



2017

***Ontario County Office for the Aging
Annual Report***

Our vision is that all residents of Ontario County will have access to a broad array of information and services that allow them to remain independent and active as long as possible.

The Age Wave

We are living longer. Ontario County, just like the rest of the nation has a growing population of older adults. In 1900 life expectancy in the United States was 47 years; today it is 79 years (76 for men and 81 for women). The largest generation in American history, the Baby Boomers, started turning age 65 in 2011 at the rate of about 8000 per day. This has created an unprecedented age wave. The aging of the population will have wide ranging implications for the country and the county.

The size and structure of the older population is important both socially and economically. The projected growth of the older population in the United States will present challenges to policy makers and programs such as Social Security, Medicare and Medicaid. It will also affect families, businesses and health care providers.

- The 90% of seniors surveyed want to age in

One out of every four 65 year olds will live past 90 and one out of every ten will live past age 95!

their own homes yet adequate home-based and community-

based services are limited in most communities.

- 25% of families in America are caring for an older family member, a friend or an individual with a disability.

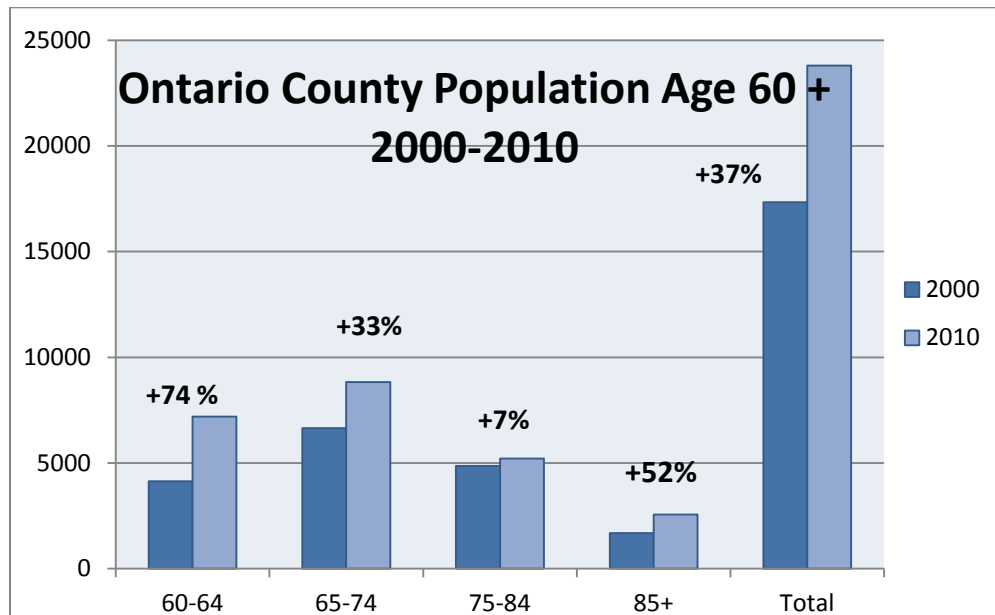
Ontario County

- **Today, 24,000 or 22% of the county population is age 60 or older**
- **By the year 2020 that number will grow to 32,000 or 29% of county population**
- **By 2035 about 39,500 or 33% will be over 60**
- **The population age 75 and over is projected to more than double by 2035**
- **The population age 85 and over will increase by about 89%**
- **The number of minority older adults is projected to more than double**
- **The disabled population over age 65 is expected to increase by about 65%**

- More than 50% of family caregivers are between the ages of 35-64 and are balancing work, children, and their caregiving duties.
- Nursing homes and assisted living facilities have become the default option for frail

elders, because no other comprehensive options exist. The National Institute on Aging study published in August 2010 found 53% of those admitted to a nursing home died within 6 months; the mean for males was 3 months.

