Naturally Occurring Retirement Community – Supportive Services Program
Neighborhood Naturally Occurring Retirement Community
Annual Program Report for 2015-16

The reporting time frame is from April 1, 2015 to March 31, 2016. The report is due to this Office by May 2, 2016. E-mail to: jennifer.unser@aging.ny.gov.

Please complete the following for each NORC you serve:

<table>
<thead>
<tr>
<th>Name of Organization:</th>
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<tbody>
<tr>
<td>Name of Executive Director:</td>
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<tr>
<td>NORC Program Name (If different):</td>
</tr>
<tr>
<td>Address of NORC:</td>
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<tr>
<td>Name of Program Director:</td>
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<tr>
<td>Address:</td>
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1. NORC Demographic Information

   a) Total number of unduplicated individuals age 60+ who received services from the NORC: ________ (If unable to give an exact count, please submit your best estimate and explain why this is difficult to determine.)

   b) Total number of unduplicated individuals age 60+ who received core access services from the NORC (i.e., case management, case assistance, healthcare management, healthcare assistance): ________

   c) Number of individuals receiving core services in each age group:

      ________60-64          ________65-69
      ________70-74          ________75-79
      ________80-84          ________85+
d) Ethnicity of individuals receiving core services (provide #):

________ African American
________ Hispanic/Latino
________ White
________ Native American/Alaskan Native
________ Asian/Pacific Islander
________ Unknown

2. Community Partnerships - Describe any new partnerships as well as any new or innovative approaches the NORC program has utilized during the report period to develop successful community partnerships. Conversely, were there any loss of partners or other partnership issues which negatively impacted the provision of services and if so, what strategies have been developed to address these issues?

3. Resident Participation – Describe any new or innovative approaches the NORC program has utilized during the report period to increase resident involvement and to provide volunteer opportunities for the residents of the NORC. Describe resident involvement in the NORC Advisory Board and/or Resident Council. If older residents did not play an active role, what barriers to participation have been identified and what strategies have been developed to address these issues?

4. Program Management and Administration - Describe any staff and/or organizational changes that have directly impacted the NORC program in the last year. If changes did occur, describe how the program attempted to ensure uninterrupted service delivery and whether it was successful in these efforts.

5. NORC Services - Describe any needs assessment or other processes undertaken to obtain feedback from the NORC residents (e.g., surveys, focus groups), and describe how the program utilizes these findings for planning, implementation and quality improvement. For example, include any service gaps that have been identified, services offered but not utilized by the residents, or any other feedback that has been provided on program services or other concerns (e.g., safety and security issues).

6. Health Status and Related Information

a) Describe how the NORC program evaluates the health status of the participants, and how health related service needs are assessed.

b) Provide % of NORC residents receiving core services with the following health conditions:

% Diabetes
% Hypertension
% Heart disease
% Arthritis
% Osteoporosis
% Mental health
% Substance abuse
% History of falls
% Fractures due to falls
c) Provide the number of individuals receiving the following:

- Immunizations (e.g., flu, pneumonia)
- Screenings (e.g., blood pressure, bone mass, mammogram, eye exam, hearing exam etc.)
- Wellness clinic (e.g., promoting physical activity, stop smoking etc.)
- Mental health assessments
- Mental health counseling

d) Describe any other program services or strategies intended to enhance health promotion, disease prevention, and wellness.

e) Identify what data the NORC program collects to identify key health risks, develop programs and services to target these issues, and to help evaluate the effectiveness of its health related services (e.g., collect data on ER visits, hospitalizations, mental health counseling, etc.).

f) Describe any conclusions that have been made from analysis of collected data regarding the impact the NORC program has had on the health status of residents and their ability to remain independent in their own homes.

7. Elder Law Amendment - NORC programs may provide services on a one-time basis to individuals who live in neighborhoods outside of, but contiguous to the boundaries of the NORC, if those services are provided with the intent to support or improve residents’ health and welfare. Please describe any such services that were provided as part of your NORC program.