

ONEIDA COUNTY



OFFICE FOR THE AGING/ CONTINUING CARE

2010 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, 2011

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 2010. The services and programs provided by OFA-OCC are achieved through a combined effort of staff, and our many community partners

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 2010. A few of the most significant accomplishments were:

- o Served a total of **(12,996)** unduplicated consumers with a variety of services including information, assistance, and community based in-home services.
- o Provided ongoing case management and in-home services to approximately **(4.070)** individuals during 2010.
- o 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. This concept was recognized by the **Albany Guardian Society – *Great Ideas in Aging Contest***.
- o Implemented the ***Veterans Directed Home and Community Based Services Program*** and set statewide standards to create a partnership with the **Veterans Health Administration**.
- o Conducted Request for Proposals for aging services and programs which resulted in a single subcontractor, **North Utica Community Center**, for ***Aging Case Management Services***.
- o Through the efforts of the **Advisory-Long Term Care Council** planned and coordinated a concept for senior health education, outreach, and program information through the use of a ***digital health & wellness communication system***.

Also, we are very excited about our 2011 highlights and initiatives, including:

- Continue to work with the **Oneida County 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**.
- Partner with the **Oneida County Health Department** to establish local Chronic Disease Self Management Programs with community based providers and SUNY Albany Medical Center of Excellence on Aging.
- Use of a **digital health & wellness communication system** to provide senior health and wellness outreach and information. Create an infrastructure to increase the capacity of senior centers, and improve access to health care for older residents through this network.

Office for the Aging & Office of Continuing Care looks forward to serving this community in 2011 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
2010 Advisory Council Membership

Lisle Sanborn – Chairperson

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

2010 PLANNING ACTIVITIES

The public forums / planning sessions held in 2010 for the 2011-12 program period focused primarily upon the culturally diverse and the underserved rural elderly in Oneida County.

- ❖ Planning sessions were held at the **Mohawk Valley Resource Center for Refugees** with the goal of reaching out to our communities' most Culturally Diverse Population. Utilizing a liaison established with our newly appointed Advisory Council member, Alison Swartz, a public forum / planning session was held on **November 4th**. This session included a mix of Karin, Burmese, African, and Spanish individuals - with approximately (75) in attendance.
- ❖ The Public forum / planning session held on **November 10th** consisted primarily of Rural Elderly in the **Township of Vienna** - with approximately (22) in attendance.
- ❖ Elderly with Developmental Disabilities was the focus of the public forum / planning session held at the **Arc of Oneida-Lewis County** on **November 11th** - with approximately (15) in attendance.
- ❖ Nursing Home Populations was the focus of the public forum / planning session held at **Lutheran Care** on **December 8th**.
- ❖ A public hearing / planning session was also held on **December 17th** at the **South Rome Senior Citizens Center**.

The public forum / planning sessions were announced to each host agency through established communication mechanisms. A combination of email distribution, flyers, and printed notices were distributed to encourage maximum attendance at each scheduled event.

Major issues identified during the discussion at the public forum / planning sessions included the following issues:

- Access to healthcare;
- Use of digital technology for health wellness and chronic disease management;
- Community involvement to assist with unmet needs of the elderly
 - i.e. intergenerational support;
- Lack of information on availability of services to isolated segments of the community
 - i.e. Town of Vienna residents and non-English speaking groups;
- Decrease in funding for services and programs;
- Need for an increase in volunteer support services;
- Spirituality and creativity in aging;
- Gaps in services during hospital discharge transition period.

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 **New York State 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 2010, OFA-OCC served (12,996) unduplicated persons under this program

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**.

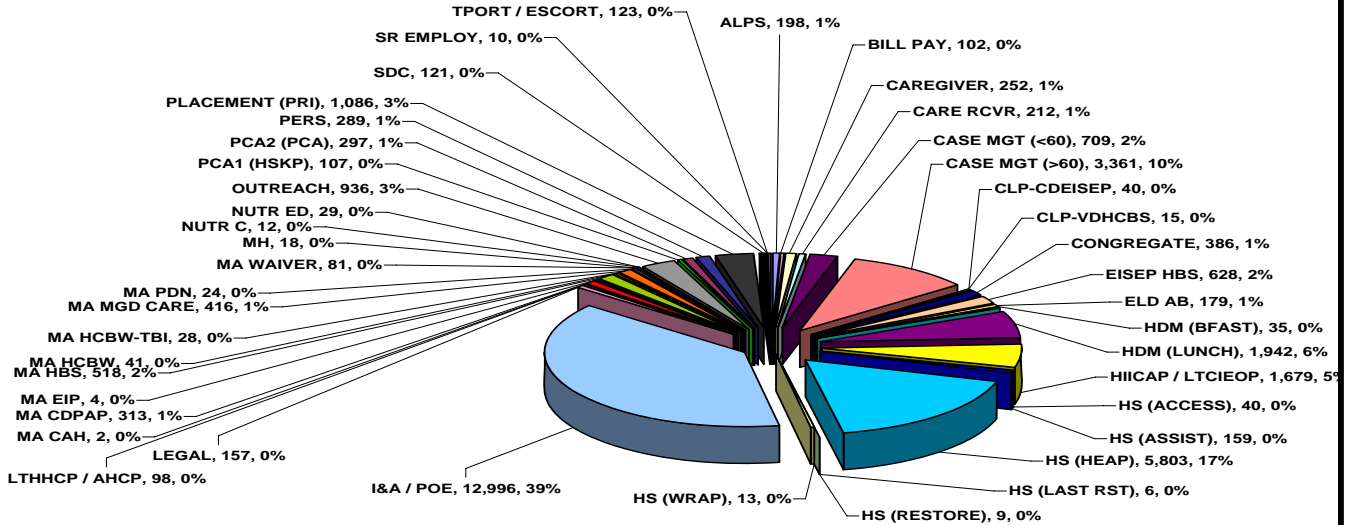
Referrals are assigned to a Case Management team based on the geographic location of the individual being served. This allows for continuity of care, optimum time management and cost effectiveness. Case managers visit, assess unmet needs, provide referral and service coordination, and work with the client 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.

2010 Oneida County OFA-OCC Service Provision Programs include:

Assisted Living Programs (**ALPS**), Bill Payer Program (**BP**), Caregiver Support Program for Caregivers (**C GVR**) & Care Receivers (**RCVR**), Case Management Programs (**CASE MGT < age 60**) & Case Management Programs (**CASE MGT > age 60**), Community Living Program – Consumer Directed EISEP Program (**CLP-CDEISEP**), Community Living Program - Veterans Directed Home Based Services Program (**CLP-VDHBS**), Congregate Dining Site Programs (**CONG**), Expanded In-Home Services for the Elderly Program (**EISEP**), Elder Abuse Coalition Program (**ELD AB**), Facility-Based Discharge / Home Based Services Admission Program (**FBS DC HBS ADM**), Nutrition Programs including Home Delivered Meals – Breakfast (**HDM-BFAST**) & Home Delivered Meals – Lunch (**HDM-LUNCH**), Health Insurance Information Counseling Assistance Programs (**HIICAP**) & Long Term Care Insurance Education Information Programs (**LTCIEOP**), Health Promotion Activities (**HLTH PROMO**), Housing–Access Program (**HS-ACCESS**), Housing Assistance Program (**HS-ASSIST**), Housing-Home Energy Assistance Programs (**HS-HEAP**), Housing–Last Resort Program (**HS-LAST RST**), Housing–Restore Programs (**HS-RESTORE**), Housing–Weatherization Program (**HS-WRAP**), Information & Assistance / Point of Entry Programs (**I&A POE**), In-Home Application Assistance Program (**IH APP ASST**), Legal Assistance Programs (**LEGAL**), Long Term Care Ombudsman Program (**LTCOP**), Medicaid Care-At-Home Programs (**MA-CAH**), Medicaid Consumer Directed Personal Assistance Programs (**MA-CDPAP**), Medicaid Early Intervention Programs (**MA-EIP**), Medicaid Home Based Services Programs (**MA-HBS**), Medicaid Home & Community Based Waiver Programs (**MA-HCBW**), Medicaid Traumatic Brain Injury Home & Community Based Waiver Program (**MA-HCBW-TBI**), Medicaid Long Term Home Health Care Program (**MA-LTHHCP**) & Medicaid AIDS Home Care Program (**MA-AHCP**), Medicaid Medical Model Day Care Services Programs (**MA-MDC**), Medicaid Managed Care Programs (**MA-MGD CARE**), Medicaid Private Duty Nursing Services Programs (**MA PDN**), Medicaid Waiver Programs (**MA WAIVER**), Mental Health Programs (**MH**), Nutrition Counseling (**NUTR C**), & Nutrition Education (**NUTR ED**), Community Outreach & Education Programs (**OUT**), Housekeeping Programs (**PCA1**), Personal Care Services Programs (**PCA2**), Personal Emergency Response System Programs (**PERS**), Placement Assistance Programs, including: Patient Review Instrument & Screening Assessment Scoring Programs (**PRI-SCREEN**) & DMS-1 Assessment Scoring Programs (**DMS-1**), Public Education Activities (**PUB ED**), Social Model Adult Day Care Services Programs (**SDC**), Title V Senior Employment Program (**SR EMPLOY**), Medical Appointment Transportation Services Program (**TPORT**), and Assisted Transportation – Escort Service Programs (**ESCORT**).