The number of Americans age 85 or older is increasing faster than any other age group



The number of Americans aged 65 and older is projected to double from 46 million to more than 98 million by 2060. It will be the first time in history that the number of older adults outnumbers children under age 5

2017 Highlights

NY Connects: Information, Assistance and Guidance

- In 2017 The number of contacts provided increased 54% and the number of clients served increased by 37% from 2016

Meals

- Increased the number of home delivered meals by about **6%** and increased the number of clients served by **14%**
- The Community Dining Program increased the number clients served by a **8%**
- Increased the number of Farmers' Market Coupons distributed to low income elderly by **16%**

Home Care Services

- Increased in-home personal care and housekeeping services provided by **8%**
- Increased case management by **23%** by providing nearly **1,700** hours of case management to frail older adults and their caregivers, which helped them age in place and remain independent in their own homes.

Caregiver Services

- Provided **447** caregivers with service, which is an increase of **49%** over 2016
- Provided **3,506** hours of respite care (in-home and adult day) to temporarily relieve their care burden, which is an increase of **87%**. This is due to an increase in funding and the increased use of less costly adult day services.
- Provided **972** meals to caregivers in order to relieve them of the burden of providing meals, this is an increase of **89%**

Transportation Services

- **23%** increase in trips
- **44%** increase in the number of clients transported

NY Connects: No Wrong Door

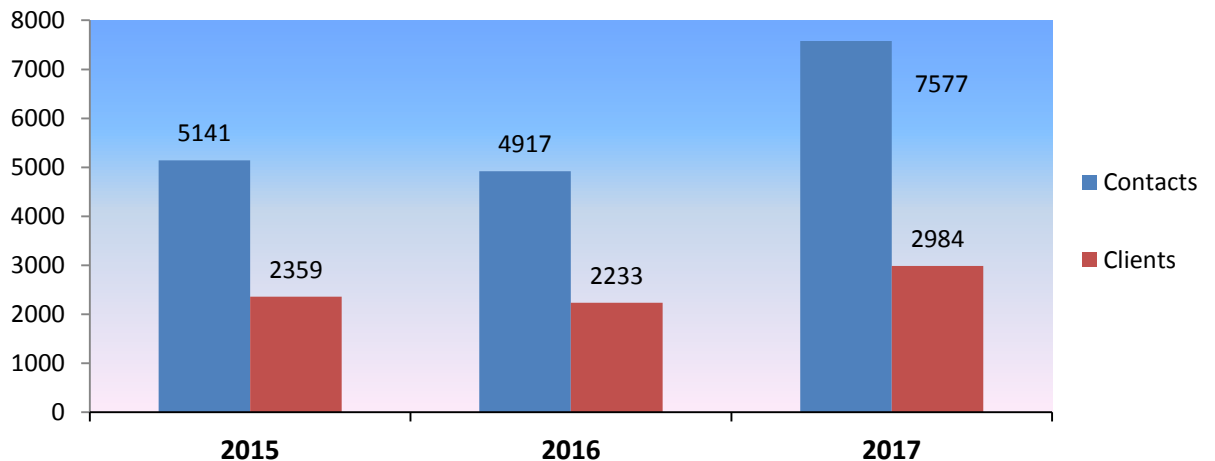
Aging and Disability Resource Center

NY Connects is a “No Wrong Door” system that serves as a hub and comprehensive resource for people of all ages needing long term services and supports.

7,577 contacts – 2,984 clients served

Less than one fifth of older adults between ages 65 and 74 need assistance with activities of daily living, such as bathing or eating. This increases to 40 percent of men and 53 percent of women over age 85

- Information, referral and assistance
- Help navigating the complex health and social service systems
- Helping finding the right care in the right setting
- Help with identifying options
- Help understanding how to pay for long term care services
- Help applying for public benefits
- On-line Service Directory:
www.nyconnects.ny.gov

