



**Office for
the Aging**

**Annual Report
2013-2014**



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A Message from the Director



Since 1961, New York State has been a leader in innovative programs and services that promote independence, respect, and dignity for older New Yorkers. I am pleased to present the [New York State Office for the Aging's](#) 2013-14 annual report, an accounting of the accomplishments of the State of New York and our partners in the aging network. This report details operations and highlights the impact aging services have on communities throughout the state.

It has long been understood that the aging services network across the nation has been impacted by the significant increase in the older adult population, with the Older Americans Act (OAA) being the primary source of guidance for aging services since its inception in 1965. The OAA has long influenced program design, funding, and priorities that impact older persons in the areas of health, economic security, elder justice, caregiver support, and the ability to maintain independence. 2015 marked the historic 50th anniversary of the OAA.

New York State ranks fourth in the nation with 3.7 million people over the age of 60. Population trends indicate that New York's older population will grow to 4.5 million by the year 2020. It is the preference of older adults to remain in their homes and communities of choice. NYSOFA administered programs work with a myriad of public and private partners to realize this preference.

Older New Yorkers are a tremendous asset to their communities economically, socially, and intellectually. They are active community members involved in volunteering, mentorship, arts and culture, and civic engagement. NYSOFA recognizes and appreciates these important contributions and we work with our partners to facilitate the ability of older New Yorkers to continue to flourish.

NYSOFA will continue to prioritize services that help maintain independence; help manage chronic conditions; and enable older New Yorkers live healthier lives. We will continue improving access to programs, services, and benefits, and will promote the value of older adults to their communities and the opportunities to tap into their vast wealth of life experience.

New York State is experiencing an evolution in aging and we embrace the changes that lie ahead. As we stand on the horizon of these changes, we are reminded that "aging is not lost youth but a new stage of opportunity and strength."
 —Betty Friedan (1921-2006)

Corinda Crossdale, Director

About NYSOFA

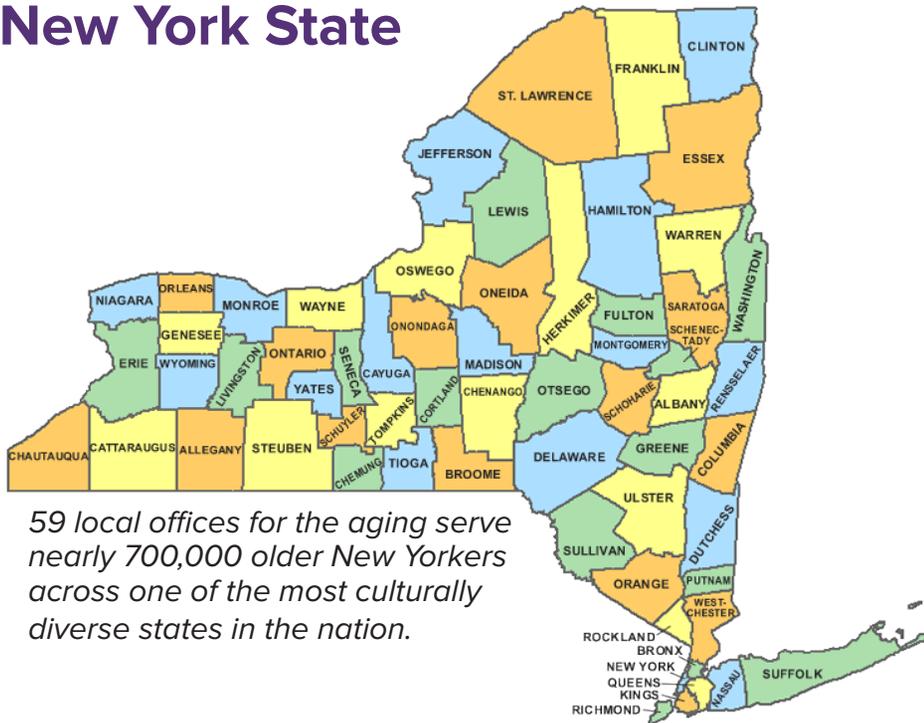
The New York State Office for the Aging (NYSOFA) was created by an Executive Order of Governor Nelson Rockefeller in 1961 and was one of the first state units on aging in the nation. In 1965, the office was made an independent agency in the executive department and became the central state agency to plan and coordinate programs and services for the aging at all levels in both the public and private sectors.

NYSOFA administers programs funded under the federal Older Americans Act and a variety of state-funded programs. In all these programs, preference is given to providing services to older persons who have been historically underserved, including those with the greatest economic or social need, with special emphasis on the needs of low income minority older adults.

The majority of programs are administered through local offices for the aging. There are 59 local offices that serve each county, the city of New York, the St. Regis Mohawk Tribe and the Seneca Nation of Indians, which includes the Cattaraugus and Allegany reservations.

Notably, these are the only Indian reservations with offices for the aging east of the Mississippi River.

New York State



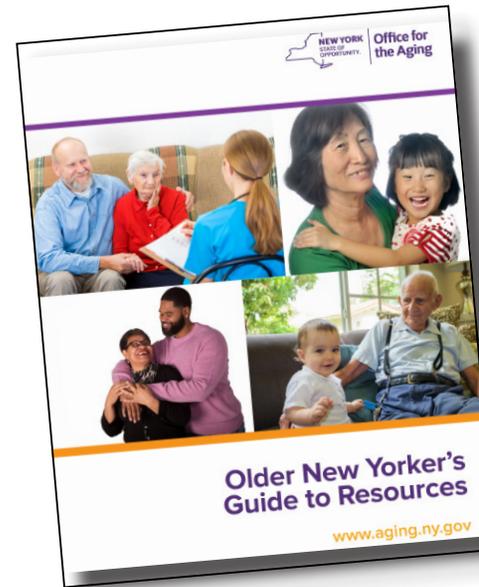
59 local offices for the aging serve nearly 700,000 older New Yorkers across one of the most culturally diverse states in the nation.

New York's total population is more than 19 million individuals, and the state ranks fourth in the nation with more than 3.7 million adults age 60 and over.

The Data: 2013-14 Accomplishments

The New York State Office for the Aging takes great pride in successfully partnering with local offices for the aging to achieve the following:

- 1.8 million rides were provided to: doctors' offices, grocery stores, senior centers, pharmacies, meal sites, and other activities.
- 784,970 hours of assistance were provided in assessing strengths and limitations, developing person-centered care plans, and arranging services for older persons and their caregivers.
- 2.2 million hours of assistance were provided to older people who needed help eating, dressing, or bathing or those who needed assistance with housework, paying bills, shopping, and preparing meals, including more than 15,000 consumer-directed in-home service hours.
- Almost 13 million meals were provided to older people in their homes who cannot prepare meals, shop, or are home bound.
- Almost 480,000 million hours of care were provided to functionally impaired individuals in a supervised and protective group setting during some portion of a 24-hour day.
- 62,293 hours of legal advice, counseling, and/or representation were provided.
- An estimated 100,000 people participated in activities promoting chronic disease prevention and management.
- 9,827 people had electronic devices installed in their homes to provide access to immediate assistance in the event of an emergency.



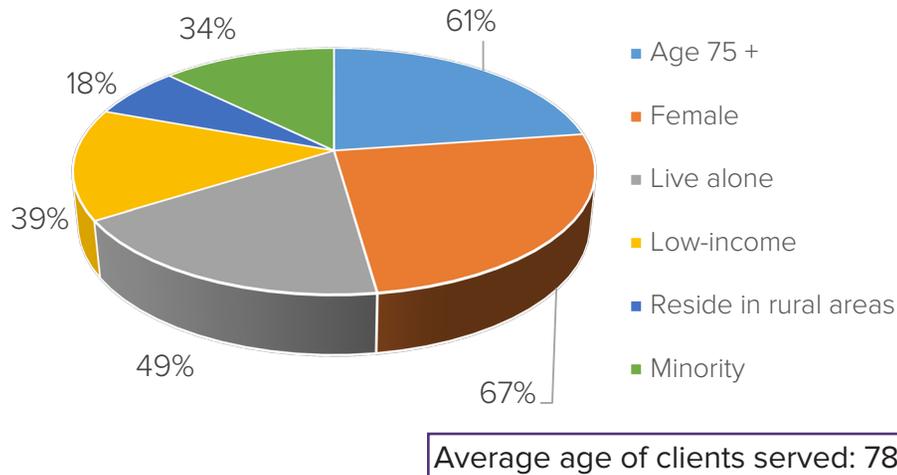
The Older New Yorker's Guide to Resources.

This upgraded tool for older New Yorkers and their caregivers is available for download at

www.aging.ny.gov

- More than 10 million meals were provided to older people in a group setting such as a senior center.
- An estimated 110,000 people attended programs and events and received information on nutrition, physical fitness, and other health related topics.
- 2.1 million contacts were made asking for information on services, benefits, and entitlements. Many sought assistance with accessing available services in their communities or to link with other service providers.

NYSOFA Client Profile



■ In SFY 2013-14, older New Yorkers participated in registered services* including personal care, home delivered meals, adult day services, case management, congregate meals, nutrition counseling, and assisted transportation. Individuals receiving these services must complete a registration process, where basic demographic information is collected.

■ The data suggest that a high proportion of aging network clients receiving registered services were female, age 75 or over, low income, or lived alone. About one-third of the clients were minority by race and/or ethnicity.

*Registered services are those that require a comprehensive assessment.

New York State ranks fourth in the nation in the number of adults age 60+.

United States of America:
 Total Population: 310,009,207
 Population Age 60+: 56,975,696

New York State:
 Total Population: 19,378,102
 Population Age 60+: 3,684,203

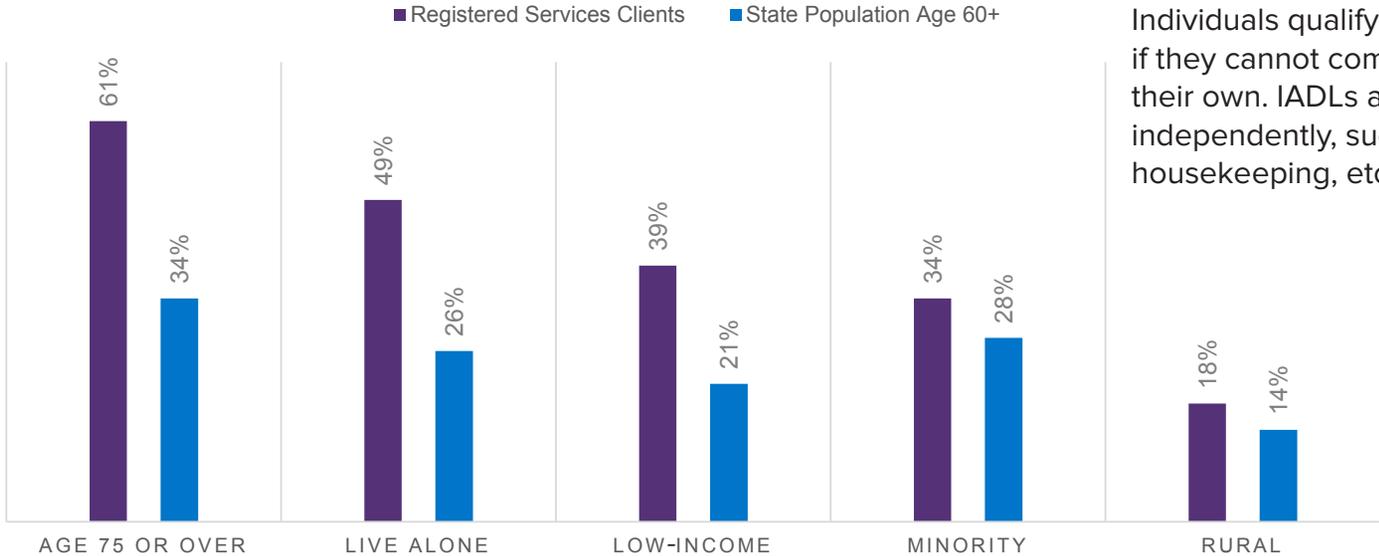
Source: NYSOFA/2010 Census data

Chronic conditions are singled out as the major cause of illness, disability, and death in the United States. It is estimated that the cost of chronic conditions will reach \$864 billion by 2040, with chronic conditions among older adults being more costly, disabling, and difficult to treat—and also most preventable.

Source: U.S. Department of Health

Functional status

Functional status can be defined as a person’s ability to perform daily tasks to fulfill his or her basic needs. Registered services help those whose functional status is low enough for a skilled nursing facility placement.



Activities of Daily Living (ADLs): Individuals qualify for skilled nursing facility care if they cannot complete more than three ADLs on their own. ADLs are basic self-care skills, such as bathing, eating, toileting, dressing, etc.

Instrumental Activities of Daily Living (IADLs): Individuals qualify for skilled nursing facility care if they cannot complete more than five IADLs on their own. IADLs are skills one needs to live independently, such as preparing meals, laundry, housekeeping, etc.