COMMUNITY BASED SERVICES

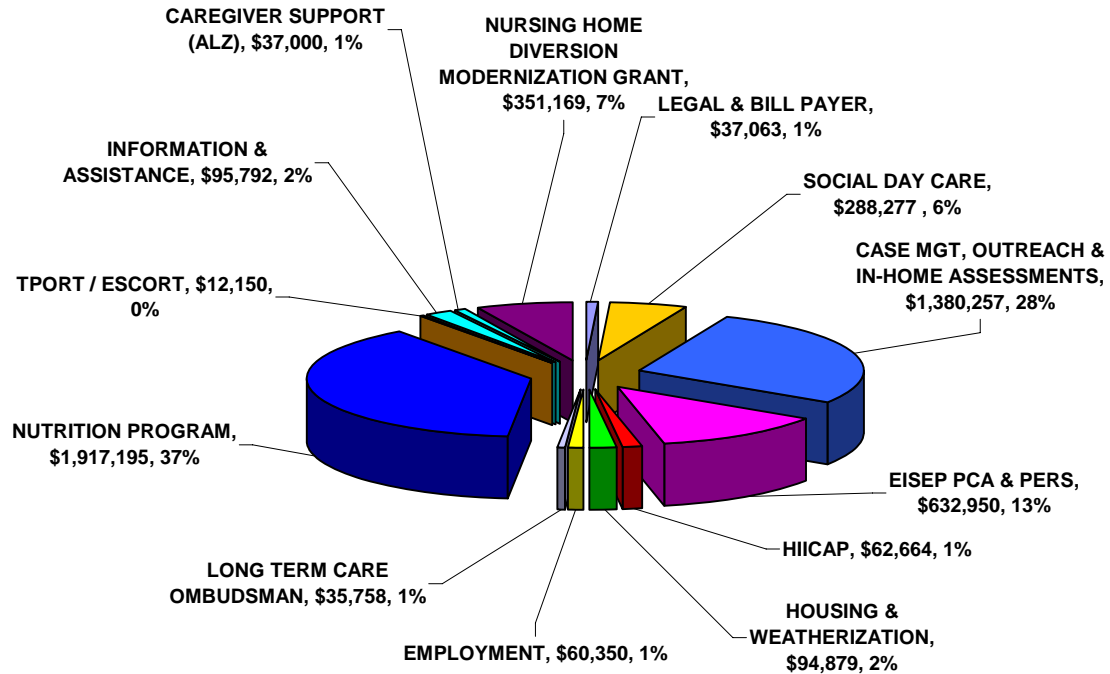
2010 OFA-OCC UNDUPLICATED PERSONS SERVED - BY PROGRAM



PROGRAM	# PERSONS 2010	PROGRAM	# PERSONS 2010
ALPS	198	LTHHCP / AHCP	98
BILL PAY	102	MA CAH	2
CAREGIVER	252	MA CDPAP	313
CARE RCVR	212	MA EIP	4
CASE MGT (<60)	709	MA HBS	518
CASE MGT (>60)	3,361	MA HCBW	41
CLP-CDEISEP	40	MA HCBW-TBI	28
CLP-VDHCBS	15	MA MGD CARE	416
CONGREGATE	386	MA PDN	24
EISEP HBS	628	MA WAIVER	81
ELD AB	179	MH	18
HDM (BFAST)	35	NUTR C	12
HDM (LUNCH)	1,942	NUTR ED	29
HIICAP / LTCIEOP	1,679	OUTREACH	936
HS (ACCESS)	40	PCA1 (HSKP)	107
HS (ASSIST)	159	PCA2 (PCA)	297
HS (HEAP)	5,803	PERS	289
HS (LAST RST)	6	PLACEMENT (PRI)	1,086
HS (RESTORE)	9	SDC	121
HS (WRAP)	13	SR EMPLOY	10
I&A / POE	12,996	TPORT / ESCORT	123
LEGAL	157		

2009 OFA-OCC SERVICES / PROGRAM EXPENDITURES SUMMARY

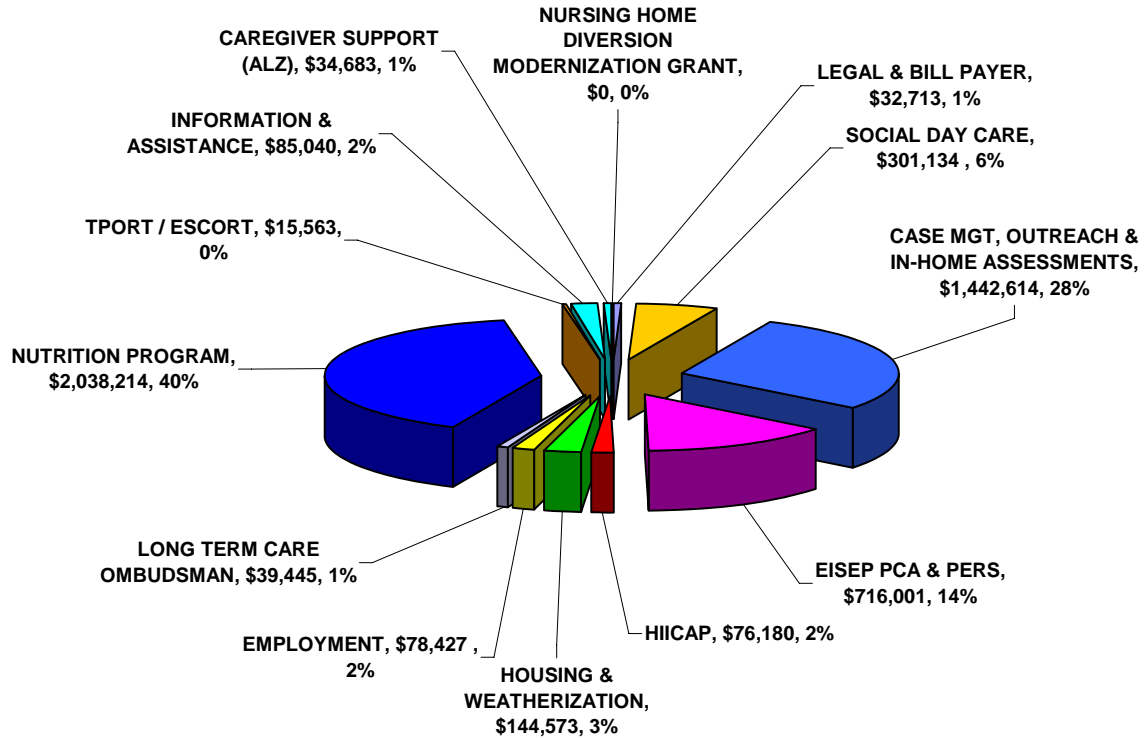
2009 OFA-OCC SERVICE EXPENDITURES - BY FISCAL CATEGORY



2009 OFA SERVICE CATEGORIES	TOTAL COST 2009	% TOTAL BUDGET 2009
LEGAL & BILL PAYER	\$37,063	0.62%
SOCIAL DAY CARE	\$28,8277	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%
TSPORT / 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%

2010 OFA-OCC SERVICES / PROGRAM EXPENDITURES SUMMARY

2010 OFA-OCC SERVICE EXPENDITURES - BY FISCAL CATEGORY



2010 OFA SERVICE CATEGORIES	TOTAL COST 2010	% TOTAL BUDGET 2010
LEGAL & BILL PAYER	\$37,713	0.55%
SOCIAL DAY CARE	\$301,134	5.07%
CASE MGT, OUTREACH & IN-HOME ASSESSMENTS	\$1,442,614	24.29%
EISEP PERSONAL CARE & PERS	\$716,001	12.05%
HIICAP	\$76,180	1.28%
HOUSING & WEATHERIZATION	\$144,573	2.43%
EMPLOYMENT	\$78,427	1.32%
LONG TERM CARE OMBUDSMAN	\$39,445	0.66%
NUTRITION PROGRAM	\$2,038,214	34.31%
TPORT / ESCORT	\$125,563	0.26%
NY CONNECTS - LTC POINT OF ENTRY ASSISTANCE	\$85,040	1.43%
ALZHEIMER'S ASSISTANCE	\$34,683	0.58%
NURSING HOME DIVERSION MODERNIZATION GRANT	\$0	0.00%
ALL ADMIN COST	\$935,142	15.74%
	\$5,939,729	100.00%

ASSISTED LIVING PROGRAMS

Assisted Living Program facilities serve individuals who are medically eligible for placement in a nursing facility, but serve 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.