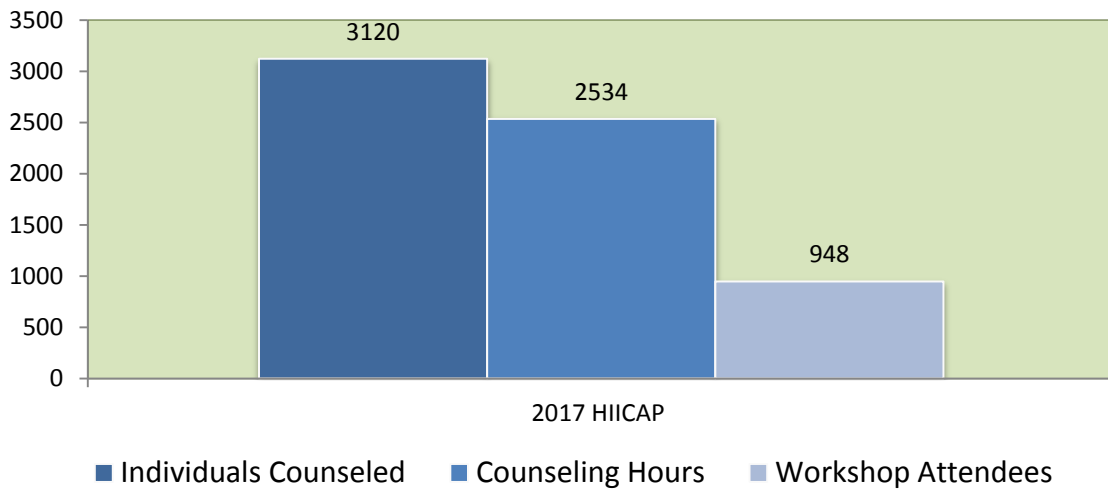


HIICAP

Free, accurate and objective information, counseling, assistance and advocacy on Medicare, private health insurance and related health coverage plans

3,120 individuals counseled – 2,534 hours
56 Workshops – 948 participants

- Help understanding Medicare and what it covers
- Help choosing a Medicare Advantage or Medigap policy that meets an individual's health care needs and budget
- Help for low income individuals to apply for Medicare Savings Programs, Extra Help, and Medicaid
- Help with choosing a drug plan and applying for EPIC



EISEP

Personal care, homemaker, chore services, case management and ancillary services for middle income older adults

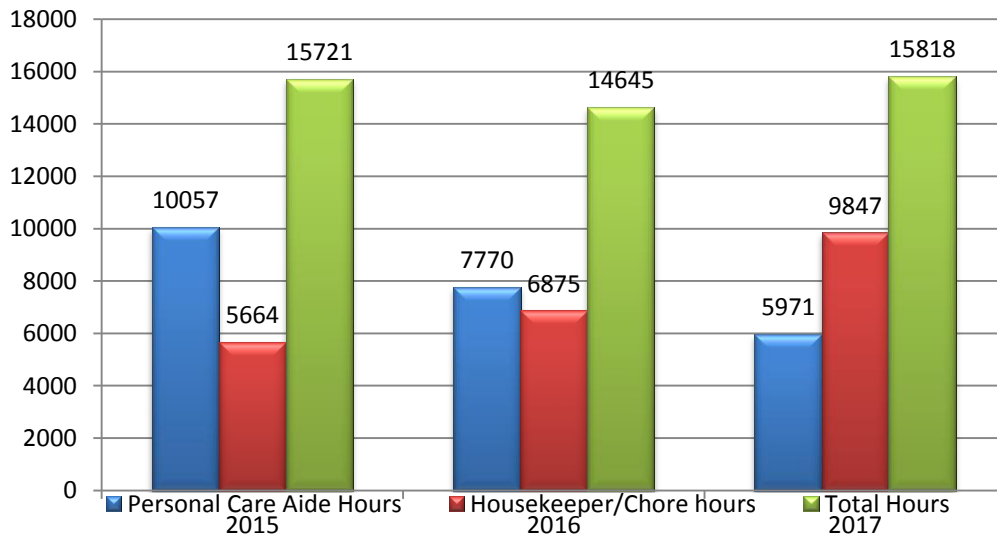
**15,818 hours of personal care and housekeeping services
135 clients**

MYTH

Most Older Adults live in a nursing home

Only about 5% of older adults live in nursing homes

- Helps individuals age 60 or older live independently in their own home.
- Help with basic activities of daily living such as bathing, dressing, meal preparation, housecleaning and laundry.
- Provides installation of grab bars
- Case managers conduct a comprehensive assessment of need, develop a care plan and monitor a client's care.