ADL Type	Percent
Mobility	54.10%
Bathing	49.70%
Personal Hygiene	24.50%
Dressing	24.30%
Transfer	20.60%
Toileting	14.90%
Eating	6.00%

IADL Type	Percent
Prepare Meal	89.40%
Shopping	86.80%
Housekeeping/Cleaning	83.50%
Transportation	81.20%
Laundry	73.90%
Handle Personal Business	48.10%
Self Administration of Medication	31.50%
Use Telephone	12.20%

New York State Demographics

MORE DATA:

www.aging.ny.gov/ReportsAndData/2015CountyDataBooks/index.cfm.

Census Data	2000	2010	Increase/Decrease
Total number of residents	18,976,457	19,378,102	+2.12%
Residents 60 years and older	3,204,331	3,684,203	+14.98%

Source: 2010 US Census
<http://www.2010.census.gov/>.

Poverty, Individuals Age 60 and Over

Below Poverty	399,810	11.10%
Above Poverty	3,200,885	88.90%
Total	3,600,695	100%

The majority of New York State's older residents live above the poverty level.
Source: American Community Survey Special Tabulation #3, 2008-2012, 5-year Estimates Table, Table NYS21049.

U.S. Population: Disability

Age Group	% of Group with All Types of Disabilities
5-20	4%
21-64	9%
65 and older	35%

Income, Age 65 and over

Social Security (SS) Benefits Paid		<p><i>Social Security benefits account for approximately 31% of the total income for New York State older residents.</i></p> <p>Source: Social Security Administration, Master Beneficiary Record, 100 percent data, December 2009.</p> <p>Universe: Noninstitutionalized population 60 years and over. www.socialsecurity.gov/policy/docs/statcomps/aosdi_sc/2009/.</p> <p>Based on monthly SS benefits for December 2009: annualized to full year.</p>
Annualized SS Benefits	\$37,571,868,000	
Number of Beneficiaries	2,411,519	
Average Monthly Benefit	\$1,298	
SS as Percent of Total Income	30.55%	



Staying active, including volunteering, is key to healthy aging.

Volunteerism

Volunteerism (persons age 65 and over)

Number of persons*	2,759,407
Estimated number of volunteers**	494,493
Estimated number of volunteer hours**	119,810,572
Estimated value of volunteer hours**	\$3,429,000,000

New York State's older residents serve as a prime source for volunteer activities contributing close to \$3.5 million annually.

Source:

*US Census Bureau, population estimates program: data set 2009 population estimates
http://factfinder.census.gov/servlet/DTGeoSearchByListServlet?ds_name=PEP_2009_EST&lang=en&_ts=321276657093.

***Volunteering in America*: <http://www.volunteeringinamerica.gov/>.

VOLUNTEERS WANTED!

Be a part of changing someone's life.

Volunteer at your local county office for the aging.

Lots of volunteer opportunities are available.

Find out more:
www.aging.ny.gov

The Retired Senior Vice President (RSVP) promotes the engagement of older persons to help improve their communities through priority volunteer services. RSVP:

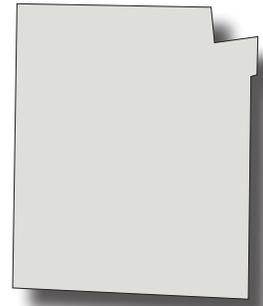
- Offers meaningful volunteer opportunities for older adults;
- Matches volunteers' interests to volunteer opportunities;
- Provides orientation, support, training, and recognition to volunteers; and
- Works with other community partners to maximize a volunteer's talents, interests, and experience.

More information:
www.rsvp.com



Source: 2010 census data

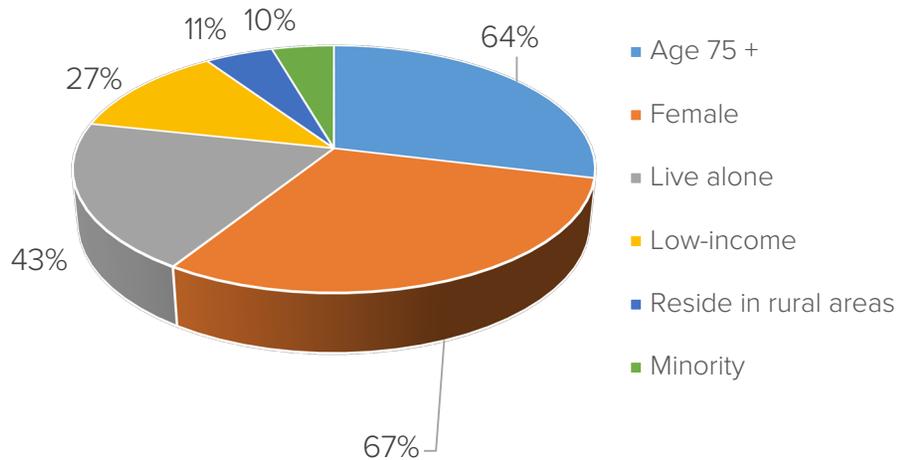
Albany County
 Total Population: 297,718
 Population Age 60+: 58,559



Source: 2010 census data

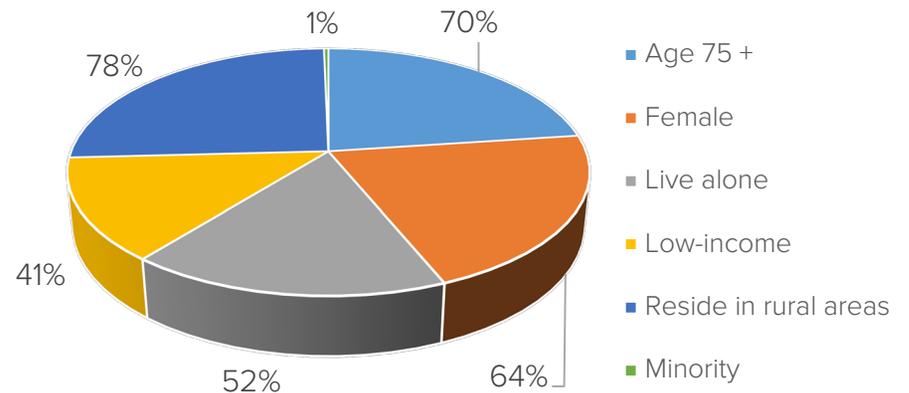
Allegany County
 Total Population: 49,140
 Population Age 60+: 10,227

Albany County Client Profile



Average age of clients served: 78

Allegany County Client Profile



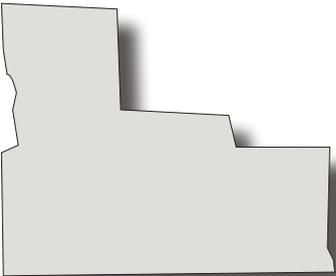
Average age of clients served: 79

Functional status: 481 seniors received assistance with 2+ ADLs and 1,178 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

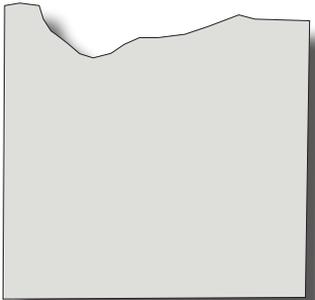
Functional status: 425 seniors received assistance help with 2+ ADLs, and 712 seniors received help with 2+ IADLS.

Source: 2013-14 registered client data



Source: 2010 census data

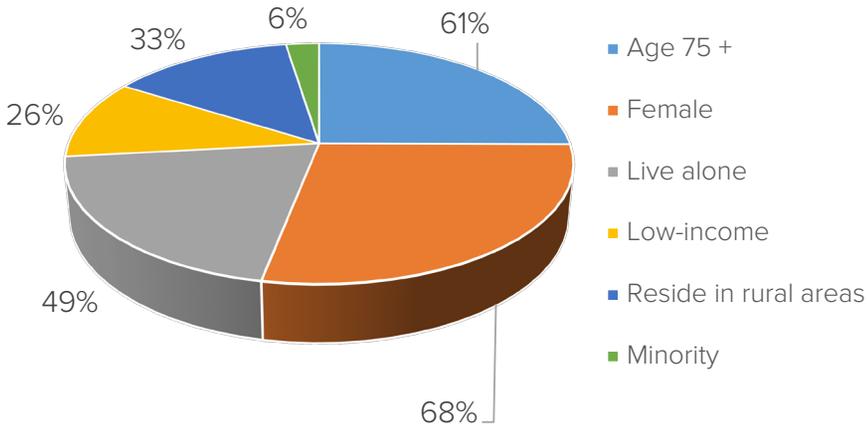
Broome County
Total Population: 194,342
Population Age 60+: 43,763



Source: 2010 census data

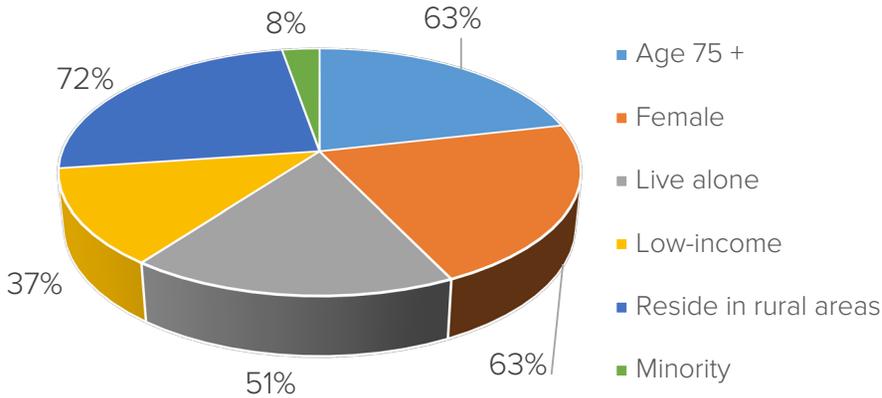
Cattaraugus County
Total Population: 79,653
Population Age 60+: 17,645

Broome County Client Profile



Average age of clients served: 78

Cattaraugus County Client Profile



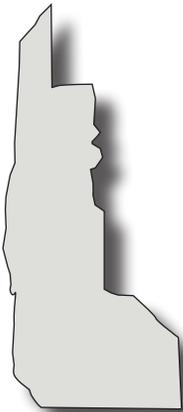
Average age of clients served: 78

Functional status: 495 seniors received assistance with 2+ ADLs, and 1,151 seniors received help with 2+ IADLs.

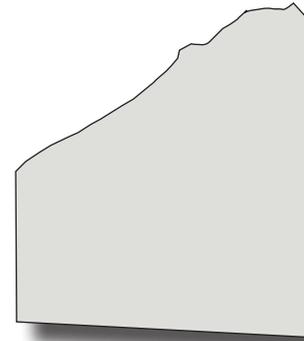
Source: 2013-14 registered client data

Functional status: 608 seniors received assistance with 2+ ADLs, and 1,329 received help with 2+ IADLs.

Source: 2013-14 registered client data

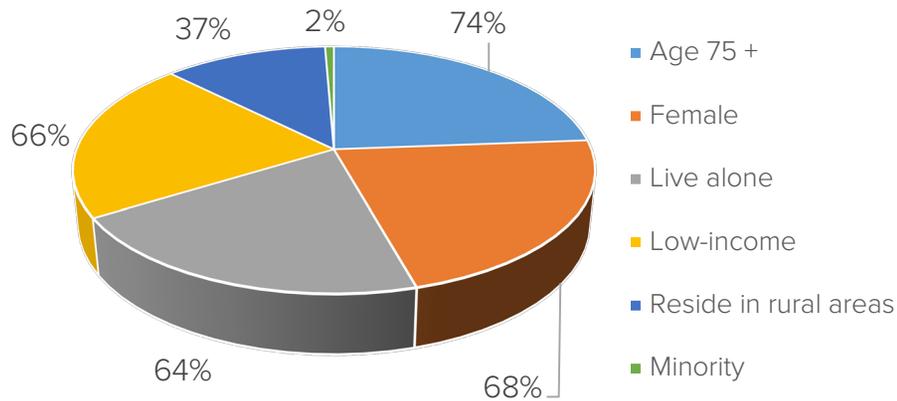


Source: 2010 census data
Cayuga County
 Total Population: 79,547
 Population Age 60+: 16,878



Source: 2010 census data
Chautauqua County
 Total Population: 133,461
 Population Age 60+: 30,176

Cayuga County Client Profile

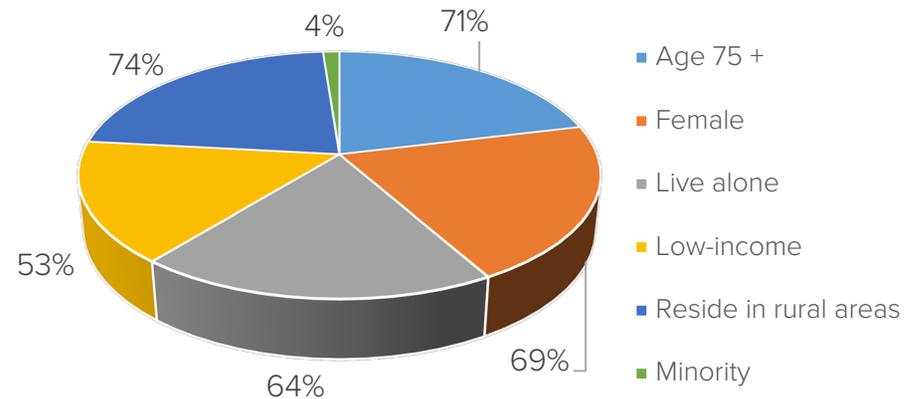


Average age of clients served: 81

Functional status: 135 seniors received assistance with 2+ ADLs and 500 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