There are (5) **Assisted Living Facilities** in Oneida County:

- Cedar Brook ALPS @ Sitrin Home in New Hartford
- Loretto Utica Center ALPS in Utica
- Presbyterian Residential Community ALPS in New Hartford
- Terrace at Woodland ALPS in Rome
- Willow Park ALPS in Utica

In 2010, OFA-OCC served (198) unduplicated persons under this program.

BILL PAYER PROGRAM (VOLUNTEER)

The Oneida County Office for the Aging and Continuing Care Bill Payer Program is a partnership that is funded by **AARP**, and provided through **Family Services of the Mohawk Valley, Inc.**

This program is in place in order to ensure area seniors are able to maintain their independence in the community by gaining control of their finances. Typically seniors get overwhelmed by budgeting, bills, and regular expenses. This program allows for seniors to access an accounting representative, to enter their home, to assist them in the process of paying bills on time, organizing billing cycles, and budget the client bank accounts.

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 program participants 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 2010, OFA-OCC served (102) unduplicated clients under this program.

CAREGIVER SUPPORT PROGRAMS

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. Oneida County OFA-OCC has partnered with the **Alzheimer's Association** for the Caregiver Support Services Program.

In 2010, OFA-OCC served (252) unduplicated caregivers by providing several options - Including: counseling, training, and support groups, as well as providing respite services for (212) 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 PROGRAMS

Oneida County OFA-OCC directly provides case management services, and has partnered with the **Ava Dorfman Senior Citizen's Center** and the **North Utica Senior Citizen's Recreation Center** to provide necessary additional Case Management services to the elders and disabled throughout Oneida County.

In 2010, OFA-OCC served (3361) unduplicated persons (over age 60) under this program.

In 2010, OFA-OCC served (709) unduplicated persons (under age 60) under this program.

COMMUNITY LIVING PROGRAMS
CLP – VDHCBS & CLP - CDEISEP
(formerly Nursing Home Diversion & Modernization Grant Program)

Oneida County OFA-OCC partnered with the **New York State Office for the Aging & SUNY Albany - Center of Excellence on Aging** to implement and pilot the **U.S. Administration on Aging's Demonstration Project** known originally as the Nursing Home Diversion & Modernization Grant Program.

The purpose of this pilot project was to establish a flexible consumer directed model for individuals at-risk for nursing home placement, and spending down resources for Medicaid eligibility.

The **Nursing Home Diversion & Modernization Grant Program** grant period ended September 2010, having served (55) individuals, and paved the way for the Community Living Programs -

- **Veteran's Directed Home and Community Based Services Program**
- **Consumer Directed EISEP Program.**

At the close of the grant period, (15) Veterans were continued in this service model under **CLP-VDHCBS**, and (40) individuals were transitioned to **CLP-CDEISEP** Program.

The (22) additional Veterans have been assessed for inclusion in the **CLP-VDHCBS** Program when funding permits. A key component is to secure funding for Long-Term Care Services for Veterans through the **Veterans Health Administration**.

In 2010, OFA-OCC served (116) unduplicated persons, including (37) Veterans under this program.

CONGREGATE DINING PROGRAMS

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.

The **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 required at least 24 hours ahead.

There is a suggested donation of \$2.00 per meal for participants' age 60 and older, or \$6.00 full cost of meal for guest under 60 years old. Donations for those individuals over age 60 are voluntary and confidential, and no one age 60 or older will be denied a meal for inability to contribute.

This program has **(12) Congregate 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
- Perretta 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. It also has served as an outreach focal point visit to rural areas. The suggested donation of \$2.00 for anyone 60 years or older is the same as at the congregate dining sites.

This program has **(3) Senior Clubs:**

- Whitestown Senior Club every Wednesday,
- Waterville Senior Club one day per month
- Oriskany Falls Senior Club one day per month.

In 2010, OFA-OCC served (386) unduplicated persons under this program.

EISEP - EXPANDED IN-HOME SERVICES FOR THE ELDERLY PROGRAM

The 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.

Program 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 2010, OFA-OCC served (628) unduplicated persons under this program.

ELDER ABUSE PROGRAM

The Elder Abuse Program 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 (71) unduplicated new referrals during 2010.

Service plans are developed to address the current needs of each alleged victim. Service linkages, services, 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: Currently, the **Oneida County Elder Abuse Coalition** is a partnership of community agencies, including the Oneida County Adult Protective Agency, Law Enforcement Agencies, Attorneys, the District Attorney's office, and others.

The Coalition is a continually growing organization that was 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 2010, OFA-OCC served (179) unduplicated persons under this program.

HOME DELIVERED MEAL 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.

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 will call 911, report to supervisor who then will notify OFA-OCC Nutrition Unit who will make emergency contacts of client aware of incident.

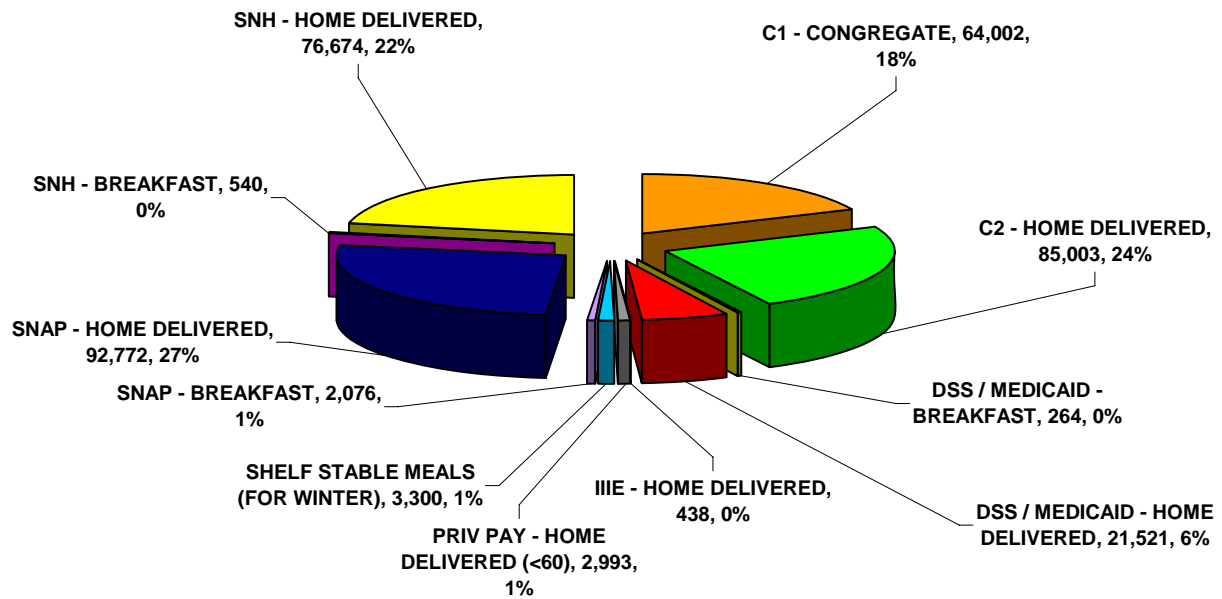
Oneida County OFA-OCC partners with **Prestige Services, Inc.** for Congregate and Home Delivered Meal Services.

In 2010, OFA-OCC served (35) unduplicated persons under the Home Delivered Meal Breakfast Meal Program.

In 2010, OFA-OCC served (1,942) unduplicated persons under the Home Delivered Meal Lunch Meal Program.