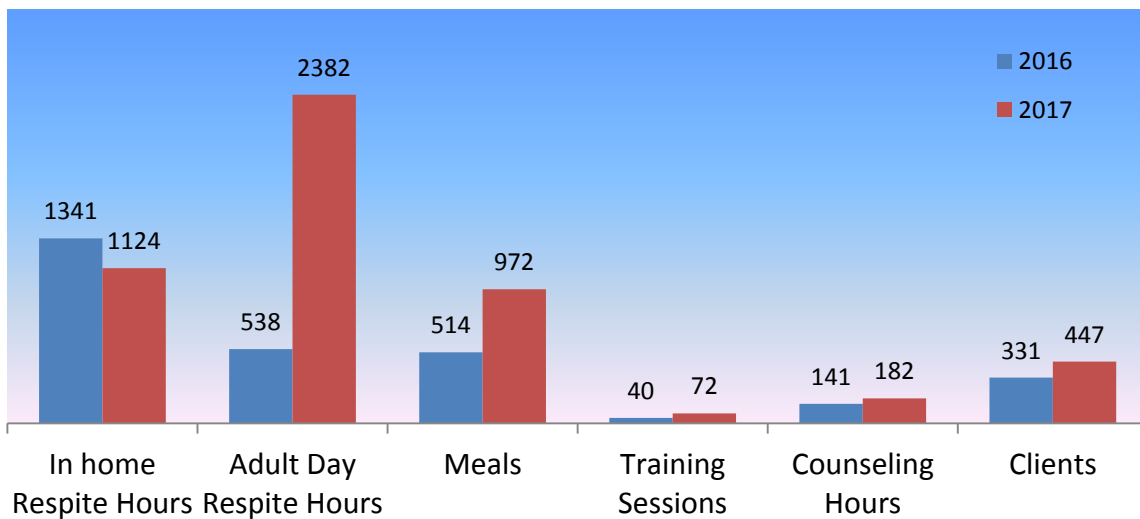
Caregiver Services

Providing assistance to informal caregivers in order to support their efforts in caring for an older adult

3,506 hours of respite
182 hours of counseling
72 training sessions
972 meals
447 clients

- Help with understanding service options and financial issues to make informed decisions about the level of care needed for a loved one.
- The Powerful Tools for Caregivers training series is provided to help caregivers manage their stress and improve their caregiving skills.
- Respite Care provides temporary relief from caregiving responsibilities in the form home care aide service or adult day care.
- Meals are provided to help relieve the burden of preparing meals.
- Caregiver Resource Centers: OFA maintains resource sites in Ontario County libraries where informational materials about caregiving are available

Services to Caregivers

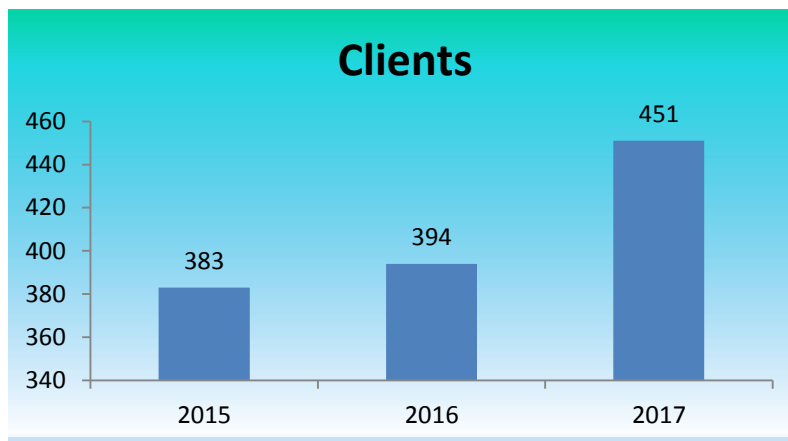
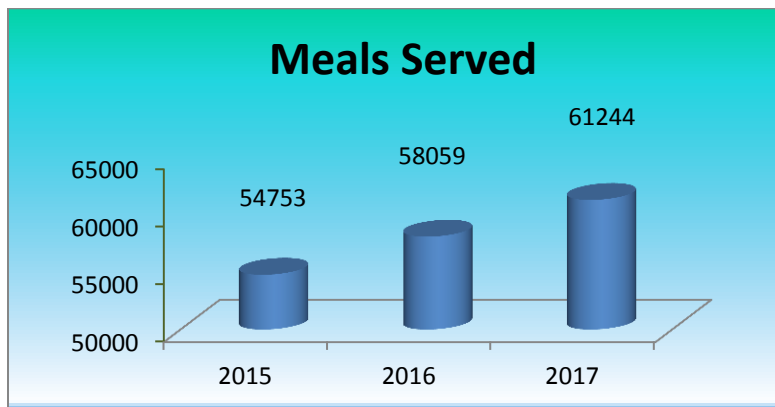