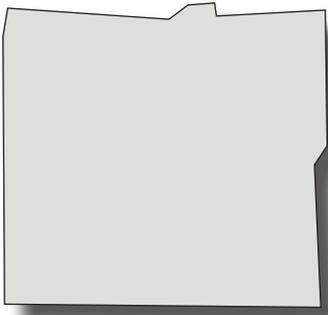
Chautauqua County Client Profile



Average age of clients served: 80

Functional status: 566 seniors received assistance with 2+ ADLs and 1,483 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

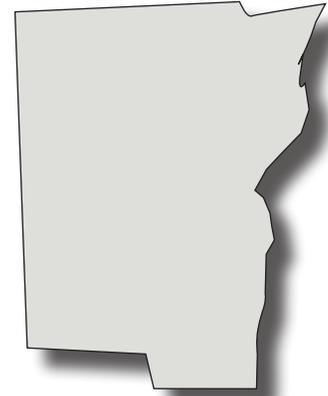


Source: 2010 census data

Chemung County

Total Population: 88,134

Population Age 60+: 19,078



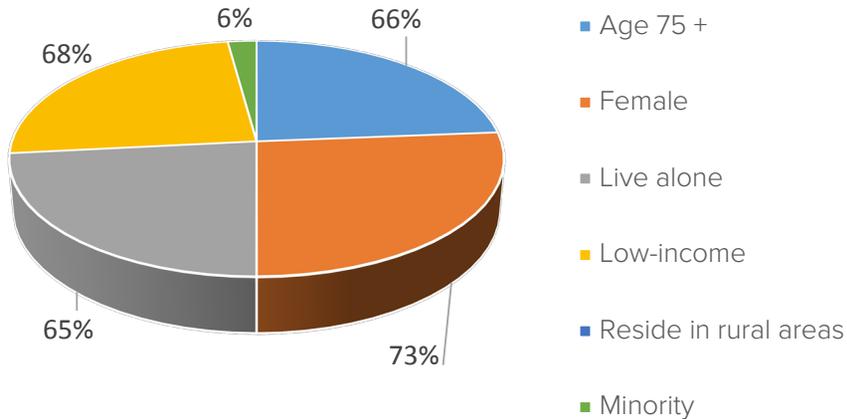
Source: 2010 census data

Chenango County

Total Population: 50,648

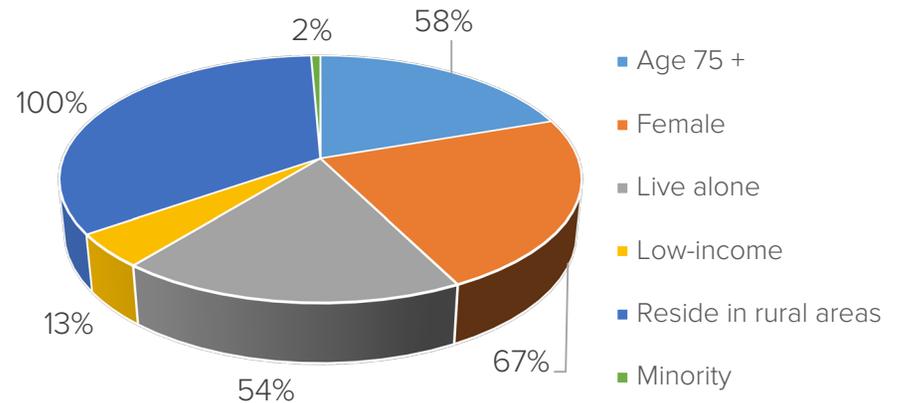
Population Age 60+: 12,007

Chemung County Client Profile



Average age of clients served: 79

Chenango County Client Profile



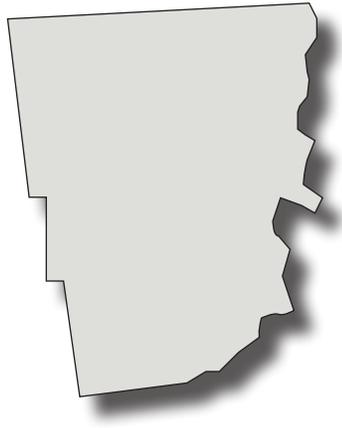
Average age of clients served: 77

Functional status: 115 seniors received assistance with 2+ ADLs and 339 seniors received help with 2+ IADLs.

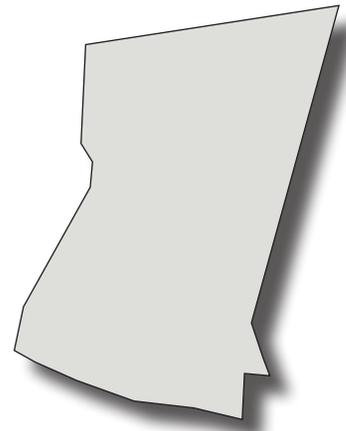
Source: 2013-14 registered client data

Functional status: 140 seniors received assistance with 2+ ADLs and 416 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

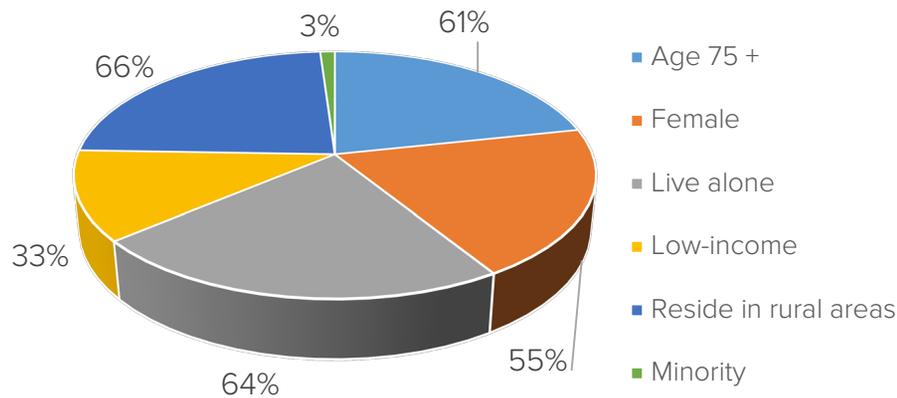


Source: 2010 census data
Clinton County
 Total Population: 81,846
 Population Age 60+: 15,723



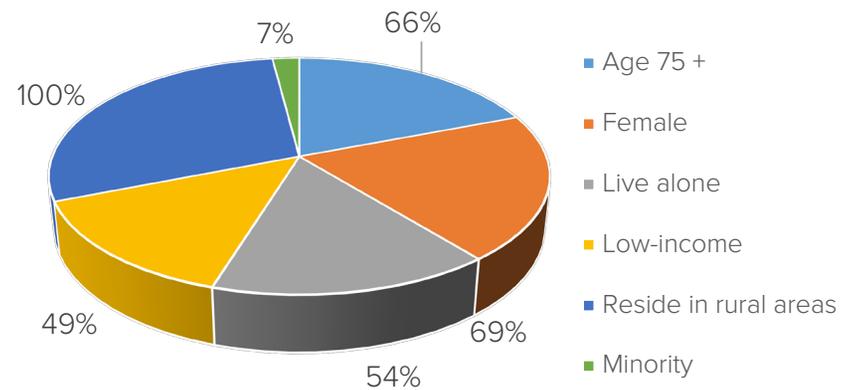
Source: 2010 census data
Columbia County
 Total Population: 61,814
 Population Age 60+: 15,711

Clinton County Client Profile



Average age of clients served: 77

Columbia County Client Profile



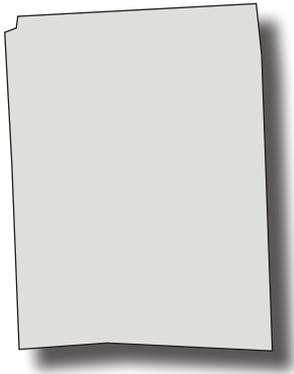
Average age of clients served: 79

Functional status: 322 seniors received assistance with 2+ ADLs and 932 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

Functional status: 104 seniors received assistance with 2+ ADLs and 363 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

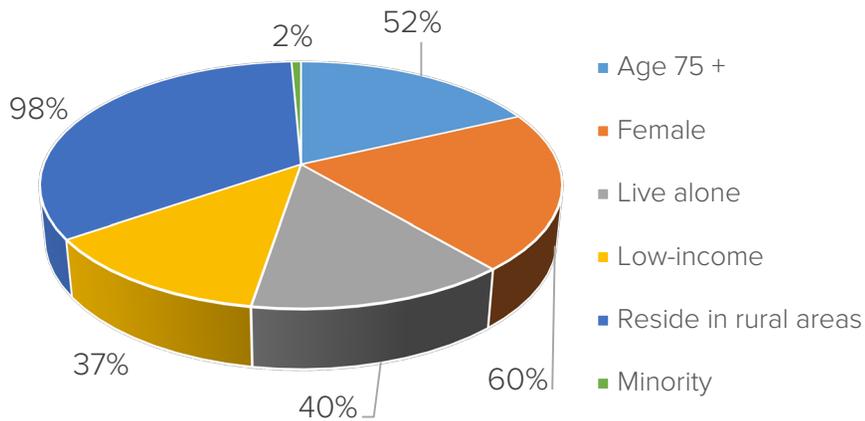


Source: 2010 census data
Cortland County
 Total Population: 48,007
 Population Age 60+: 8,967



Source: 2010 census data
Delaware County
 Total Population: 45,537
 Population Age 60+: 12,575

Cortland County Client Profile

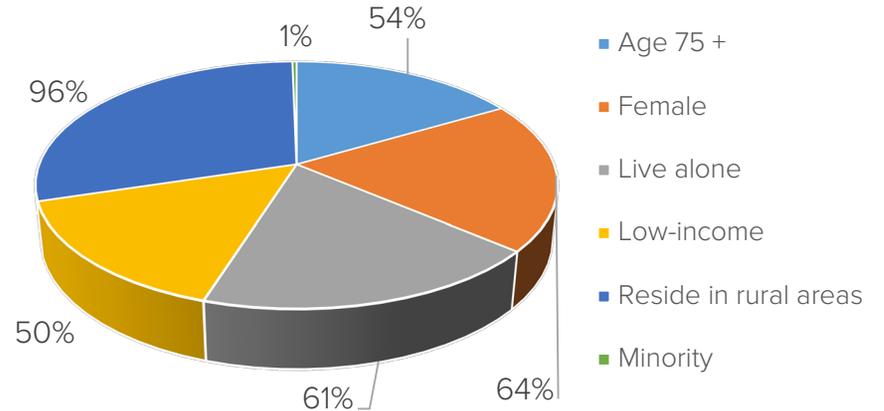


Average age of clients served: 76

Functional status: 228 seniors received assistance with 2+ ADLs and 436 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

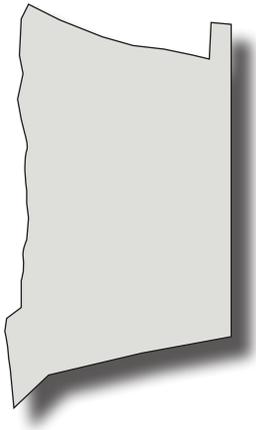
Delaware County Client Profile



Average age of clients served: 76

Functional status: 218 seniors received assistance with 2+ ADLs and 708 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

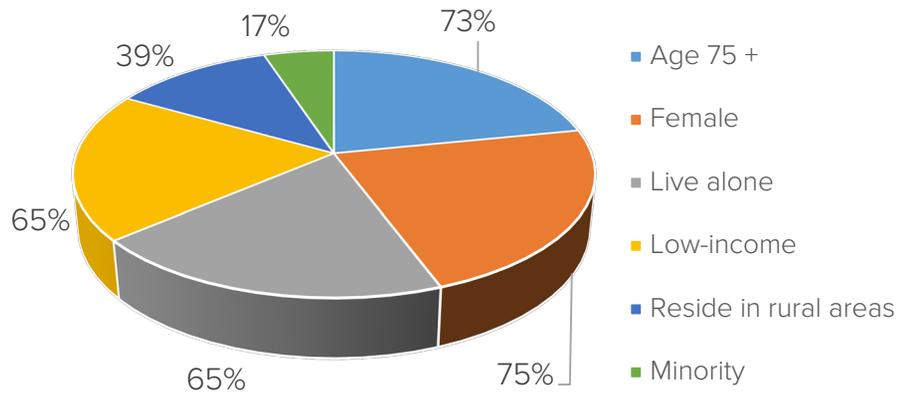


Source: 2010 census data
Dutchess County
 Total Population: 295,888
 Population Age 60+: 55,929



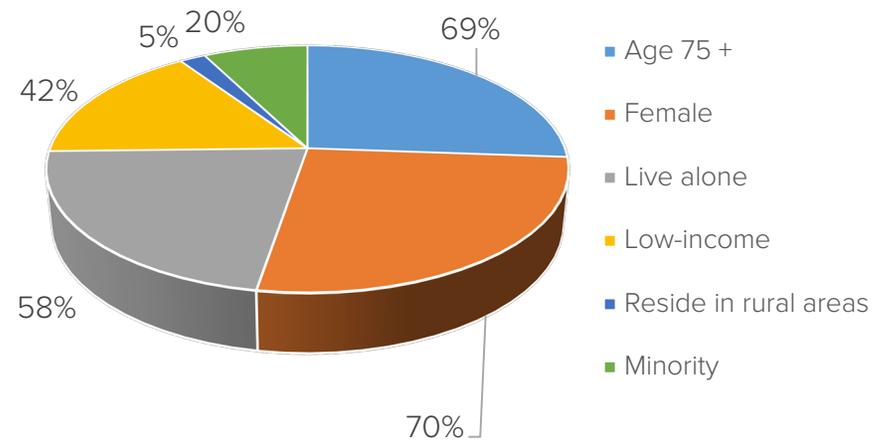
Source: 2010 census data
Erie County
 Total Population: 908,804
 Population Age 60+: 197,102

Dutchess County Client Profile



Average age of clients served: 81

Erie County Client Profile



Average age of clients served: 80

Functional status: 338 seniors received assistance with 2+ ADLs and 975 seniors received help with 2+ IADLs.

