



Chautauqua County Office for the Aging

George M. Borrello
County Executive

Dr. Mary Ann Spanos
Director

CHAUTAUQUA COUNTY OFFICE FOR THE AGING PUBLIC HEARING ABSTRACT FOR THE 2019-2020 PROGRAM YEAR

INTRODUCTION:

The Chautauqua County Office for the Aging (CCOFA) was established by the county legislature in 1973. According to 2015 Census data, the population of Chautauqua County is estimated at 133,359 individuals who reside here with 33,598 people or 25% of the population over the age of 60. This is well above the national average of 15.2% of the population over age 60 years.

CCOFA is responsible for planning, coordinating, funding and advocating for programs and services which meet the needs of Chautauqua County residents age 60 and over as well as providing information and assistance for individuals with disabilities and caregivers of any age. Services are targeted to individuals with the greatest social and/or economic need, placing emphasis on serving those older adults who are low-income, minorities and/or those with disabilities.

CCOFA anticipates our overall budget for 2019 programs and services for older adults and caregivers will be **\$5,098,159 and we plan to serve 7000 people in 2019**. The budget consist of approximately \$3,314,331 in Federal and State funds, \$1,205,924 in local share matching dollars and over \$575,000 in participant contributions. CCOFA contracts over 3 million dollars to local businesses and not-for-profit organizations who assist in the provision of services to older adults. The Chautauqua County Office for the Aging is regulated by the New York State Office for the Aging and the US Administration on Aging through the Older Americans Act. We also adhere to state and county Purchasing and Procurement rules in determining provider agencies.

The purpose of our annual Public Hearing and this document is to present a draft plan for the upcoming year and to obtain input from the community before our final submission is sent to the New York State Office for the Aging. The Chautauqua County Office for the Aging is mandated to provide a list of priority services which the local Area Agency on Aging will address in 2019-20.



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CCOFA Goals for 2019 include:

1. Provide information and choices that empower older adults, individuals with disabilities, and their caregivers to make informed decisions about their health and community care service options;
2. Provide timely programs and services that encourage a safe, active, and independent lifestyle with quality community-based long term services and supports that allow people to age in place through the end of life;
3. Promote the rights of older adults and prevent elder abuse, neglect, exploitation, and discrimination;
4. Promote job training and volunteer opportunities for older adults who want to remain in the workforce and/or contribute their time and talents to benefit their local community.

Please note, this draft plan is still pending final allocations, public recommendations, New York State Office for the Aging, and Chautauqua County Legislative approval. The anticipated amounts below do not correlate to the total amount listed above as the amounts below only include priority areas.

Our priority services are as follows:

1. ***In-Home/Community Services:*** CCOFA assesses older adults in need of in-home care and then provides case management to ensure the community services chosen continue to meet the needs of the older adult and their caregivers so they can stay as independent as possible as long as they reside in the community. Case managers also advocate for and coordinate community services options for their older adult clients.

Services can include Housekeeping/Chore assistance, Personal Care, Social Adult Day Services, Respite Care(to give a break to the caregiver), Personal Emergency Response systems(PERS), and other services such as home modifications to individuals age 60 and over who are not eligible to receive these benefits through Medicaid or VA.

OFA subcontracts with Accredited Care, Aftercare, Caregivers, COI, and Willcare licensed homecare agencies to provide care aides in the home. Trusted Nurse Staffing acts as the fiscal intermediary for the consumer-directed program which



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allows clients to hire friends or family to provide services similar to in-home care aides. OFA also subcontracts with Link to Life for PERS, Chautauqua Adult Day Service Inc, and Chautauqua Home and Rehab Inc for home modification/access services. Everyone in the OFA homecare programs receives Case Management services from our staff. We plan to serve 650 people in 2019. Of that:

- \$742,000.00 will be spent on aide services
- \$137,000.00 will be spent on PERS (** Note: 450 people privately pay for PERS through the OFA in order to get a discount).
- \$49,500.00 will be spent on home modifications
- \$321,000.00 will be spent on Adult Day & Respite services to serve 85 people/ families.

Additional funding realized during the program year may be redirected to in-homecare services since this service is in the highest demand and there are waiting lists for some types of care. People over 90 years of age and with certain diagnosis may be given priority on the wait list.