Home Delivered Meals

Providing a nutritious meal, a friendly face and independence for homebound, frail or recuperating older adults

61,244 meals – 451 clients

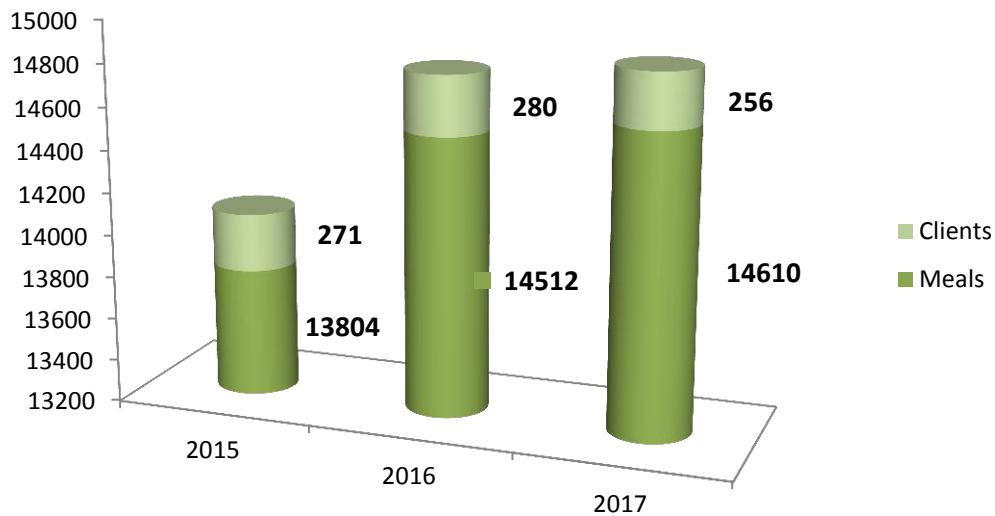
- Hot meals are delivered to a person's home Monday – Friday.
- Frozen meals are available to individuals who do not live along a hot meal delivery route or prefer frozen meals.
- Case managers assess needs and coordinate other needed services for the homebound person.
- A dedicated force of over 200 volunteers delivers the meals on 27 different routes throughout the county.
- Volunteers provide safety checks on each home delivered meal client.



Community Dining Program

Healthy, nutritious, balanced meals are served to older adults up to five days a week in seven locations around the county. These locations offer meals, socialization and up-to-date information about healthy eating, wellness and healthy habits

14,610 meals served – 256 participants



Nutrition Education

3989 contacts

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

49 individuals counseled

Our registered dietitians can help an older person with questions about diabetes, weight loss or gain and healthy eating in private nutrition counseling. The dietician provides consultations to individuals who are at nutritional risk because of their health, dietary intake, chronic illness or medication use.