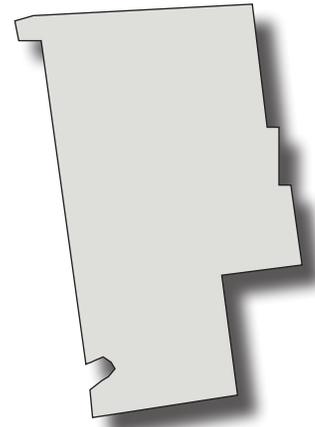
Source: 2013-14 registered client data

Functional status: 1,169 seniors received assistance with 2+ ADLs and 4,410 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

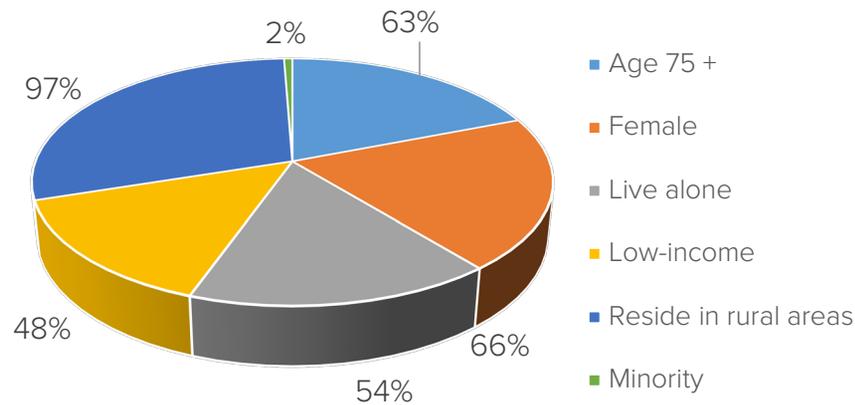


Source: 2010 census data
Essex County
 Total Population: 37,713
 Population Age 60+: 9,101



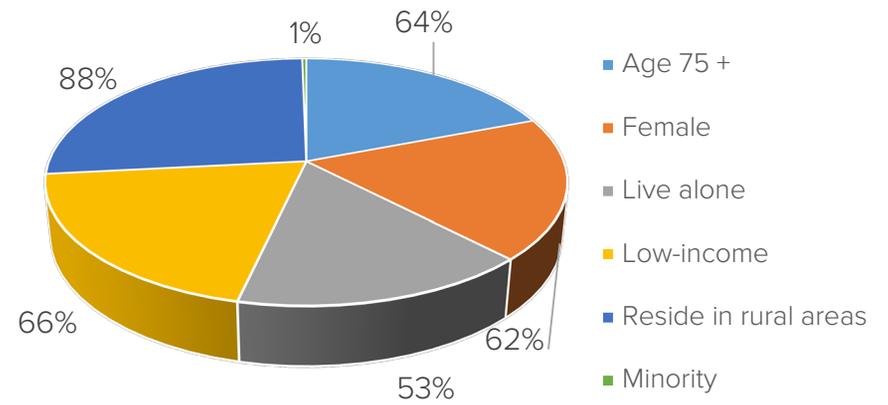
Source: 2010 census data
Franklin County
 Total Population: 50,329
 Population Age 60+: 9,894

Essex County Client Profile



Average age of clients served: 78

Franklin County Client Profile



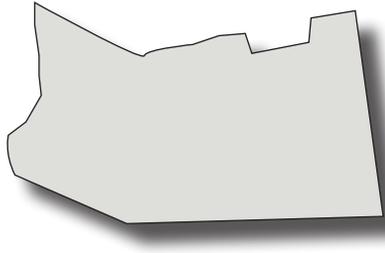
Average age of clients served: 78

Functional status: 326 seniors received assistance with 2+ ADLs and 706 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

Functional status: 366 seniors received assistance with 2+ ADLs and 757 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

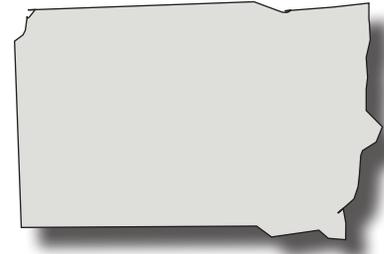


Source: 2010 census data

Fulton County

Total Population: 55,032

Population Age 60+: 12,567



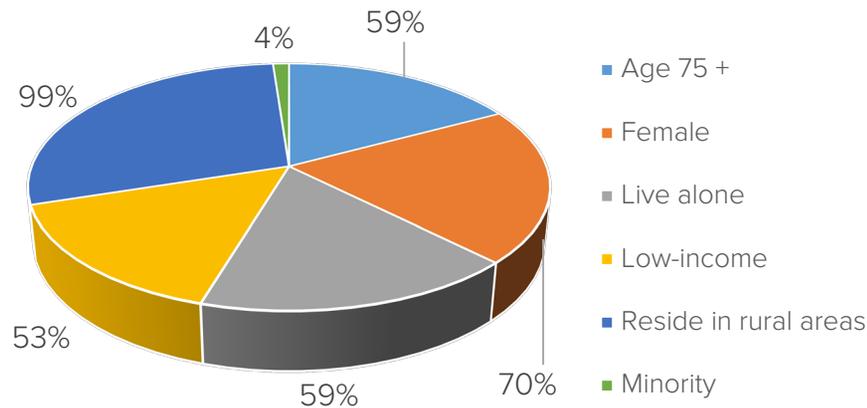
Source: 2010 census data

Genesee County

Total Population: 57,818

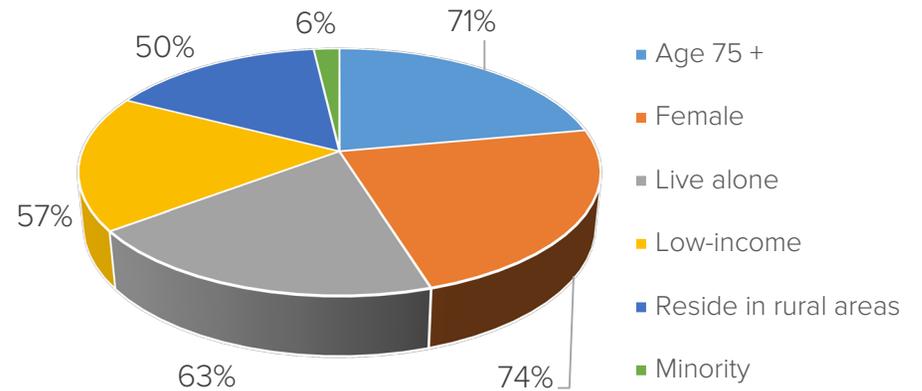
Population Age 60+: 12,895

Fulton County Client Profile



Average age of clients served: 78

Genesee County Client Profile



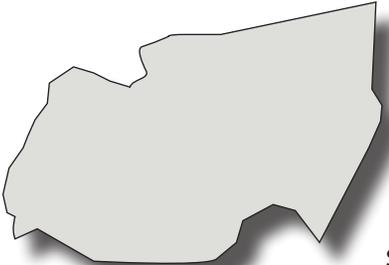
Average age of clients served: 80

Functional status: 252 seniors received assistance with 2+ ADLs and 651 seniors received help with 2+ IADLs.

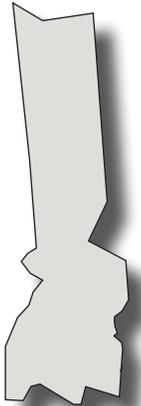
Source: 2013-14 registered client data

Functional status: 110 seniors received assistance with 2+ ADLs and 418 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

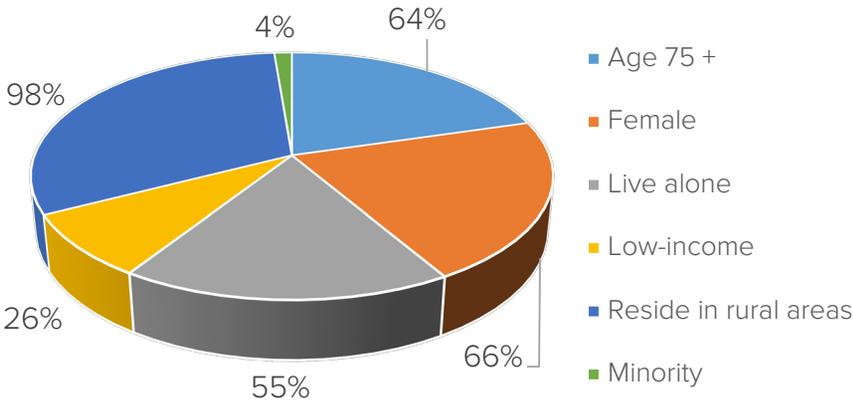


Source: 2010 census data
Greene County
Total Population: 49,073
Population Age 60+: 11,297



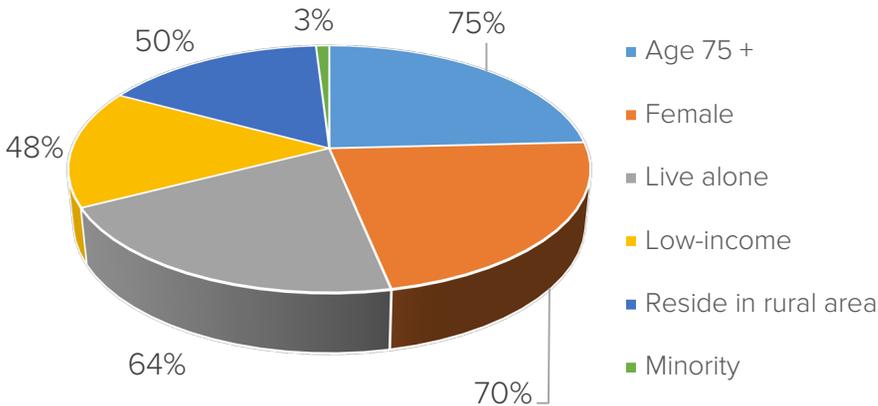
Source: 2010 census data
Herkimer County
Total Population: 62,185
Population Age 60+: 14,333

Greene County Client Profile



Average age of clients served: 78

Herkimer County Client Profile



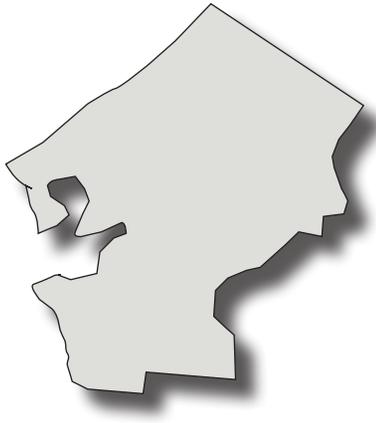
Average age of clients served: 81

Functional status: 199 seniors received assistance with 2+ ADLs and 438 seniors received help with 2+ IADLs.