2009 MEALS SERVED BY PROGRAM FUNDING

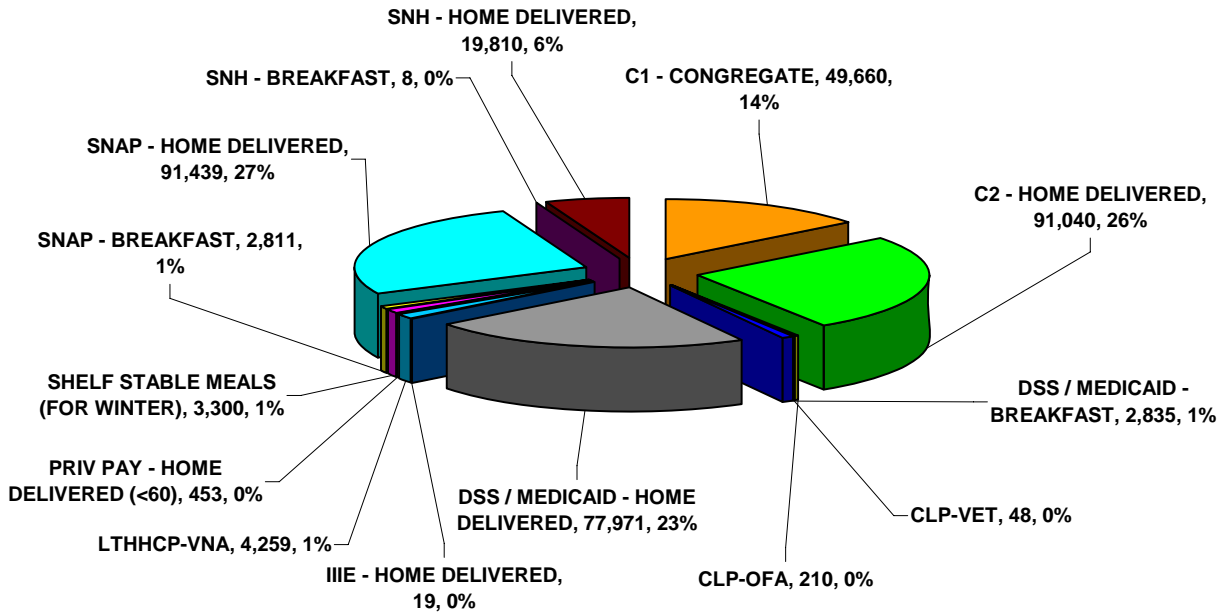
2009 OFA-OCC TOTAL MEALS SERVED - BY NUTRITION PROGRAM FUNDING CATEGORY



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

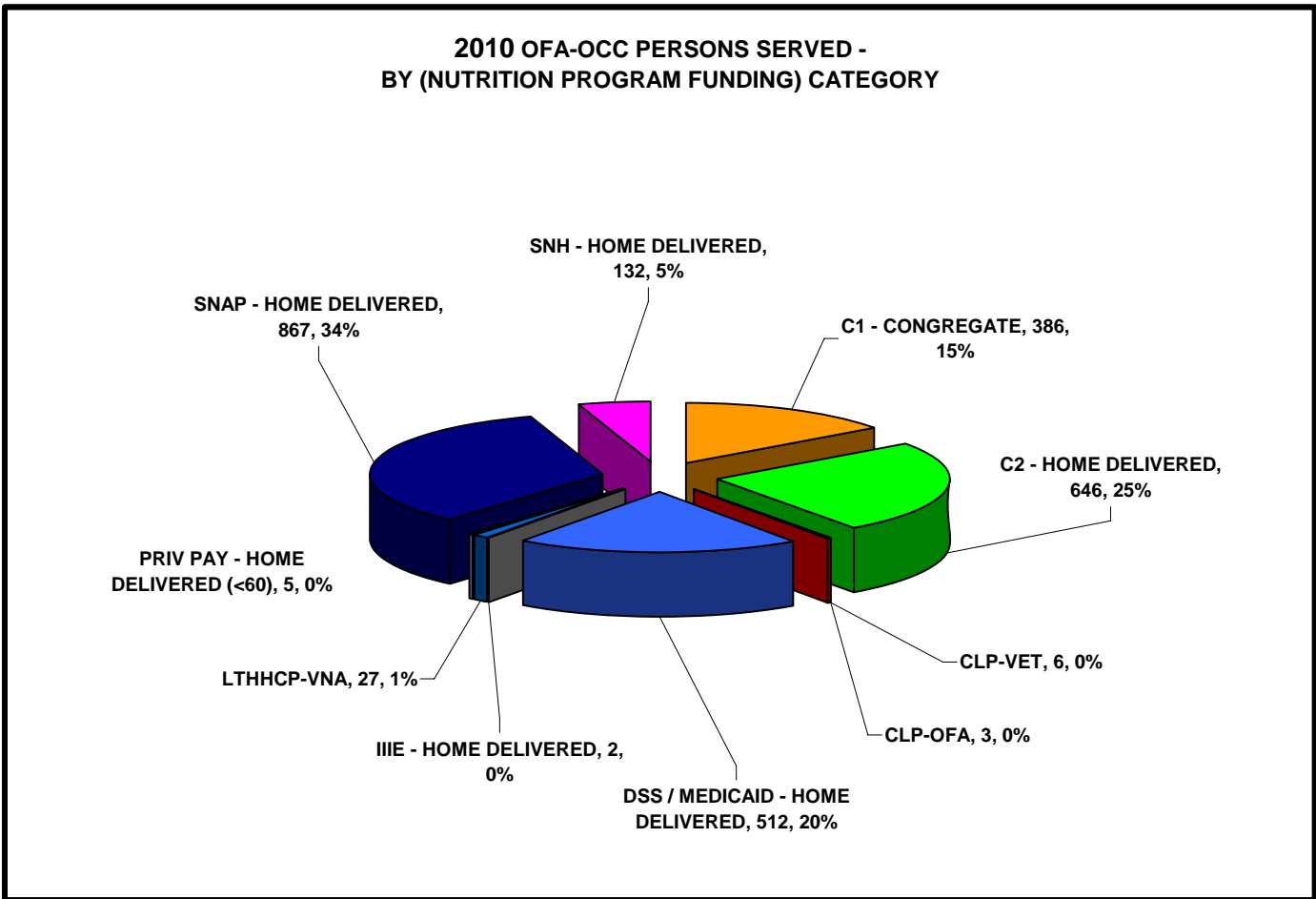
2010 MEALS SERVED BY PROGRAM FUNDING

2010 OFA-OCC TOTAL MEALS SERVED - BY NUTRITION PROGRAM FUNDING CATEGORY



TOTAL MEALS SERVED BY FUNDING	
2010 TOTAL # MEALS	343,863
C1 - CONGREGATE	49,660
C2 - HOME DELIVERED	91,040
CLP-OFA	210
CLP-VET	48
DSS / MEDICAID - BREAKFAST	2,835
DSS / MEDICAID - HOME DELIVERED	77,971
IIIE - HOME DELIVERED	19
LTHHCP-VNA	4,259
PRIV PAY - HOME DELIVERED (<60)	453
SHELF STABLE MEALS (FOR WINTER)	3,300
SNAP - BREAKFAST	2,811
SNAP - HOME DELIVERED	91,439
SNH - BREAKFAST	8
SNH - HOME DELIVERED	19,810

2010 PERSONS SERVED BY NUTRITION PROGRAM



CLIENTS SERVED BY FUNDING	
2010 TOTAL # CLIENTS	2,586
C1 - CONGREGATE	386
C2 - HOME DELIVERED	646
CLP-OFA	3
CLP-VET	6
DSS / MEDICAID - HOME DELIVERED	512
IIIIE - HOME DELIVERED	2
LTHHCP-VNA	27
PRIV PAY - HOME DELIVERED (<60)	5
SNAP - HOME DELIVERED	867
SNH - HOME DELIVERED	132

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

In 2010 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

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

HIICAP / LTCIEOP Counseling Center
Open Tuesday & Thursday
10 a.m. - 2 p.m.

HIICAP / LTCIEOP 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 2010.

In 2010, OFA-OCC served (1,679) unduplicated persons under these programs.

SENIOR HEALTH & WELLNESS PROGRAM

Oneida County Office for Aging & Continuing Care provided its **Health Promotions Activities** utilizing the services of **Parkway Senior Center, Inc.** The Parkway Senior Center Inc. provided countywide medication education clinics, various health related educational sessions, and screening for older Oneida County residents.

Medication Management Workshops were held at the following locations:

- Parkway Senior Center
- Ava Dorfman Senior Center
- New Hartford Senior Center
- Schuyler Commons

Chronic Disease Management Workshops were held at the following locations:

- Oriskany Senior Group
- West Side Senior Center
- New Hartford Senior Center

Other workshops included: **Stress Management for the Older Adult**, and a **Nutrition Workshop**

OFA-OCC participated in (14) Health Fairs throughout Oneida County including the **Oneida County Health Department's Flu Shot Clinics** promoting good health and wellness along with program information representative of the Oneida County Office for the Aging / Continuing Care services.

Some of the **2010 Health Fairs** included:

- 2010 Community Health Festival at the Boonville Oneida County Fair,
- National Senior Health and Fitness Day, &
- V.V.S. Community Day

Some of the **2010 Health Promotion Activities** included:

- The American Heart Association's Heart Run and Walk Health Expo
- 2010 OFA-OCC booth at the Boonville Oneida County Fair on Senior Citizens Day.