Senior Farmer's Market Coupon Program

690 households

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

263 hours to 57 clients

The 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

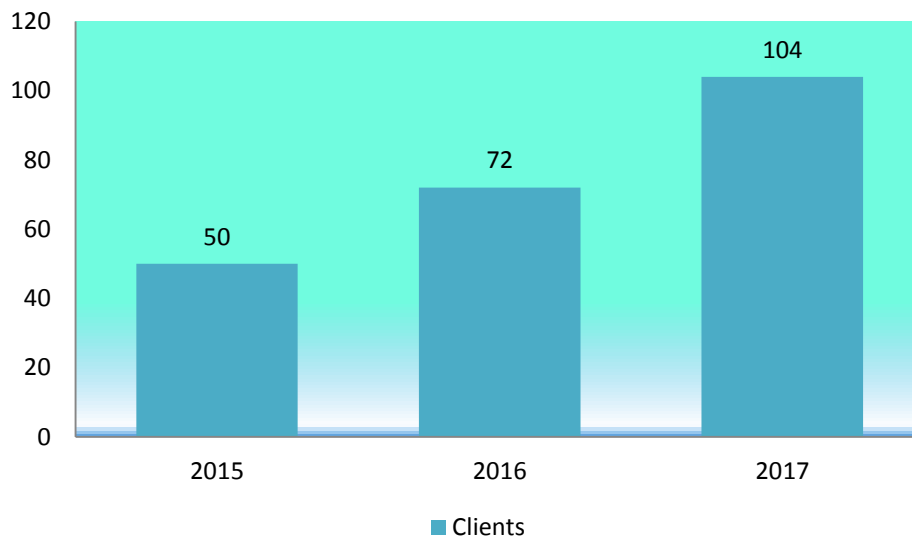
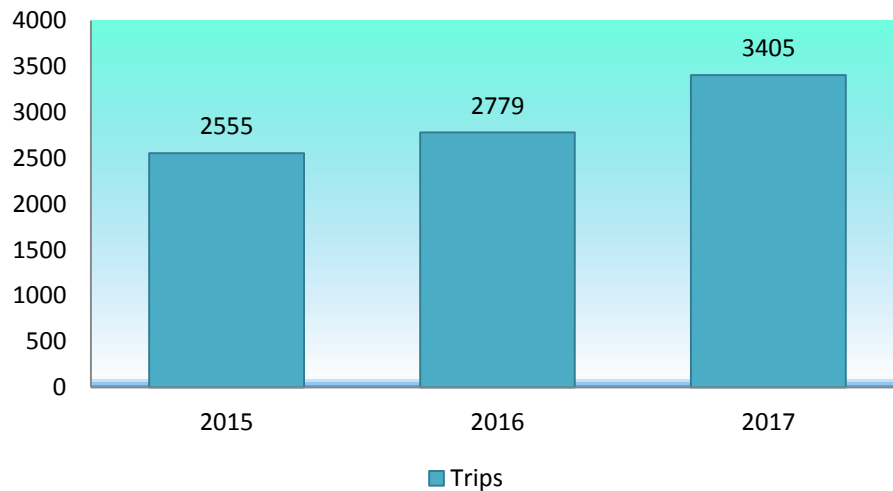
- Low income older adults receive legal services at no cost.
- Legal Assistance for Power of Attorney, Health Care Proxy, wills, housing and landlord/tenant issues, debt, public benefits, and other areas of civil law is provided.

Transportation Services

Transportation is provided through a contract with RTS and by volunteer drivers

3,405 trips - 105 clients

- Transportation to doctor offices, shopping and other appointments.
- Transportation to adult day centers for caregiver respite.
- Transportation to dialysis three times per week.
- Shopper buses in Canandaigua, Clifton Springs and Bloomfield.
- RSVP volunteers provide transportation to medical appointments for those who are unable to use the RTS bus.



Public Information & Outreach

528 participants attended **16** presentations or health fair events that were conducted throughout the county on OFA services and other topics such as caregiving

12,314 copies of the “**Senior Newsbeat**” newsletter, which is published quarterly, were distributed either by mail or by email

6,361 web hits on the Ontario County Office for the Aging website
<http://www.co.ontario.ny.us/aging>

1,933 brochures were distributed through the Caregiver Resource Centers

21,910 were reached through newspaper advertisements in the Messenger Post, Merchandizer, Daily Messenger and Finger Lakes Times

OFA also has a **Facebook** page to keep volunteers and clients up to date

Personal Emergency Response Systems

214 clients – 1814 units of service

PERS devices help frail elders living alone and at risk of falling. The Office for the Aging contracted with Doyle Security System, Inc. for PERS in 2017.

Volunteers - Our Lifeline

OFA relies on volunteers to deliver meals to homebound elderly, provide transportation to doctors, provide friendly visits, yard work, home projects, insurance counseling and help with our newsletter. They are the lifeline to many homebound elders.