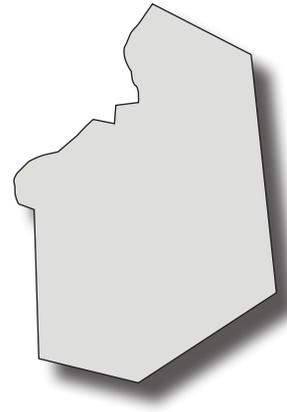
Source: 2013-14 registered client data

Functional status: 449 seniors received assistance with 2+ ADLs and 705 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

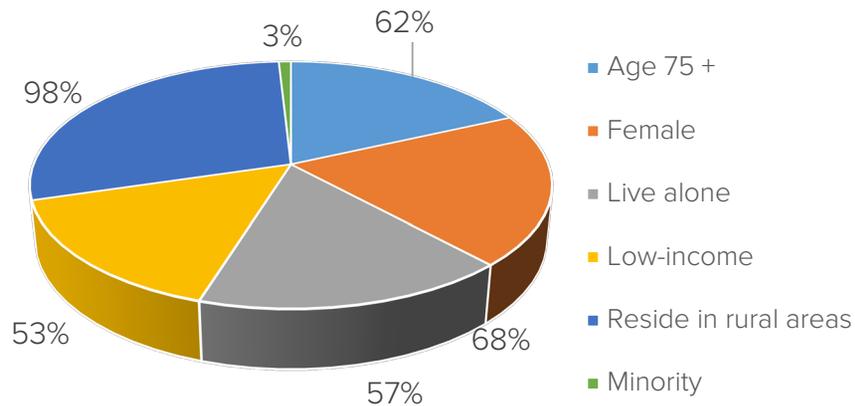


Source: 2010 census data
Jefferson County
 Total Population: 118,799
 Population Age 60+: 20,311



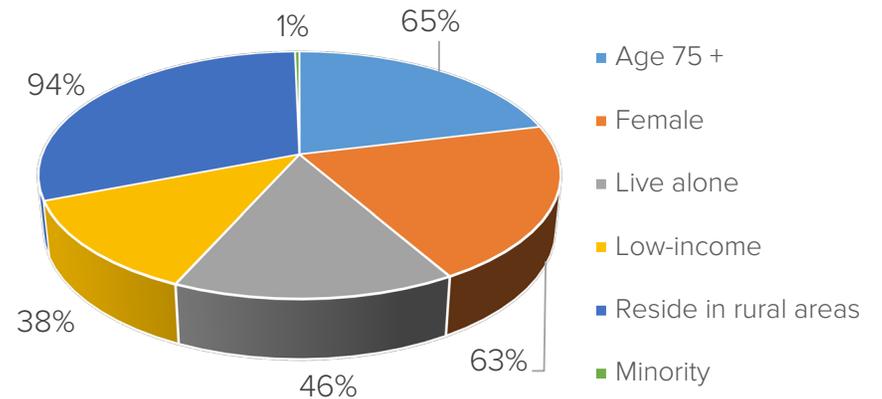
Source: 2010 census data
Lewis County
 Total Population: 26,174
 Population Age 60+: 5,500

Jefferson County Client Profile



Average age of clients served: 78

Lewis County Client Profile



Average age of clients served: 78

Functional status: 347 seniors received assistance with 2+ ADLs and 775 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

Functional status: 280 seniors received assistance with 2+ ADLs and 396 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

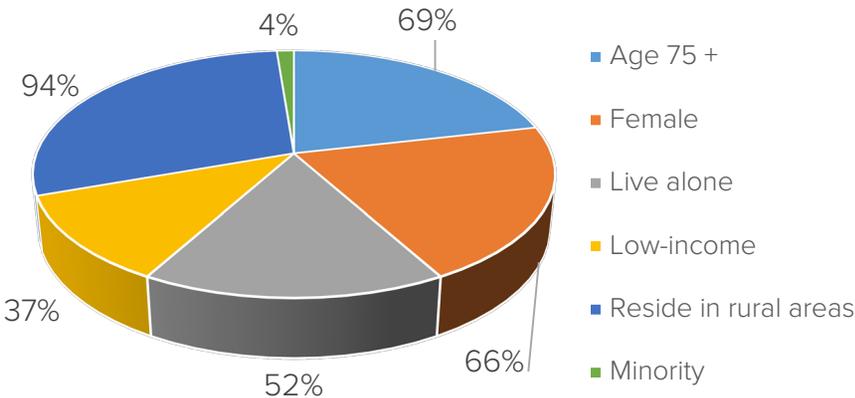


Source: 2010 census data
Livingston County
Total Population: 63,054
Population Age 60+: 12,148



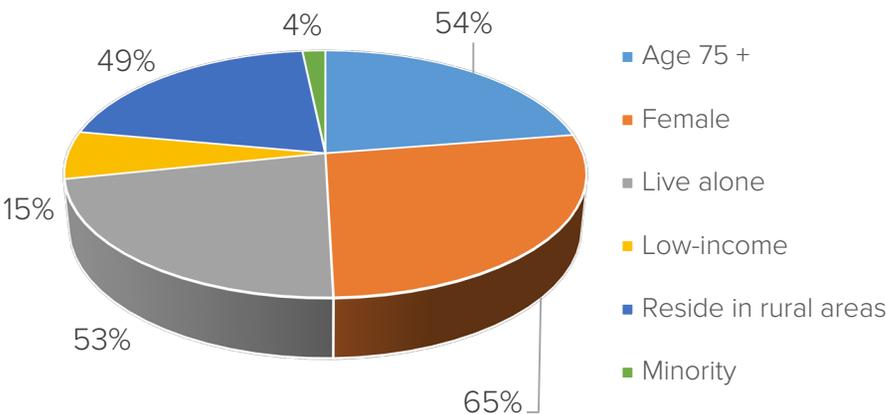
Source: 2010 census data
Madison County
Total Population: 70,016
Population Age 60+: 13,831

Livingston County Client Profile



Average age of clients served: 79

Madison County Client Profile



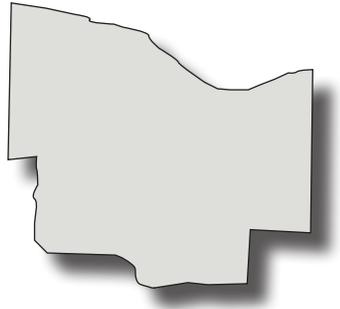
Average age of clients served: 76

Functional status: 211 seniors received assistance with 2+ ADLs and 525 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

Functional status: 115 seniors received assistance with 2+ ADLs and 274 seniors received help with 2+ IADLs

Source: 2013-14 registered client data

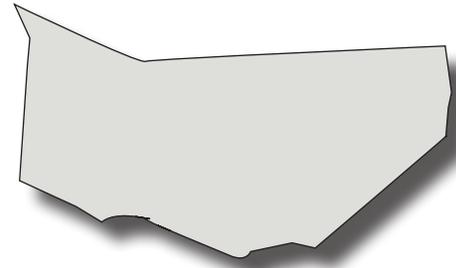


Source: 2010 census data

Monroe County

Total Population: 733,512

Population Age 60+: 145,084



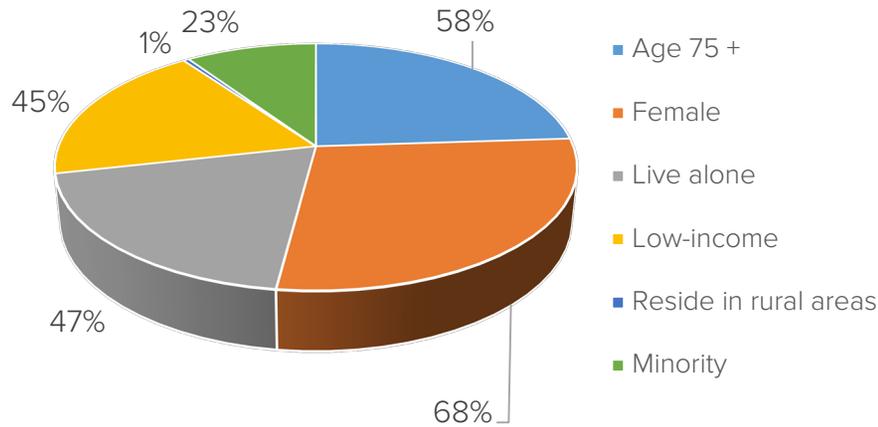
Source: 2010 census data

Montgomery County

Total Population: 48,499

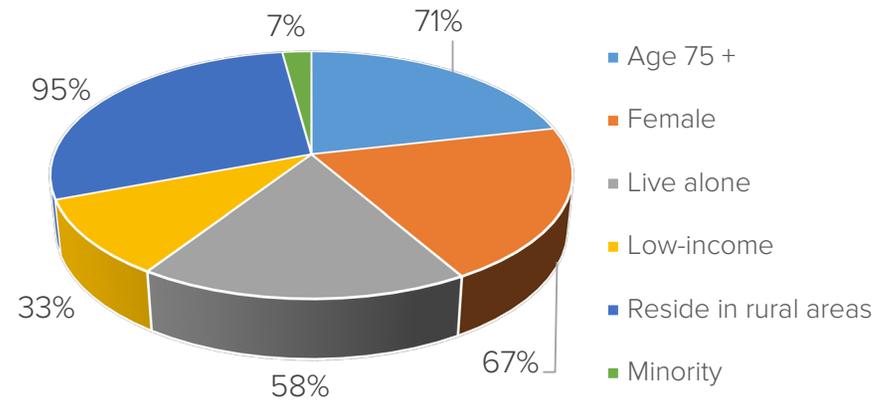
Population Age 60+: 11,363

Monroe County Client Profile



Average age of clients served: 77

Montgomery County Client Profile



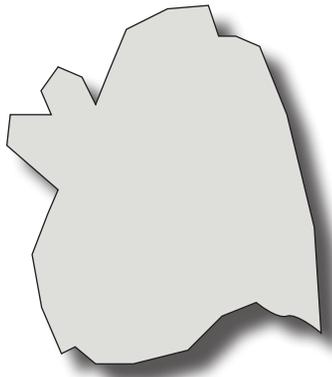
Average age of clients served: 80

Functional status: 798 seniors received assistance with 2+ ADLs and 1,464 seniors received help with 2+ IADLs.

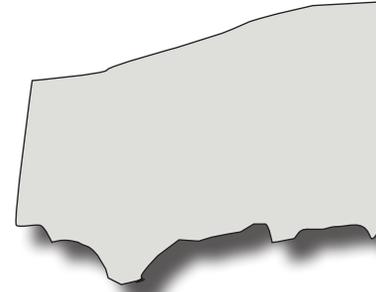
Source: 2013-14 registered client data

Functional status: 272 seniors received assistance with 2+ ADLs and 336 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

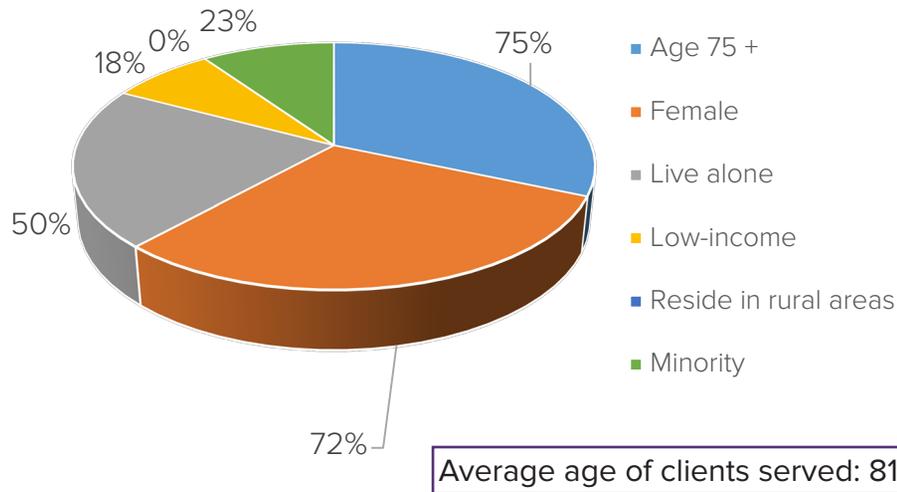


Source: 2010 census data
Nassau County
 Total Population: 1,360,466
 Population Age 60+: 289,534

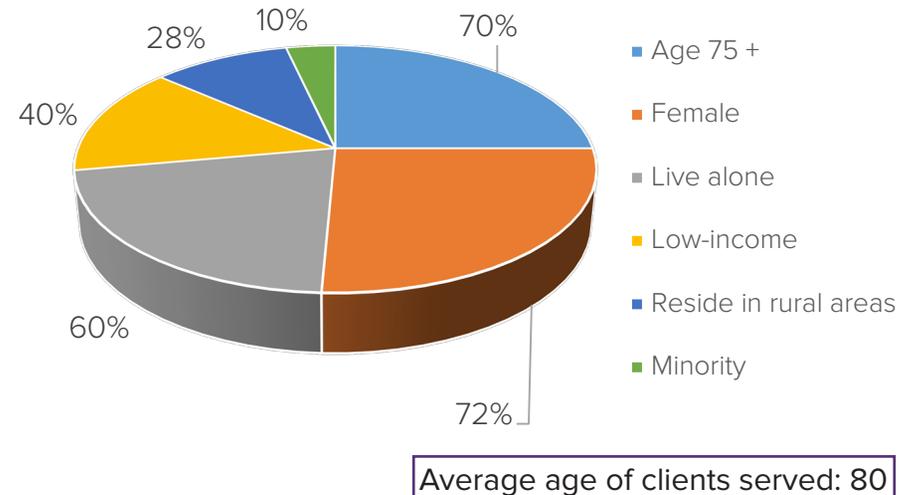


Source: 2010 census data
Niagara County
 Total Population: 214,474
 Population Age 60+: 46,468

Nassau County Client Profile



Niagara County Client Profile

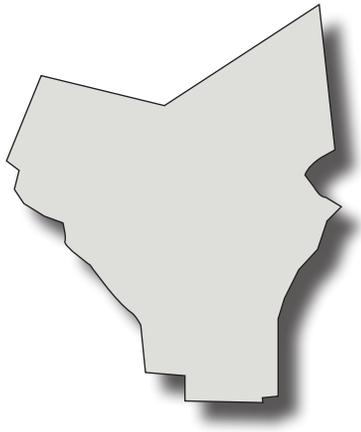


Functional status: 2,164 seniors received assistance with 2+ ADLs and 3,493 seniors received help with 2+ IADLs.