Oneida County OFA-OCC also partnered with the **Oneida County Health Department** and **Oneida County Senior Centers**. Outreach and promotion / prevention activities are also scheduled at existing community events and health fairs.

During 2010 OFA-OCC participated in (36) Health Promotions throughout Oneida County.

HOUSING - ACCESS PROGRAM

In 2010 OFA-OCC administered the **Access to Homes Grant Program**. This program provided assistance to low to moderate income property owners allowing adaptive equipment to be installed. In order to meet the accessibility needs, the program allows the client to remain in their home safely.

In 2010, OFA-OCC served (40) unduplicated clients 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 2010, OFA-OCC served (159) unduplicated persons under this program.

HOUSING – (HEAP) HOME ENERGY ASSISTANCE PROGRAM

Oneida County Office for the Aging / Continuing Care has again partnered with the **Department of Social Services** to coordinate the DSS & OFA HEAP units for the 2010 - 2011 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 (5,132) applications were mailed out by **NYSOTDA** to previous OFA-OCC HEAP recipients. An additional (287) 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. Total of (671) Regular HEAP & Emergency HEAP applications were mailed or processed by our outreach workers either by walk in clients or applications received at our OFA-OCC outreach sites.

In 2010, OFA-OCC served (5,803) unduplicated persons under this program.

HOUSING – LAST RESORT PROGRAM

In 2010, OFA-OCC administered the **Last Resort Grant Program**. This program provided assistance to low to moderate income seniors 60+ home owners in Oneida County. The program provided funds to seniors where other resources were not available. The services provided focused on energy consumption and was able to install insulation, windows, and doors to meet the clients energy needs.

In 2010, OFA-OCC served (6) unduplicated clients over age 60 under this program.

HOUSING - RESTORE PROGRAM

In 2010 OFA-OCC administered the **Restore Emergency Repair Program Grant**. This program provided assistance to low to moderate income Seniors 55+ with emergency repairs to eliminate hazardous conditions and insuring health and safety in the Oneida County resident 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 2010, OFA-OCC served (9) unduplicated persons under this program.

HOUSING – WEATHERIZATION (WRAP) PROGRAM

In 2010, OFA-OCC administered the **Weatherization Referral, Assistance and Packaging Grant Program (WRAP)**. This program provided assistance to low to moderate income home owners (regardless of age) with weatherization issues in their homes.

The Weatherization Referral, Assistance and Packaging Program is designed to help low-income seniors reduce the energy consumption of the individual home, by installing energy efficient windows, doors, and insulation, 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 2010, OFA-OCC served (13) 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.

Oneida County OFA-OCC partnered with **Joseph Giruzzi** and **Legal Aide Society of Mid-NY** for provision of legal services.

In 2010, our (2) Legal Services providers, performed approximately 395.75 hours of legal council.

In 2010, OFA-OCC served (157) unduplicated persons under this program.

LONG TERM CARE OMBUDSMAN PROGRAM

Oneida County Office for the 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, (11) adult homes/assisted living facilities, and (1) 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 2010 (25) 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

These Programs provide a coordinated plan of care and services for individuals who would otherwise be medically eligible for placement in a hospital or residential health care facility for an extended period of time. The programs can be provided at home, and enables the participants to receive services that are not available under the State plan for Medicaid services. There are budgetary guidelines, for each client with the cost of care and services not to exceed the monthly nursing home cost in the county. These programs offer clients an alternative to institutionalization. Services are provided through a home care agency which has enrolled in the program.

The **LDSS (OFA-OCC)** is responsible for participating in the periodic reassessment of the services provided. The Oneida County service provider for the LTHHCP / AHCP is the **Visiting Nurses Association**, and is 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.

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

NYSDOH has received approval for these waiver programs to continue until 8/31/2015

Major changes to the Program include:

- Changes the Level of Care assessment tool for children from the current DMS-1, to the Pediatric Patient Review Instrument, and incorporates a future strategy to change the DMS-1, working toward a tool which can be electronic, provide for better assessment of strengths/needs, and be compatible with other assessment tools
- Broaden the waiver service of home Modification to Environmental Modifications to include vehicular modifications.
- Enhance the waiver service of Medical Social Services to include Community Integration Services to provide supportive counseling for individuals adjusting to living in the community with a disability.
- Adds a new waiver service of Assistive Technology which incorporates the current waiver service of Personal Emergency Response Services (PERS) into a new broader service definition.
- Adds a new waiver service of Community Transitional Services (CTS) that will be payable for services to individuals who are transitioning from a nursing facility and need assistance with first time moving expenses such as security deposits
- Adds a new waiver service of Home and Community Support Services to provide for the combination of personal care with oversight and supervision to support individuals with cognitive deficits.
- Extends the reassessment time frame from every 120 days to 180 days

These new services are optional and NYS is seeking additional providers

In 2010, OFA-OCC served (98) unduplicated persons under these programs, provided in cooperation with the Visiting Nurses Association.

MEDICAID CARE-AT-HOME PROGRAMS

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. This waiver program serves disabled children who are Medicaid eligible based on their parent's income and if applicable, resources, as well as children who are ineligible for Medicaid based on parental income and resources.

Oneida County partnered with **SKIP of New York** for Service Coordination.

In 2010, OFA-OCC served (02) unduplicated pediatric persons under this program.

MEDICAID CONSUMER DIRECTED PERSONAL ASSISTANCE PROGRAMS

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.

Oneida County OFA-OCC partnered with **US Care Plan It Staffing**, and **Resource Center for Independent Living** for consumer directed service provision.

In 2010, OFA-OCC served (313) unduplicated persons under this program.

MEDICAID 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 less than 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. Oneida County OFA-OCC partnered with **Oneida County Health Department** for service provision.

In 2010, OFA-OCC made referrals on (04) unduplicated pediatric persons served under this program.

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 Medicaid 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 2010, OFA-OCC served (518) unduplicated persons under this program

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

The HCBW & HCBW/TBI waivers are accessed through a network of **Regional Resource Development Centers**, where each serves specific counties throughout the state. The HCBW/TBI waiver is intended 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.

The Waivers provide a variety of services to support qualifying participants in the community. A qualifying individual 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.

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.

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
- community transition services.

In 2010, OFA-OCC served (28) unduplicated TBI persons under this program.

In 2010, OFA-OCC served (41) unduplicated HCBW 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 2010, OFA-OCC served (416) unduplicated persons under this program by partnering with **Senior Network Health**.

MEDICAID PRIVATE DUTY NURSING ASSISTANCE PROGRAM

Under the Medicaid Program, medically necessary nursing services may be provided to eligible individuals in their homes. Patients receive skilled nursing care 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 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

Oneida County is responsible for assessing the needs of the client and reviewing prior approval request for Private Duty Nursing Services.

Services are brokered to contracting agencies to provide care.

In 2010, OFA-OCC served (24) unduplicated persons under this program.

MEDICAID WAIVER PROGRAMS

In 2010, OFA-OCC served (81) unduplicated persons under these programs.

MENTAL HEALTH SERVICE PROGRAMS

During 2010, 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 2010, OFA-OCC served (18) unduplicated persons under this program.

NUTRITION COUNSELING & EDUCATION PROGRAMS

Nutrition Counseling and Education provided by a **Registered Dietitian** it 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 2010, OFA-OCC served (12) unduplicated persons under the Nutrition Counseling Program.

In 2010, OFA-OCC served (29) unduplicated persons under the Nutrition Education Program.

OUTREACH PROGRAM

In 2010, OFA-OCC provided total of (936) unduplicated persons served under this program.

PCA1 - 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 2010, OFA-OCC served (107) unduplicated persons under this program.

PCA2 - PERSONAL CARE ASSISTANCE PROGRAM

The Personal Care Service Program – **Personal Care Aide Level 2** (PCA2) 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 physician's 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 2010, OFA-OCC served (297) 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 2010, OFA-OCC served (289) unduplicated persons under this program.

PLACEMENT ASSISTANCE PROGRAM PRI / SCREEN / DMS-1 ASSESSMENTS

A Patient Review Instrument (PRI /SCREEN is required before any person can enter a skilled nursing facility. A DMS-1 and/or a PRI is used to determine the level of care a person requires. The SCREEN determines . the type of facility that can best meet that persons needs.

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.

The SCREEN uses information gathered from the PRI and has two purposes. The first is to determine a person's potential to be appropriately care for in a setting other than a residential Health Care Facility (RHCF) The second is to assess persons being recommended for RHCF placement for possible mental illness an/or mental retardation or developmental disabilities .

PRI/SCREENS are also completed as part of the eligibility process for participation in Medicaid waiver programs such as the Home and Community Based Waiver,(HCBW), Traumatic Brain Injury Waiver (TBI), and the Nursing Home Transition and Diversion Waiver (NHTDW)

A PRI/ must be completed by a qualified screener, who is certified by the NYSDOH.