2. **Nutrition:** The OFA nutrition program includes home delivered meals, congregate meals, dietician consultations and nutrition education. Overall OFA expects to serve 2,150 people in the senior nutrition program and serve close to 260,000 meals in 2019. We could not do this without our partners who assist in this endeavor;

- **Home Delivered Meals:** 3 Kitchens (UPMC WCA hospital, Brooks Hospital and Sinclairville 76ers) make the meals for both the traditional congregate meal site and home delivered meal program. There are also 3 meal delivery services including Dunkirk-Fredonia MOW, Jamestown Area MOW and the Sinclairville 76ers. Our Dietician is Cheryl Wahlstrom develops the menu and assists the OFA Nutrition staff led by Becky Blum to provide monitoring and oversight. All these pieces are necessary to provide meals under the Older American's Act. Home delivered meals are specific to individuals who are 60+, frail and disabled and have difficulty leaving their home or are unable prepare meals for themselves (as determined by an assessment). Last year we provided 227,544 home delivered meals to 1026 people.
- **Waiting Lists:** Due to the fund raising efforts of our Meals on Wheels partners, we have never had a waiting list for meals until recently.



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Currently we have a short waiting list which may delay the start of new meal customers 4-6 weeks.

- **Congregate Meals:** Are available to anyone 60+ for a donation at several meals sites around the county. The suggested donation is \$3.50. We also have a restaurant dining-out program where people 60+ register with OFA and then get tickets for a suggested donation of \$3.50/meal. The tickets can be used at any one of the 5 participating restaurants including: Cassadaga Surefine, Chautauqua Harbor House, Central Station, Meeder's, and The Springs.
 - **Nutrition Education:** Provided by a registered dietician or the nutrition coordinator in a group setting at congregate meals sites once every other month. Printed materials are sent to home delivered meals clients and the nutrition staff contributes to monthly articles in the Senior Section of 2 local newspapers.
 - **Nutrition Counseling:** Registered Dietitians can meet 1:1 with individuals who have dietary concerns and require individualized counseling to improve or change their diet due to health concerns.
 - **In 2019 CCOFA will spend \$1,637,454.00 on the senior nutrition**
3. **Caregiver Services:** OFA case worker provides education, training and support to caregivers who are caring for an aging parent, spouse or loved one. This program provides counseling, respite, and support groups to help caregivers cope with the stress of this important role so they don't burn out. There is a specific initiative with Alzheimer's Association of WNY to assist caregivers of people with Alzheimer's disease and other related dementias.
- In 2017 we served 110 people, 226 in 2018 and **we hope to reach 230 caregivers in 2019.**
 - **In 2019 \$127,800.00 will be spent on Caregiver Services**
4. **Health and Wellness:** Our Health Educator provides a variety of evidenced-based health education and exercise programs throughout the county in churches, senior centers, doctor offices and in municipal buildings with the assistance of a team of trained volunteers and some OFA staff. Programs include: Tai Chi, Tai Chi for Arthritis, Walk with Ease (in Partnership with DHHS), Healthy Bones, Moving for Better Balance, Stepping On, Living Healthy, and



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Aging Mastery. These classes ensure that older adults have the tools for optimal health and to prevent injuries that can lead to loss of independence. In addition our 2 registered Dieticians are offering the SHINE (Senior Health in Nutrition Education) program: Based on Eat Healthy Be Active, teaching people how to improve nutrition on a limited budget.

- Last year our health and wellness programs reached over 1200 people and we **plan to serve 1500 people in 2019.**
- **Our 2019 budget for health & wellness program is \$337,338.00**

5. **Medicare Insurance Counseling Program:** Our Certified Medicare Counselors provide unbiased information on traditional Medicare, Supplemental plans, Part D, and Medicare Advantage to help you make the choice that fits your needs and life style. Our counselors can also advise you on NYS EPIC and the Medicare Savings which can save you on drug costs and Part B premiums if you qualify. Medicare Counseling is available year round to help people enrolling in Medicare for the first time, to help change insurance during open enrollment, and anytime you are having difficulty with your Medicare coverage. CCOFA received top honors from NYS Office for the Aging for our Medicare Counseling Program for the last 5 years and we saved seniors in Chautauqua County over \$500,000.00 in last year in premiums, copays and out of pocket drug costs. OFA provides training and collaborates with Southwestern Independent Living Center and Community Connections of Findley Lake on this program.