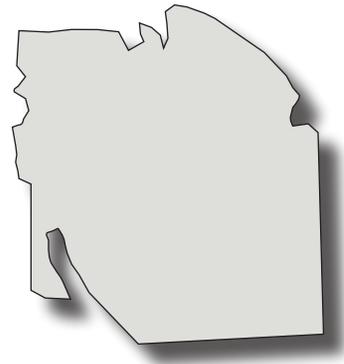
Source: 2013-14 registered client data

Functional status: 509 seniors received assistance with 2+ ADLs and 987 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

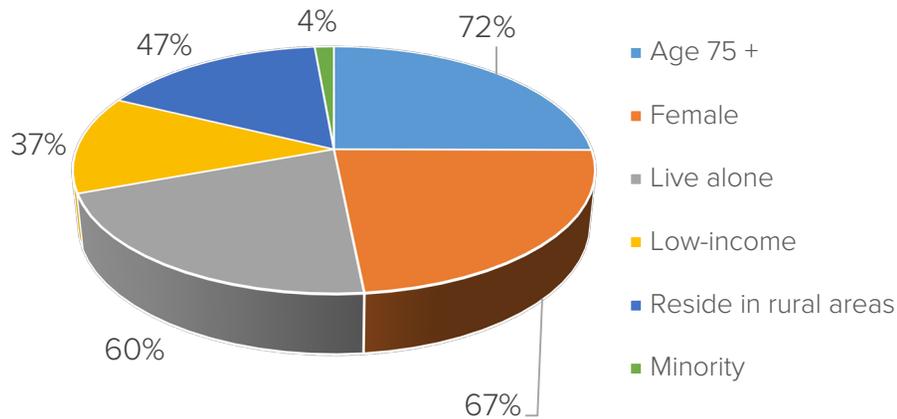


Source: 2010 census data
Oneida County
 Total Population: 230,581
 Population Age 60+: 51,645



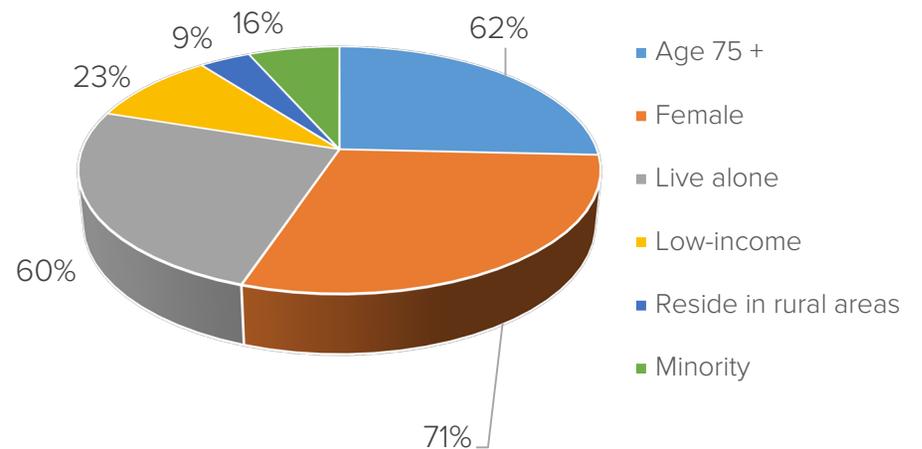
Source: 2010 census data
Onondaga County
 Total Population: 454,301
 Population Age 60+: 89,646

Oneida County Client Profile



Average age of clients served: 80

Onondaga County Client Profile



Average age of clients served: 78

Functional status: 948 seniors received assistance with 2+ ADLs and 1,654 seniors received help with 2+ IADLs.

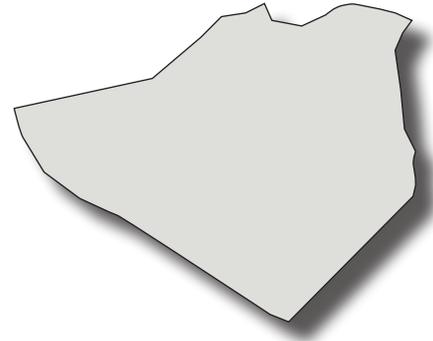
Source: 2013-14 registered client data

Functional status: 679 seniors received assistance with 2+ ADLs and 1,198 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

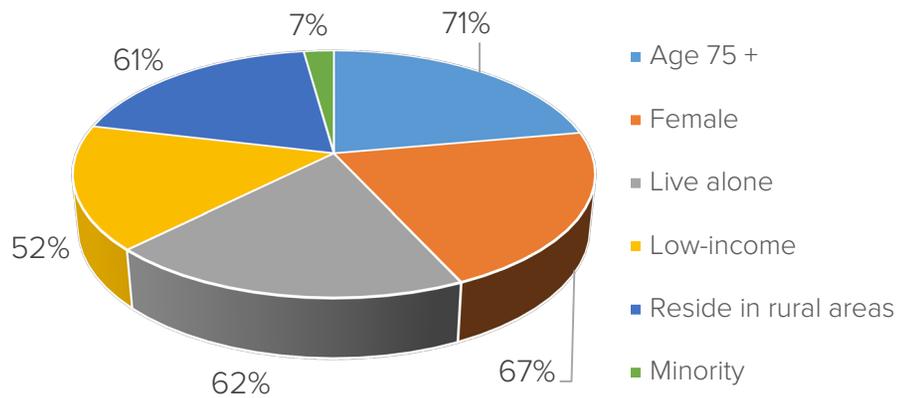


Source: 2010 census data
Ontario County
 Total Population: 106,058
 Population Age 60+: 23,670



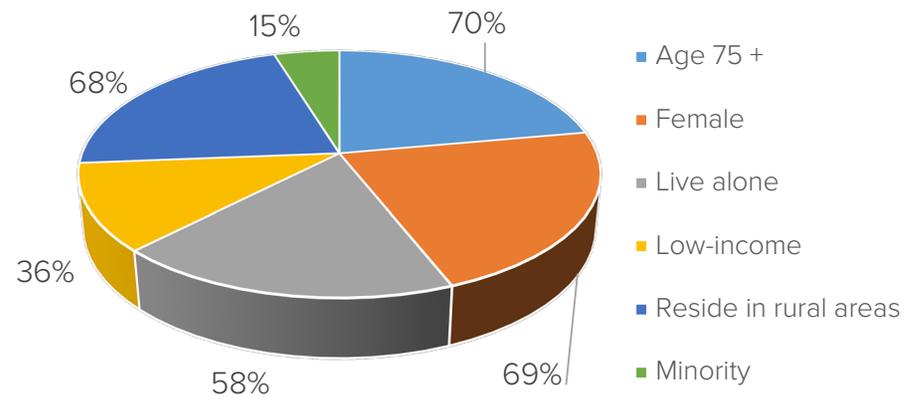
Source: 2010 census data
Orange County
 Total Population: 388,237
 Population Age 60+: 60,122

Ontario County Client Profile



Average age of clients served: 80

Orange County Client Profile



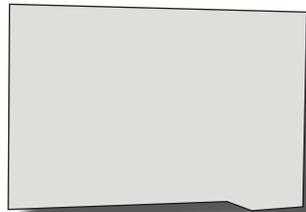
Average age of clients served: 80

Functional status: 306 seniors received assistance with 2+ ADLs and 666 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

Functional status: 479 seniors received assistance with 2+ ADLs and 965 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

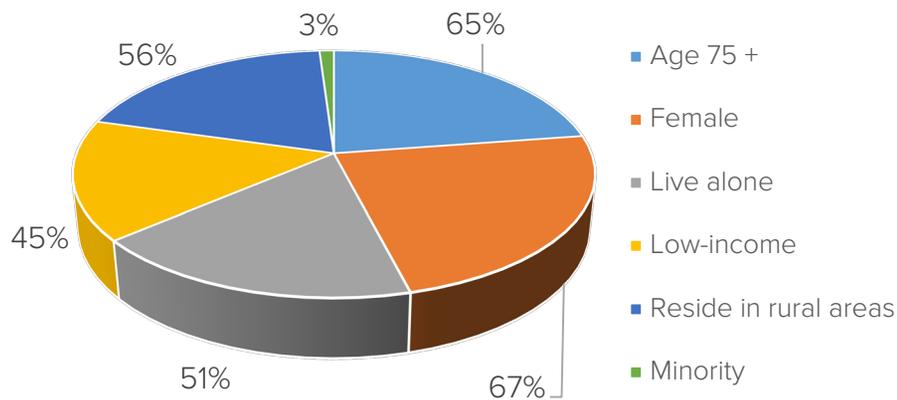


Source: 2010 census data
Orleans County
 Total Population: 42,025
 Population Age 60+: 8,525



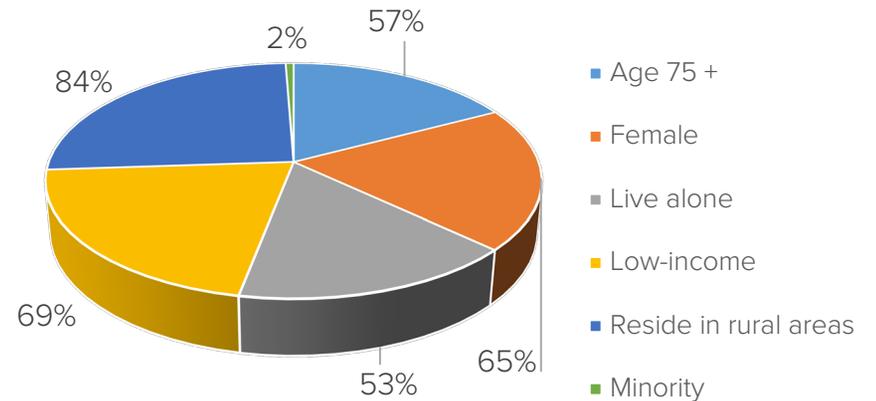
Source: 2010 census data
Oswego County
 Total Population: 121,412
 Population Age 60+: 22,097

Orleans County Client Profile



Average age of clients served: 78

Oswego County Client Profile



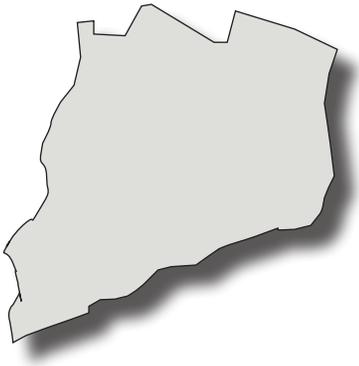
Average age of clients served: 77

Functional status: 226 seniors received assistance with 2+ ADLs and 391 seniors received help with 2+ IADLs.

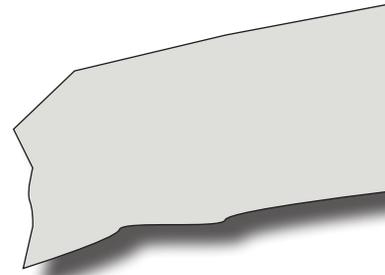
Source: 2013-14 registered client data

Functional status: 383 seniors received assistance with 2+ ADLs and 869 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

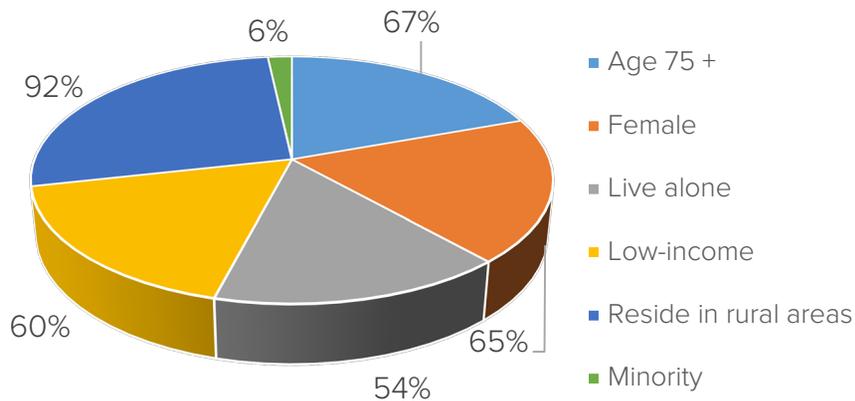


Source: 2010 census data
Otsego County
 Total Population: 61,634
 Population Age 60+: 14,245