In 2009 NYSDOH revised the SCREEN form and the Instruction Manual for the revised form. New training was mandatory in order to complete the revised SCREEN form. Oneida County OFA-OCC sent (8) staff members for training, with the last participants attending in March 2010.

In 2010, OFA-OCC served (1,086) 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 partnered with (4) community providers throughout Oneida County for **Social Adult Day Care Services** programming at locations spread throughout the county:

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

Each of the (4) sites 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 2010, OFA-OCC served (121) 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 2010, Office for the Aging and Office of Continuing Care continued its partnerships 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** which are located at the following 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 2010, 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 2010, OFA-OCC served (123) 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:

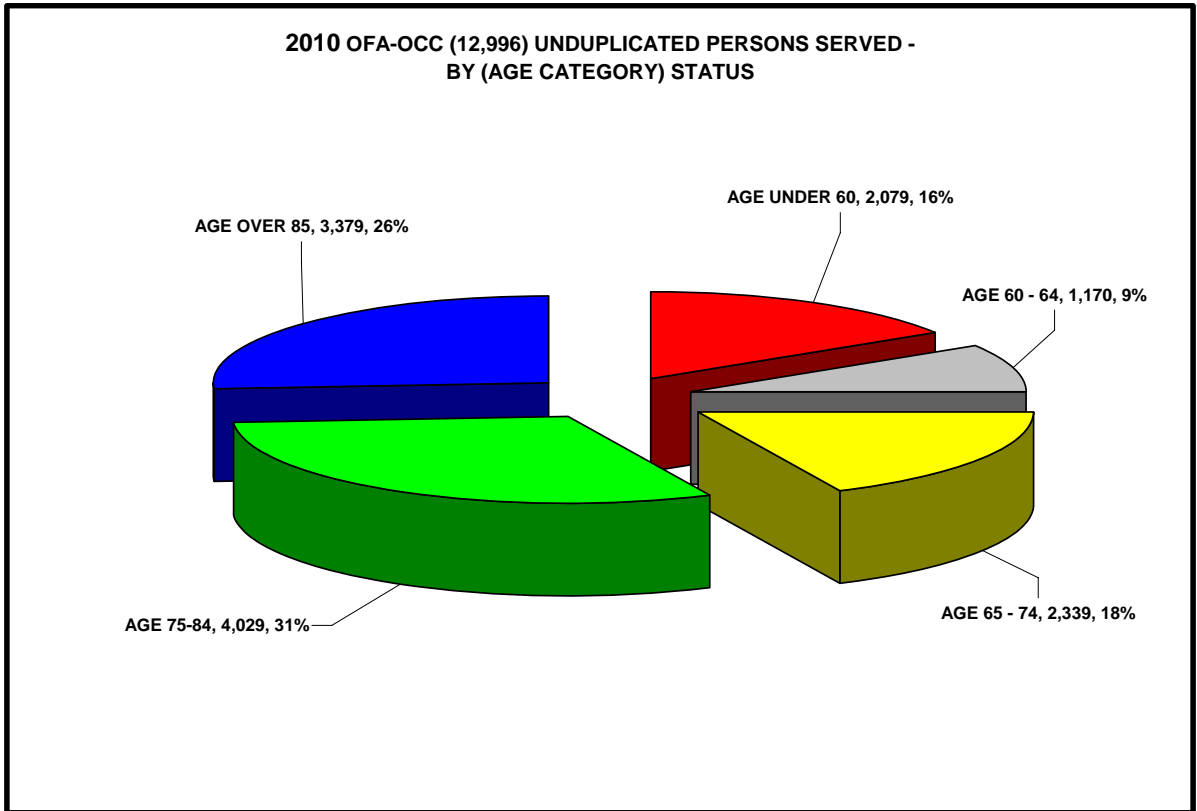
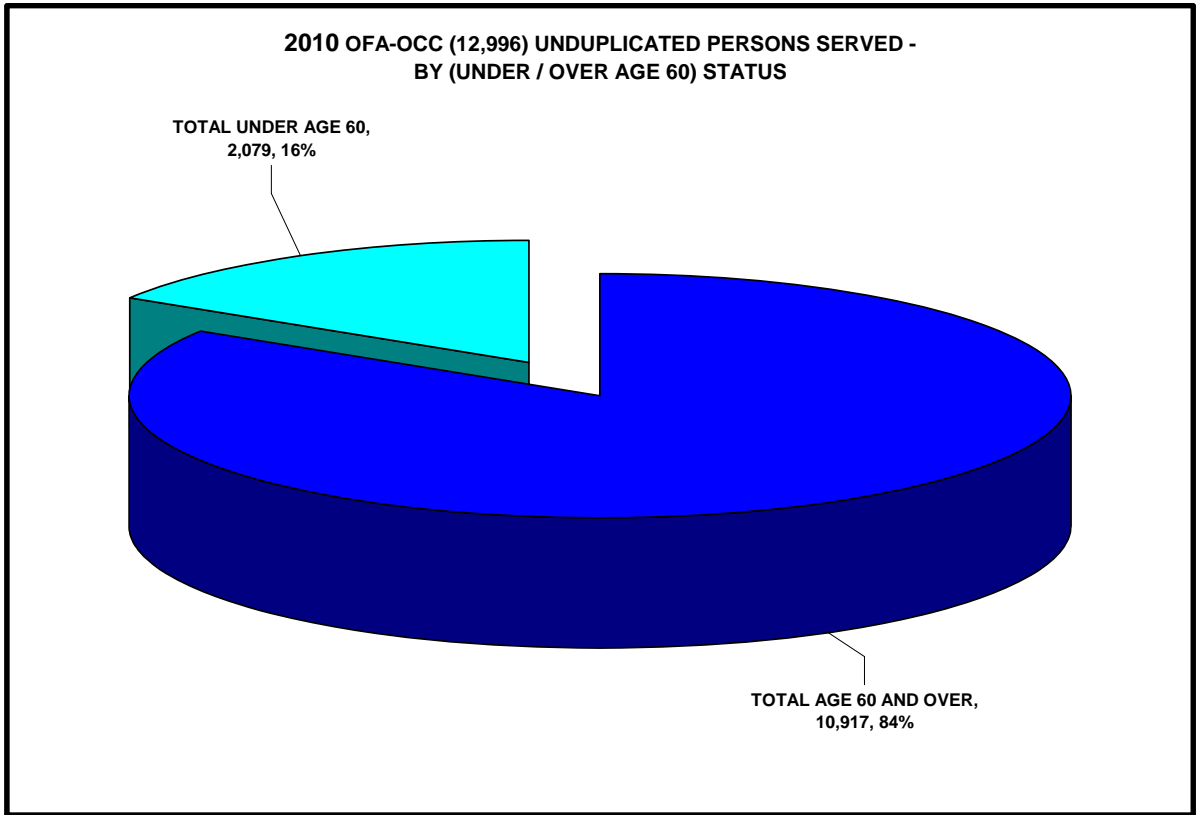
- **Personal Care Service Providers** (6 Community Partners),
 - Family Home Care,
 - Caregivers,
 - US Care,
 - Presbyterian,
 - Cathy Lee's Home Care and
 - Sibley's.
- **Personal Emergency Response System Providers** (5 Community Partners),
 - Response Link,
 - Health Care Monitoring Systems,
 - Link 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 Community Partner),
 - Prestige Services, Inc.
- **Social Adult Day Care Providers** (4 Community Partners), 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 Community Partners)
 - Resource Center for Independent Living,
 - US Care Plan-it Staffing.

The Home Care Unit consists of a Coordinator, (1) LPN, and (3) Case Aides who assist the OFA-OCC Case Managers and clients with service provision issues. 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 issues other than service provision issues to the OFA-OCC Case Manager assigned to the participant.