- In 2018, we provided counseling to over 1600 people and saved our clients over \$500,000.00. **We plan to serve 1750 people in 2019.**
- **In 2019 \$38,021.00 is budgeted for the Medicare Insurance Counseling** and this includes 5 FT staff & 3 part-time staff to assist during open enrollment.

6. **Information and Assistance:** We have three trained Information and assistance specialists who man the NY Connects Helpline to answer your questions on all community-based programs available in Chautauqua County. NY Connects will screen and guide you to the service option that meets your situation. NY Connects also acts as the central intake for Meals on Wheels, OFA and Medicaid Homecare, Chautauqua County Medical Monitoring and many



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other programs so you only have to call one number to get services started. Call toll-free (716) 753-4582, 363-4582, or 661-7582.



NEW YORK
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NY Connects
Your Link to Long Term
Services and Supports

- Last year NY Connects in Chautauqua County took 7,386 calls **and we plan to take 7,500 calls in 2019.**
- **NY Connects is budgeted at \$390,132.00 for 2019**

7. **Legal Assistance:** As a required component under the Older Americans Act, OFA provides legal assistance through our subcontracted provider, Legal Assistance of Western NY (LawNY) to individuals age 60 and over. Legal issues can include issues such as landlord/tenant issues, housing, utilities, guardianship, foreclosure, abuse, neglect, and age discrimination. Legal assistance is targeted towards older individuals in social and economic need.

- **OFA has budgeted \$22,000.00 for legal assistance in 2019 and plans to serve over 100 clients.**

8. **Transportation:** CARTS (Chautauqua Area Regional Transit System) contracts with OFA to provide in-county transportation to medical appointments for people age 60+ (who are not eligible for the same service under Medicaid). CARTS also manages a volunteer program to provide out of county transportation to medical appointments within a 75 mile radius. Due to funding limitations, transportation with OFA funding is only provided to medical appointments however CARTS offers special discounts for seniors who ride their regular route buses and has special runs for grocery & other shopping.

- Cost of one-way trip in county is \$14.49 and we plan to serve 150 people.
- **2019 budget for transportation is \$29,290.00**

9. **Senior Employment & Training:** Though our partnership with Senior Services America and grant funds from the Department of Labor, OFA provides training-to-work experiences for older adults age 55+ who meet income guidelines. The



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participants are placed in government or not-for-profit agencies where they work a 20 hour work week for minimum wage while gaining valuable work experience and on-the-job training. Many of these work experience turn into full or part-time regular employment. In addition this program offers basic computer training/tutoring to the community at large in libraries and other sites throughout the county to ensure our older population does not get left behind in the digital age.

- **In 2018, 28 older adults were enrolled in the senior employment program and 44 older adults had computer training.**
- **In 2019 we plan to enroll 28 people at program cost of \$379,199.00**

Funding and Contributions for Programs: Programs are funded through the US Administration on Aging, New York State Office for the Aging, Chautauqua County, and contributions from subcontracted providers and clients.

No eligible person can be turned away for inability or refusal to contribute to a program or service, with the exception of programs requiring a cost share, and when funds are exhausted. Individuals should consider their personal circumstance before making a program contribution. All contributions are put back into programming to provide additional services to older adults in need. Individuals may contribute anonymously though contributions by check or money order. Contributions will not be tracked.

Chautauqua County Office for the Aging remains strong in its commitment to assisting individuals to remain in their homes and community for as long as they choose and can safely do so with supports. The priority services that are listed above are the majority of the programs we have in place to achieve this goal.

CCOFA appreciates any feedback related to this plan. We will take comments through November 30, 2018 for the 2019 Program Plan, however we are interested in hearing about older adult needs throughout the year. You may contact the Chautauqua County Office for the Aging via mail: 7 North Erie Street, Mayville NY 14757; via phone: (716) 753-4471 or via email: CCNYC@co.chautauqua.ny.us.

On behalf the staff of the Chautauqua County Office for the Aging, and our community provider agencies, we thank you for any feedback you can provide to help us in helping our community's older adults to "Excel at Aging Well."