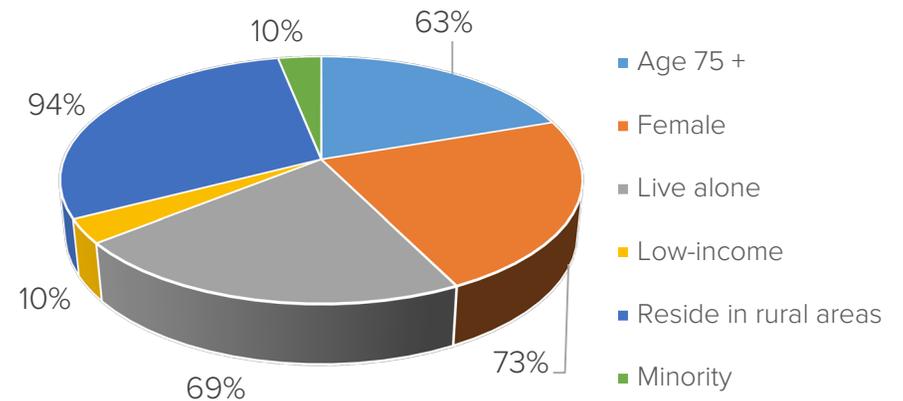
Source: 2010 census data
Putnam County
 Total Population: 100,828
 Population Age 60+: 18,353

Otsego County Client Profile



Average age of clients served: 79

Putnam County Client Profile



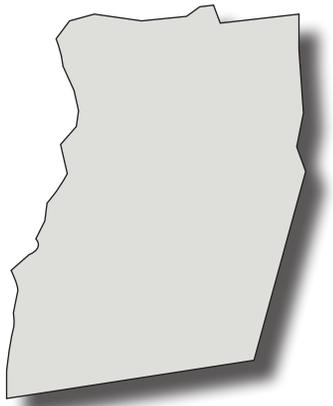
Average age of clients served: 78

Functional status: 193 seniors received assistance with 2+ ADLs and 491 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

Functional status: 322 seniors received assistance with 2+ ADLs and 580 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

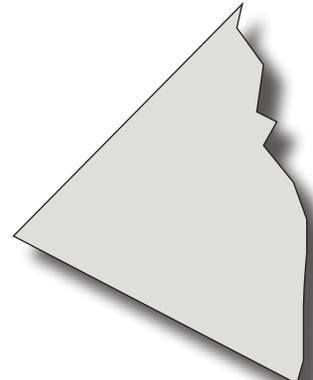


Source: 2010 census data

Rensselaer County

Total Population: 155,551

Population Age 60+: 30,734



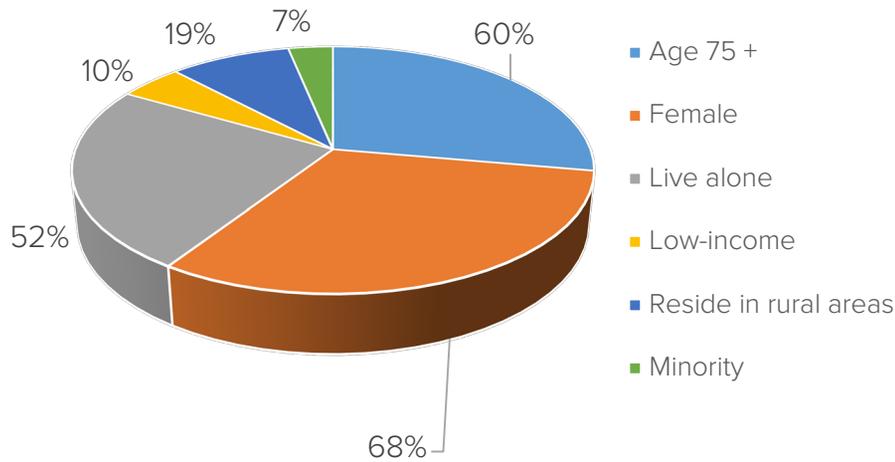
Source: 2010 census data

Rockland County

Total Population: 302,280

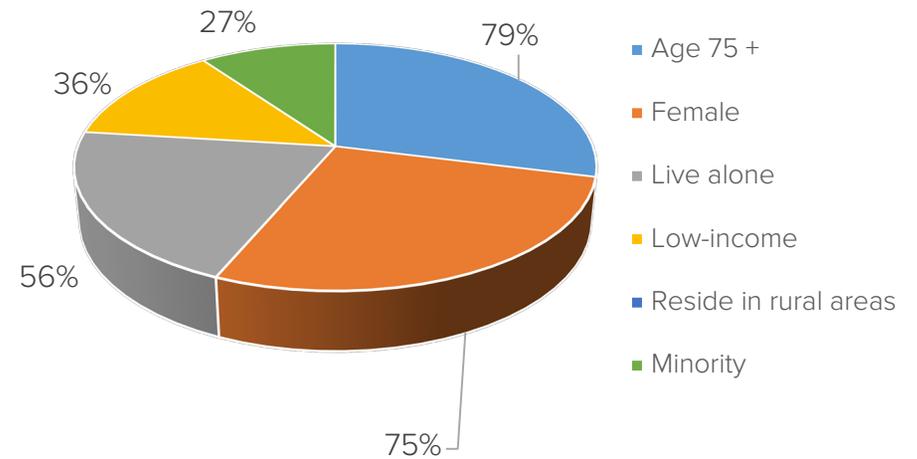
Population Age 60+: 59,202

Rensselaer County Client Profile



Average age of clients served: 78

Rockland County Client Profile



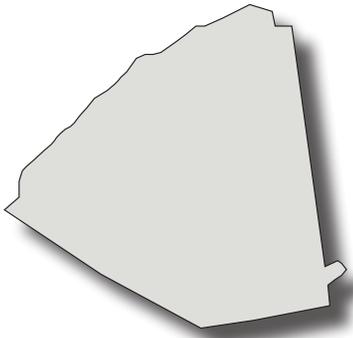
Average age of clients served: 82

Functional status: 353 seniors received assistance with 2+ ADLs and 597 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

Functional status: 234 seniors received assistance with 2+ ADLs and 391 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data



Source: 2010 census data

St. Lawrence County

Total Population: 109,709

Population Age 60+: 21,386



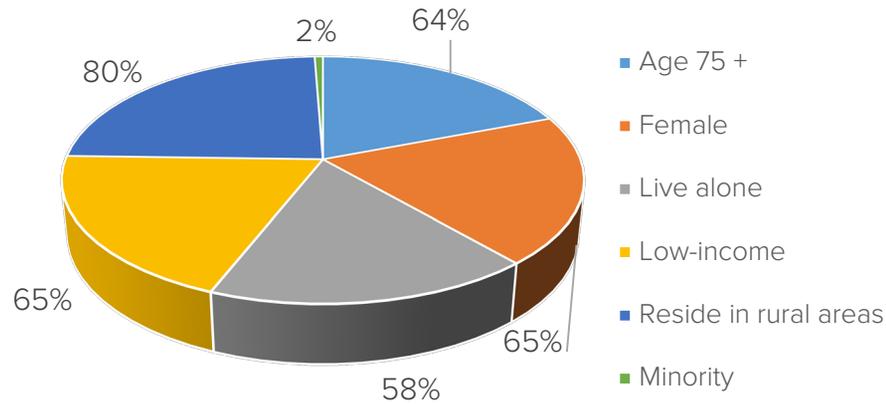
Source: 2010 census data

Saratoga County

Total Population: 224,235

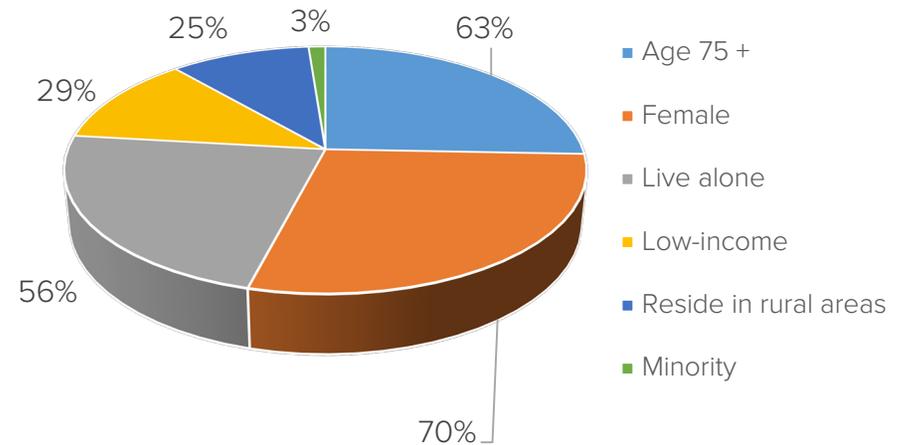
Population Age 60+: 44,301

St. Lawrence County Client Profile



Average age of clients served: 78

Saratoga County Client Profile



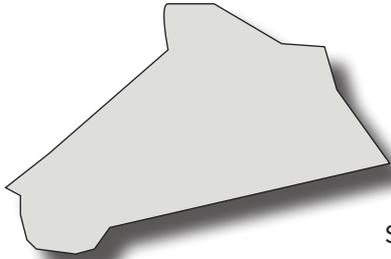
Average age of clients served: 78

Functional status: 473 seniors received assistance with 2+ ADLs and 761 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

Functional status: 311 seniors received assistance with 2+ ADLs and 682 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data



Source: 2010 census data

Schenectady County

Total Population: 151,964

Population Age 60+: 32,114



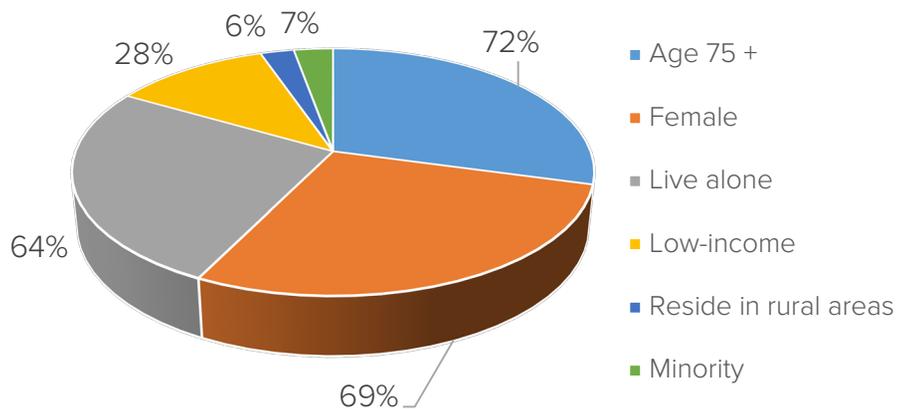
Source: 2010 census data

Schoharie County

Total Population: 31,635

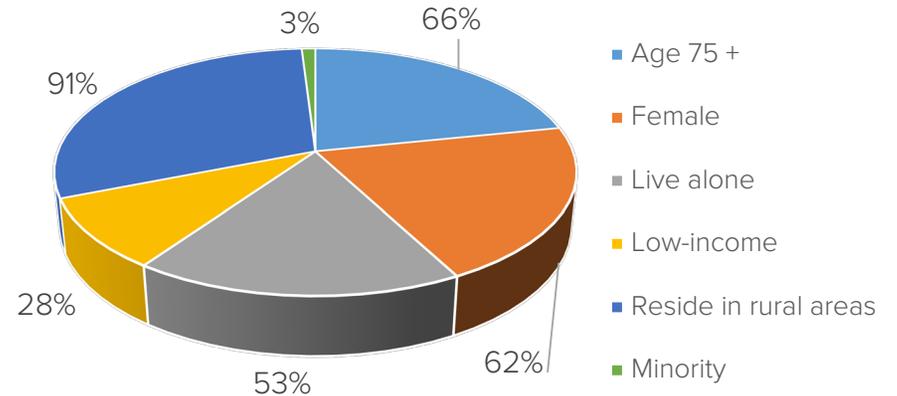
Population Age 60+: 7,194

Schenectady County Client Profile



Average age of clients served: 81

Schoharie County Client Profile



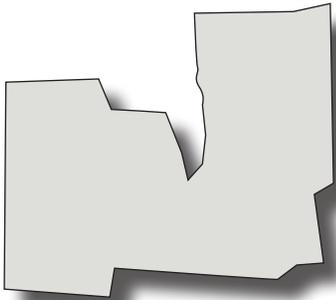
Average age of clients served: 78

Functional status: 174 seniors received assistance with 2+ ADLs and 422 seniors received help with 2+ IADLs.