The Home Care Unit is responsible for:

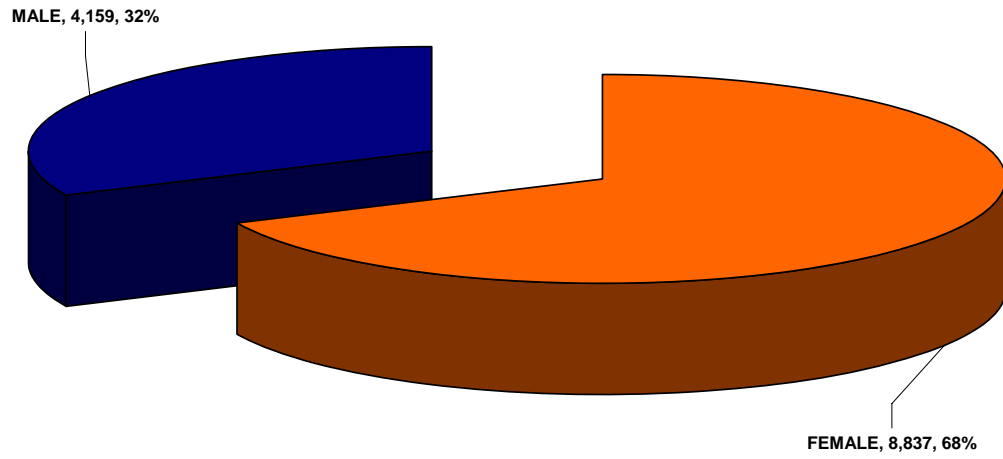
- Obtaining physician orders for approved, authorized, and reauthorized services.
- Brokering to all contracted agencies for service requests from Coordinators / Case Managers on a daily basis as needed.
- Notification of Case Managers and Agency Contact Persons when there are changes indicated.