Collaborations Extend Our Reach: RSVP, Ontario ARC, Canandaigua National Bank and St. Benedict’s Church helped OFA provide special services to Ontario County older adults.

- **283** volunteers provided approximately **6,750** hours of service
- **10** volunteers provided **310** trips of medical transportation for **34** clients
- **St. Benedicts Service Days** – helped **21** clients with home projects

Health Promotion

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,

Reality

Individuals can learn new skills even in late life

Older adults can learn skills in late life, although learning some skills may take longer than in younger adults. The adage “you can’t teach an old dog new tricks” is the myth

delay or lessen chronic disease and a loss of independence. Programs range from technology based interventions to physical exercise to mind stimulation.

Matter of Balance: An evidence-based program to improve balance, reduce the fear of falling and prevent falls. In 2017, two 8 week series were conducted with 27 people attending.

Computer Classes: OFA contracts with Wood Library to provide “hands-on” computer education. During 2017, **68** older adults attended **73** computer classes at Wood Library, learning basic and intermediate skills such as intro to Word, Facebook, and Skype, using an

iPad, Cyber security, digital photos and getting around the Internet.

Senior Center Recreation: In 2017, there were **414** activities at the Senior Recreation program at the Canandaigua Salvation Army (also known as the Golden Spot Senior Center). Classes include exercise classes, games, parties, and bingo.

SALT: **10** educational programs on fraud, scams, identity theft and health and safety issues, there were a total of **200** attendees.

Food, Fun and Fitness: OFA contracts with Ontario ARC to provide a weekly exercise and nutrition program for older adults and people with intellectual and developmental disabilities. In 2017, **36** people attended **44** classes. The classes increase awareness of healthy lifestyles.

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 **75** individuals representing over **50** organizations on the LTCC.

OFA Advisory Council

The OFA Advisory Council helps advance new policies, reviews programs and their effectiveness and assists with public hearings. They are the eyes and ears of the community to help ensure the needs and concerns of older county residents are being heard. The Council also sponsors the Seniors of the Year Celebration and the Gift Giving Tree. The Council members also review the Annual Implementation Plan required by the New York State Office for the Aging and makes recommendations as needed.

Advisory Council Members:

Nathan Kollar, Chairperson, Canandaigua

Elizabeth Ridgway, Canandaigua, 1st Vice Chair

Kay Viggiani, Clifton Springs, 2nd Vice Chair

Maggie Bringewatt, Canandaigua

Robin Didas-Mott, Representative of Venture Forthe

Zelmeta Dunham, Geneva

Ed Hemminger, Farmington

Mary McCarthy, Victor

Wanda Moore, Representative of 80 Parrish St. Apartments

Diane Olivet, Canandaigua

Paul Ryther, East Bloomfield

Fiscal Report

Ontario County Office for the Aging 2017 Budget			
	Expense	Revenue	County Cost
EISEP	\$ 532,240	\$ 315,010	\$ 217,230
WIN	\$ 287,253	\$ 253,357	\$ 33,896
Title III B	\$ 156,450	\$ 112,371	\$ 44,079
Title IIID	\$ 11,192	\$ 10,137	\$ 1,055
Title III E	\$ 83,725	\$ 52,480	\$ 31,245
OC Admin	\$ 4,215	\$ 10,589	\$ (6,374)
Title III C-1	\$ 243,617	\$ 186,288	\$ 57,329
Title III C-2	\$ 186,941	\$ 152,516	\$ 34,425
CSE	\$ 247,376	\$ 220,770	\$ 26,606
Title V SCSEP	\$ 22,740	\$ 21,537	\$ 1,204
HIICAP	\$ 89,020	\$ 34,463	\$ 54,558
CSI	\$ 3,953	\$ 2,819	\$ 1,134
MIPPA/ADRC	\$ 24,721	\$ 11,366	\$ 13,355
AAA Transportation	\$ 6,856	\$ 11,136	\$ (4,280)
NY Connects/BIP	\$ 317,708	\$ 362,663	\$ (44,955)
Total	\$ 2,218,007	\$ 1,757,502	\$ 460,507

2017 Expenditures \$2,218,007

