made a commitment to enabling people to improve and increase control over their health. Health promotion interventions can help prevent, delay or lessen chronic disease and a loss of independence. Programs range from technology based interventions to physical exercise to mind stimulation. In 2019 we began offering Bone Builder’s Classes with a volunteer leader in Naples. OFA also offered the nationally accredited innovative program that encourages mastery—developing sustainable behaviors across many dimensions that lead to improved health, stronger economic security, enhanced well-being, and increased societal participation.

	Clients	Classes/Hours
Matter of Balance	35	252
Computer Classes	99	839
Recreation	64	56
SALT	218	11
Gentle Yoga	32	117
Tai Chi for Arthritis	82	391
Bone Builders	39	766
Aging Mastery Program	11	89
Food Fun & Fitness	32	732



LONG TERM CARE COUNCIL

OFA facilitates the LTCC. The purpose of the LTCC is to examine and analyze the local long term care system, identify gaps and duplication in the system, and come up with solutions and strategies to address the identified gaps. There are over **50** individuals representing over **30** organizations on the LTCC. In 2019 the LTCC examined the home health aide shortage and made recommendations to the Advisory Council.

ADVISORY COUNCIL

The OFA Advisory Council helps advance new policies, advocates for funding, reviews the effectiveness of OFA programs and reviews and approves the Annual Implementation Plan. They are the eyes and ears of the community to help ensure the needs and concerns of older residents are being heard. The Council also sponsors the Annual Public Hearing, Seniors of the Year Celebration and the Gift Giving Tree. In 2019 the Advisory Council formed a subcommittee to look into the homecare worker shortage in the County. A partnership was formed with FLCC in order to promote the Home Health Certificate program.

Advisory Council Members 2019

Nathan Kollar, Chairperson	Canandaigua
Elizabeth Ridgway, 1 st Vice Chair	City of Canandaigua
Kay Viggiani 2 nd Vice Chair	Clifton Springs
Maggie Bringewatt	Canandaigua
Robin Didas-Mott	Venture For the. Inc.
Ed Hemminger	Farmington
Mary McCarthy	Victor
Wanda Moore	Eighty Parrish St. Apts.
Diane Olivet	Canandaigua
Paul Ryther	East Bloomfield

2019 Fiscal Report

Ontario County Office for the Aging 2019 Year End Fiscal Report By Program					
	Actual Expense	Actual Revenue	County Tax Dollars Budgeted	Actual County Cost	Returned To General Fund
EISEP - Home Care	\$ 579,253	\$ 436,021	\$ 229,820	\$ 143,232	\$ 86,588
WIN - Rural Home Delivered Meals	\$ 254,671	\$ 223,535	\$ 65,378	\$ 31,136	\$ 34,242
Title III B - Case Management, Legal	\$ 220,715	\$ 100,299	\$ 92,599	\$ 120,416	\$ (27,817)
Title IIID - Health Promotion	\$ 9,924	\$ 7,669	\$ 14,698	\$ 2,255	\$ 12,443
Title III E - Caregivers	\$ 81,829	\$ 57,448	\$ 35,765	\$ 24,381	\$ 11,384
Ontario County Admin	\$ 131,004	\$ 145,224	\$ 143,745	\$ (14,220)	\$ 157,965
Title III C-1 - Congregate Meals	\$ 201,735	\$ 193,959	\$ 166,590	\$ 7,776	\$ 158,814
Title III C-2 Home Delivered Meals	\$ 236,714	\$ 160,673	\$ 58,076	\$ 76,041	\$ (17,965)
CSE - Case Mgmt., PERS, Transportation	\$ 298,627	\$ 257,311	\$ 102,007	\$ 41,317	\$ 60,690
HIICAP -Health Insurance Counseling	\$ 101,062	\$ 34,439	\$ 53,654	\$ 66,623	\$ (12,969)
CSI - Recreation	\$ 5,623	\$ 846	\$ 4,763	\$ 4,777	\$ (14)
MIPPA/ADRC - Medicare Counseling	\$ 10,164	\$ 10,395	\$ 3,805	\$ (231)	\$ 4,036
Transportation Grant - Dialysis	\$ 5,295	\$ 5,295	\$ -	\$ -	\$ -
NY Connects - Info & Assistance	\$ 410,802	\$ 365,485	\$ 83,407	\$ 45,317	\$ 38,090
	\$ -	\$ -			\$ -
Total	\$ 2,547,418	\$1,998,599	\$1,054,307	\$ 548,820	\$ 505,487