2010 CLIENT DEMOGRAPHICS

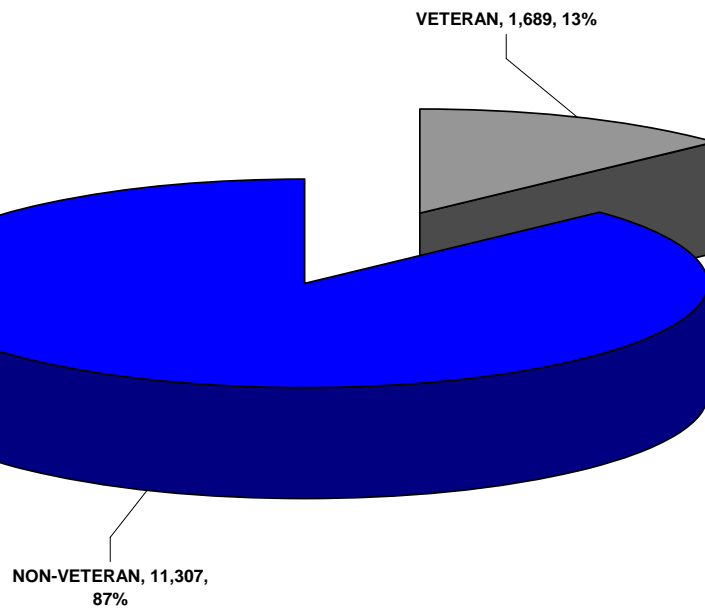


2010 CLIENT DEMOGRAPHICS

2010 OFA-OCC (12,996) UNDUPLICATED PERSONS SERVED -
BY (GENDER) STATUS

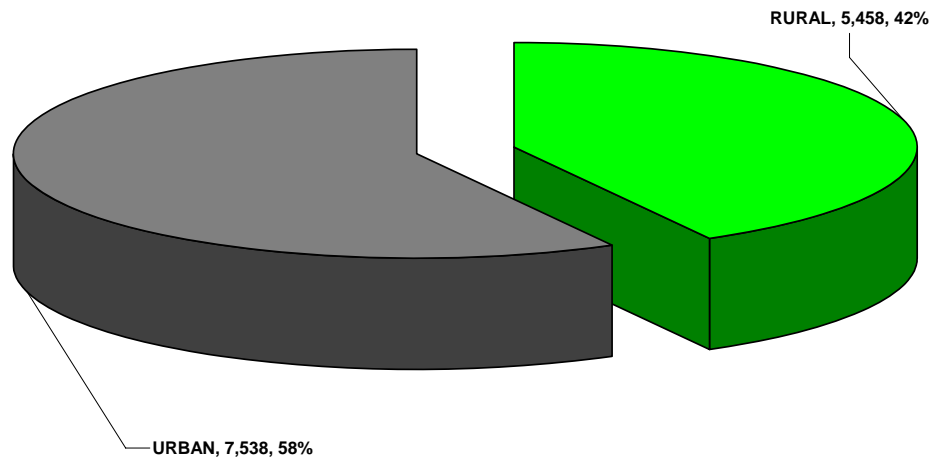


2010 OFA-OCC (12,996) UNDUPLICATED PERSONS SERVED -
BY (VETERAN) STATUS

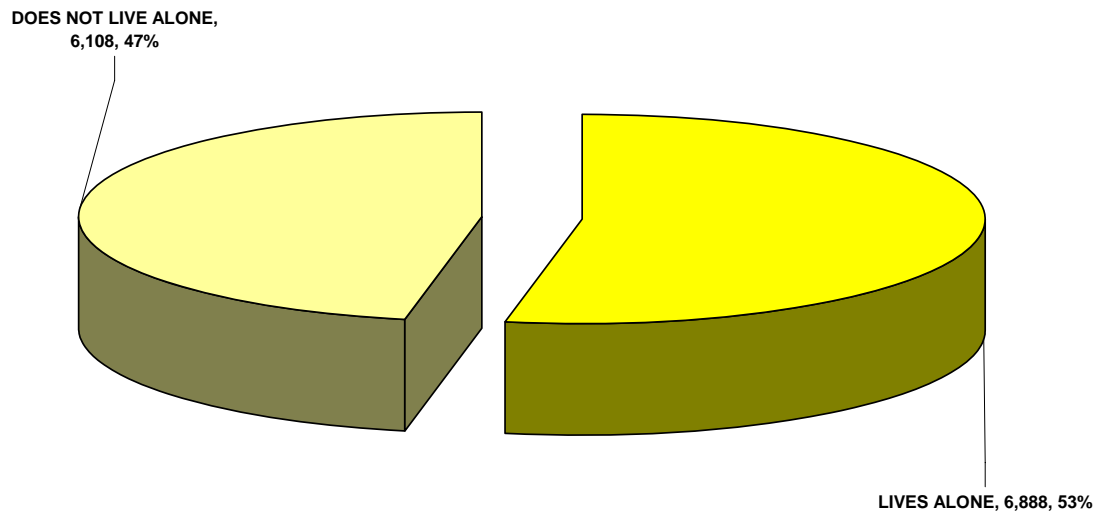


2010 CLIENT DEMOGRAPHICS

2010 OFA-OCC (12,996) UNDUPLICATED PERSONS SERVED -
BY (RURAL) STATUS

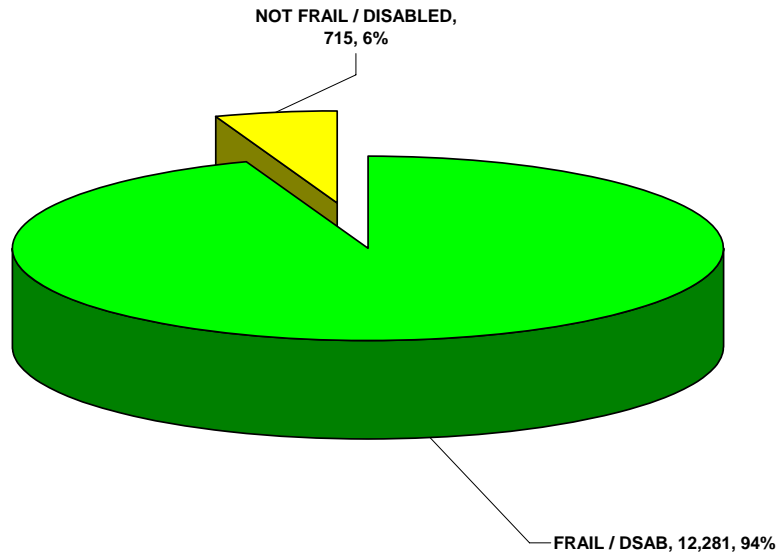


2010 OFA-OCC (12,996) UNDUPLICATED PERSONS SERVED -
BY (LIVES ALONE) STATUS

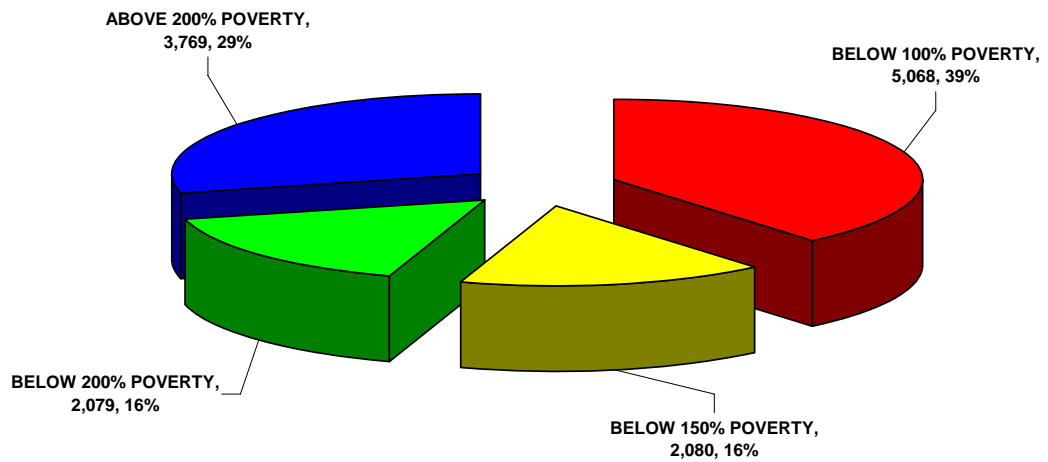


2010 CLIENT DEMOGRAPHICS

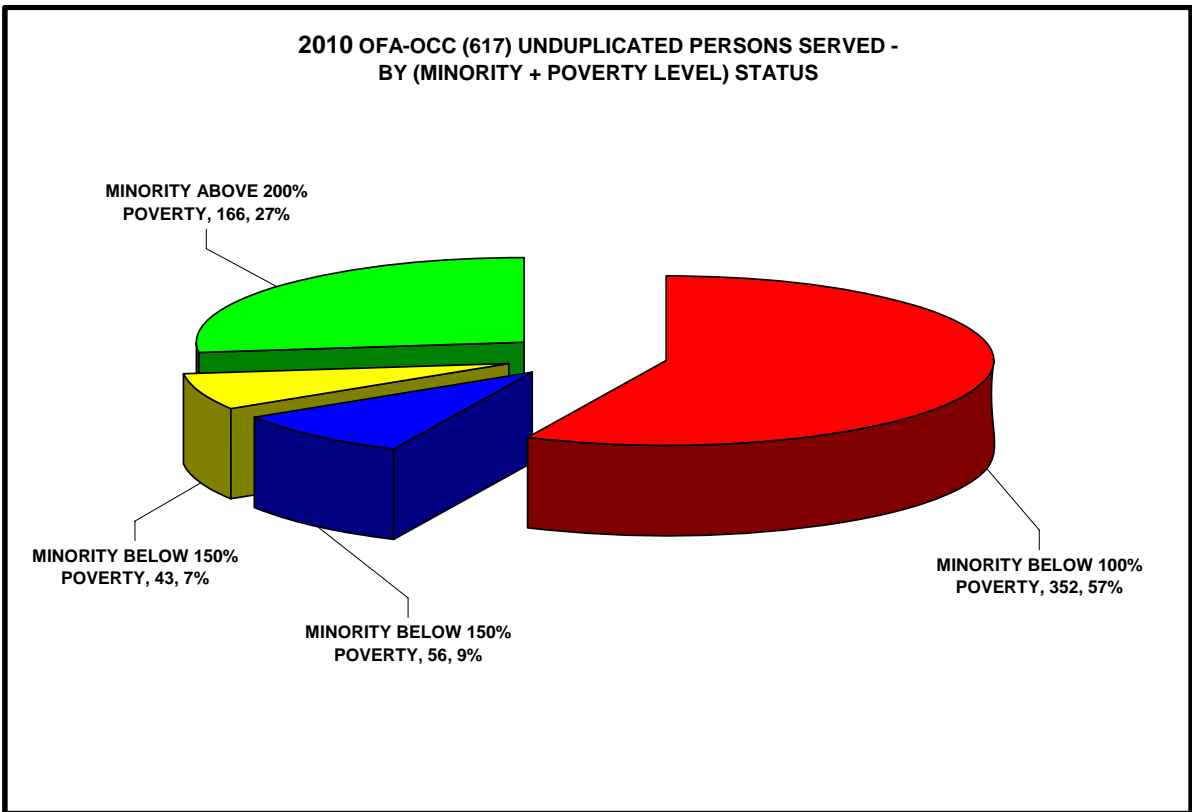
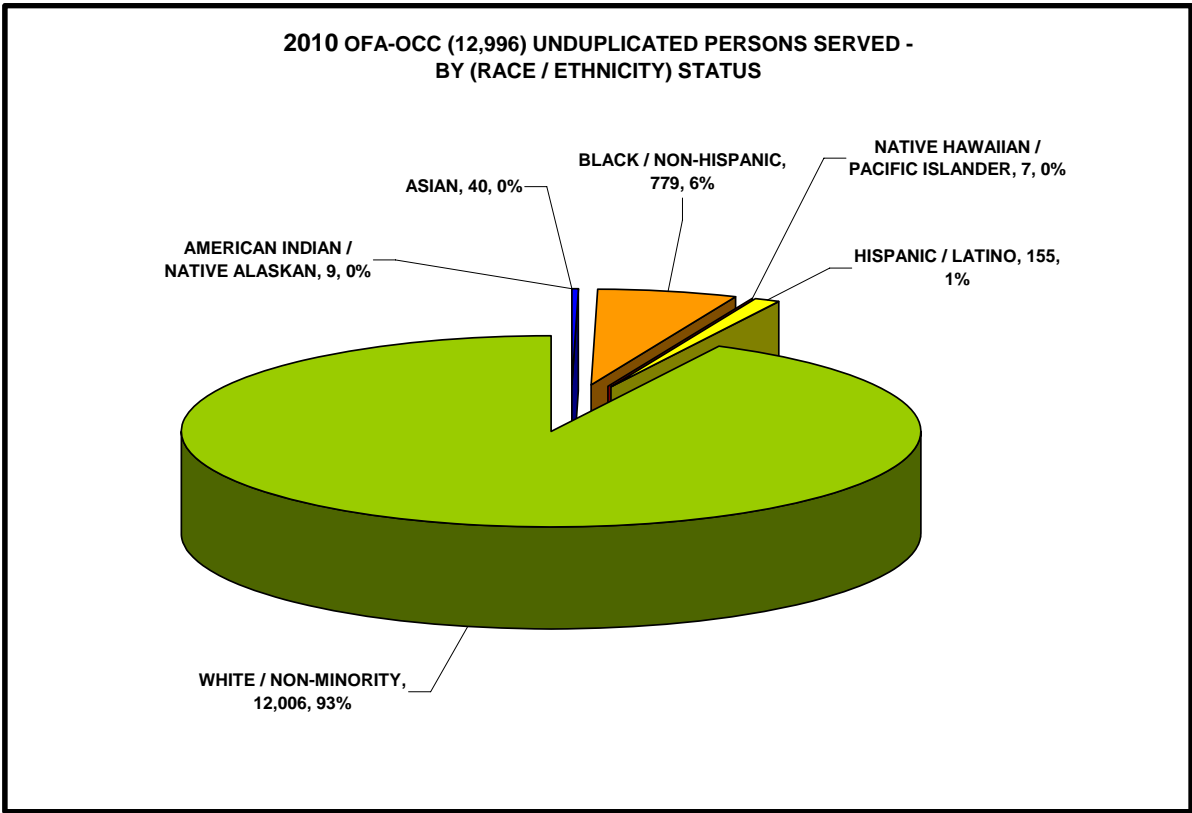
2010 OFA-OCC (12,996) UNDUPLICATED PERSONS SERVED -
BY (FRAIL / DISABLED) STATUS



2010 OFA-OCC (12,996) UNDUPLICATED PERSONS SERVED -
BY (POVERTY LEVEL CATEGORY) STATUS



2010 CLIENT DEMOGRAPHICS



2010 OFA-OCC COMMUNITY PARTNERS

ONEIDA COUNTY SENIOR CENTERS

Ava Dorfman Senior Citizens Center

305 East Locust Street, Rome

Phone: 315-337-8230

Utica Parkway Senior Center

220 Memorial Parkway, Utica

Phone: 315-733-2342

New Hartford Dining & Activity Center

1 Sherman Street, New Hartford

Phone: 315-724-8966

Whitestown Community Center

Westmoreland Road, Whitesboro

Phone 315-736-3811

North Utica Sr. Citizens Rec. Center

50 Riverside Drive, Utica

Phone: 315-735-2032

South Rome Senior Center

211 Ridge Street, Rome

Phone: 315-339-6457

West Side Senior Center

717 Court Street, Utica

Phone: 315-733-9226

OFA-OCC MAJOR SERVICE PROVIDERS

Alzheimer's Association

414 Kirkpatrick Street, Syracuse

Phone: 315-472-4201

Ava Dorman Senior Citizens Center

305 Locust Street, Rome

Phone: 315-337-8230

North Utica Sr. Citizens Rec. Center

50 Riverside Drive, Utica

Phone: 315-735-2032

Parkway Senior Center

220 Memorial Parkway Utica

Phone: 315-733-2342

Prestige Services

745 Pierce Rd, Clifton Park

Phone: 518- 877-7426