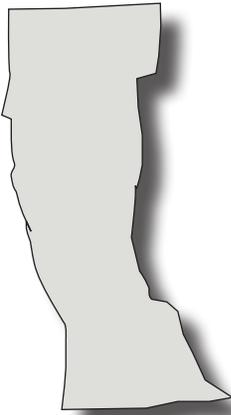
Source: 2013-14 registered client data

Functional status: 314 seniors received assistance with 2+ ADLs and 481 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

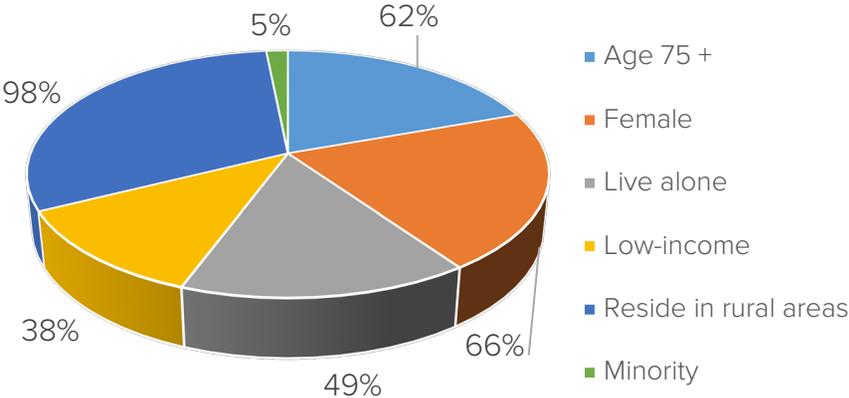


Source: 2010 census data
Schuyler County
Total Population: 18,762
Population Age 60+: 4,603



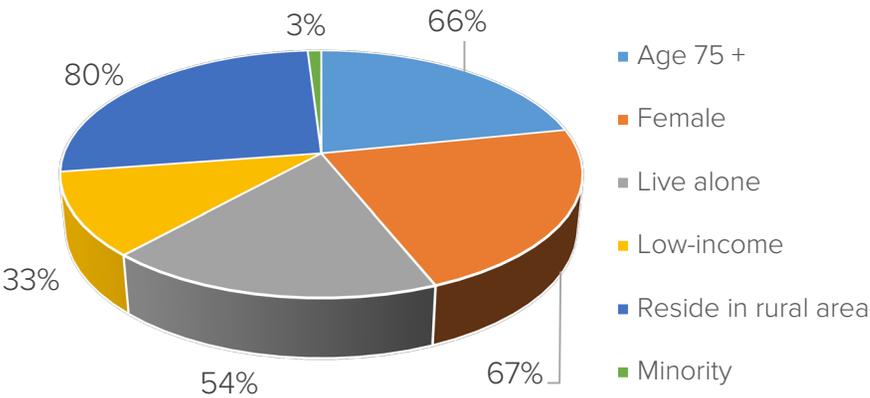
Source: 2010 census data
Seneca County
Total Population: 34,044
Population Age 60+: 7,397

Schuyler County Client Profile



Average age of clients served: 78

Seneca County Client Profile



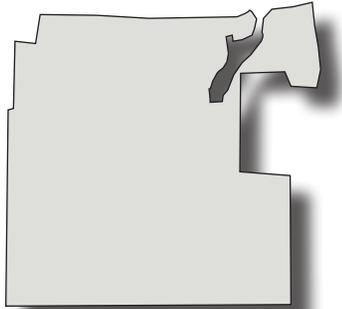
Average age of clients served: 79

Functional status: 94 seniors received assistance with 2+ ADLs and 222 seniors received help with 2+ IADLs.

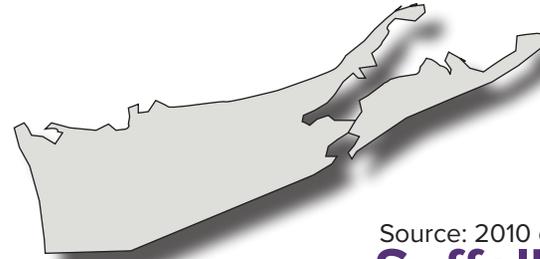
Source: 2013-14 registered client data

Functional status: 108 seniors received assistance with 2+ ADLs and 291 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

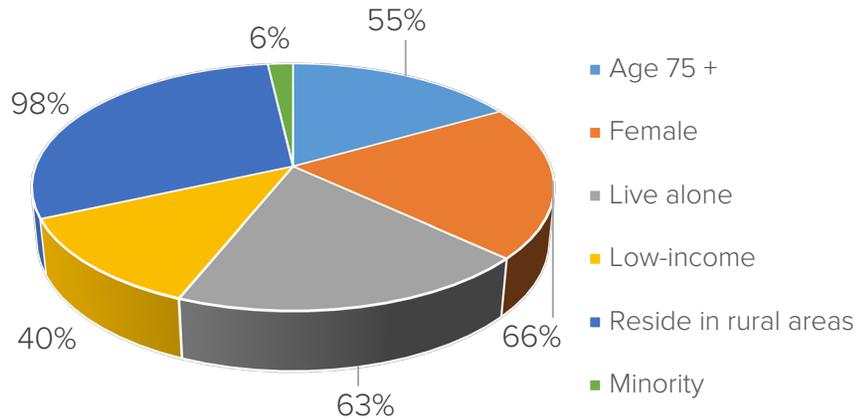


Source: 2010 census data
Steuben County
 Total Population: 96,463
 Population Age 60+: 21,317



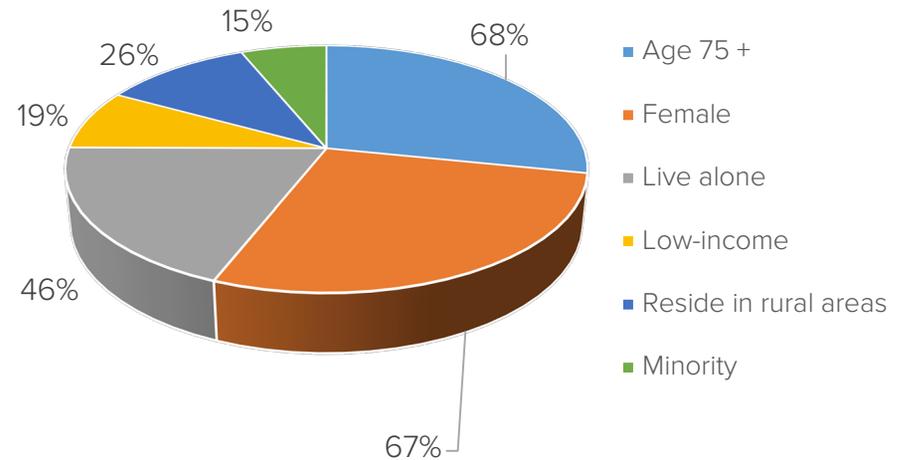
Source: 2010 census data
Suffolk County
 Total Population: 1,526,563
 Population Age 60+: 294,926

Steuben County Client Profile



Average age of clients served: 77

Suffolk County Client Profile



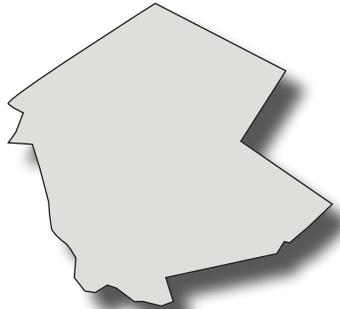
Average age of clients served: 79

Functional status: 252 seniors received assistance with 2+ ADLs and 643 seniors received help with 2+ IADLs.

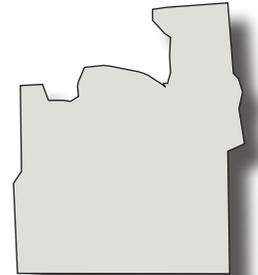
Source: 2013-14 registered client data

Functional status: 1,578 seniors received assistance with 2+ ADLs and 2,957 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

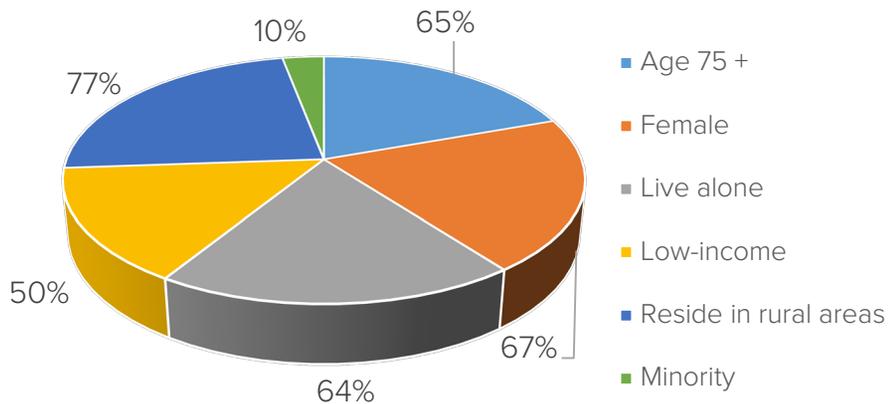


Source: 2010 census data
Sullivan County
 Total Population: 76,213
 Population Age 60+: 16,271



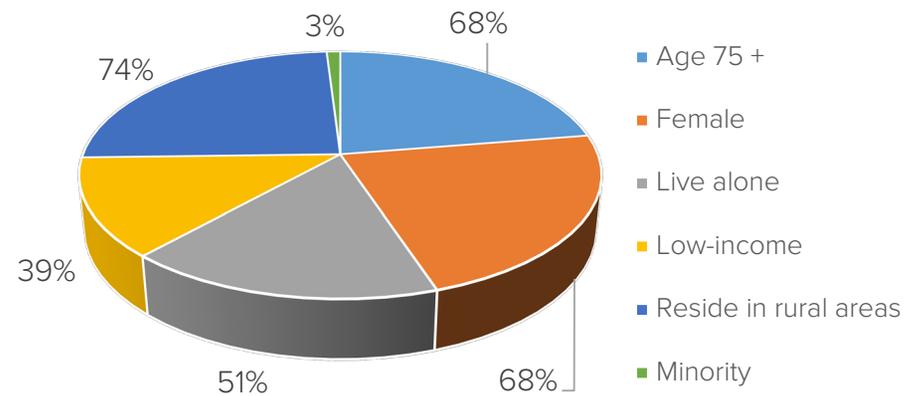
Source: 2010 census data
Tioga County
 Total Population: 50,096
 Population Age 60+: 10,876

Sullivan County Client Profile



Average age of clients served: 79

Tioga County Client Profile



Average age of clients served: 79

Functional status: 354 seniors received assistance with 2+ ADLs and 505 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

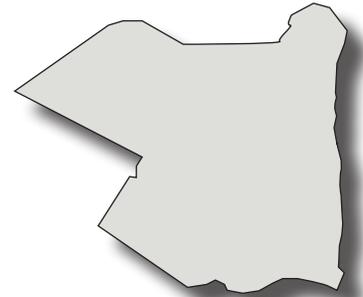
Functional status: 205 seniors received assistance with 2+ ADLs and 346 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data



Source: 2010 census data

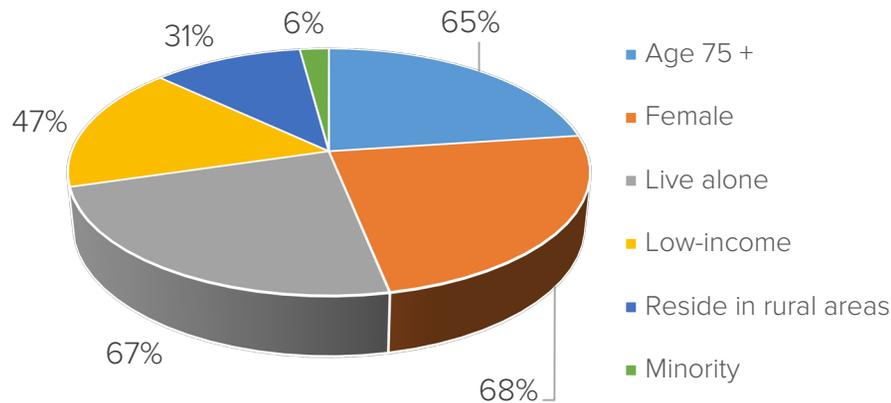
Tompkins County
 Total Population: 102,053
 Population Age 60+: 15,757



Source: 2010 census data

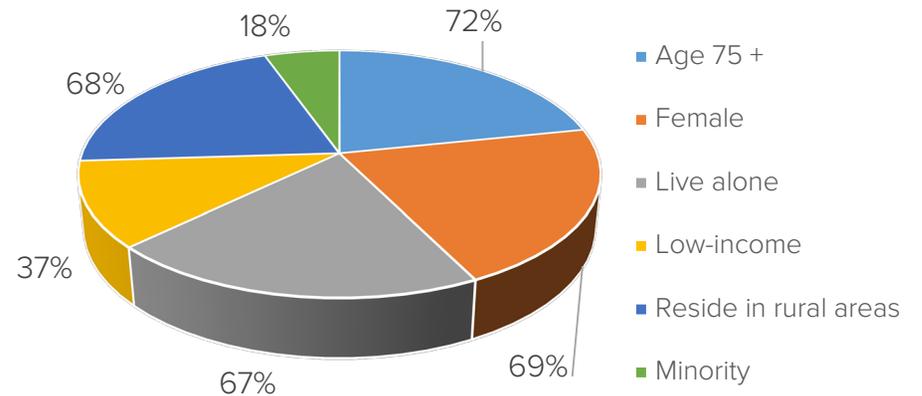
Ulster County
 Total Population: 182,759
 Population Age 60+: 38,743

Tompkins County Client Profile



Average age of clients served: 79

Ulster County Client Profile



Average age of clients served: 81

Functional status: 202 seniors received assistance with 2+ ADLs and 810 seniors received help with 2+ IADLs.

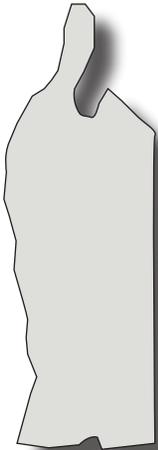
Source: 2013-14 registered client data

Functional status: 247 seniors received assistance with 2+ ADLs and 736 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

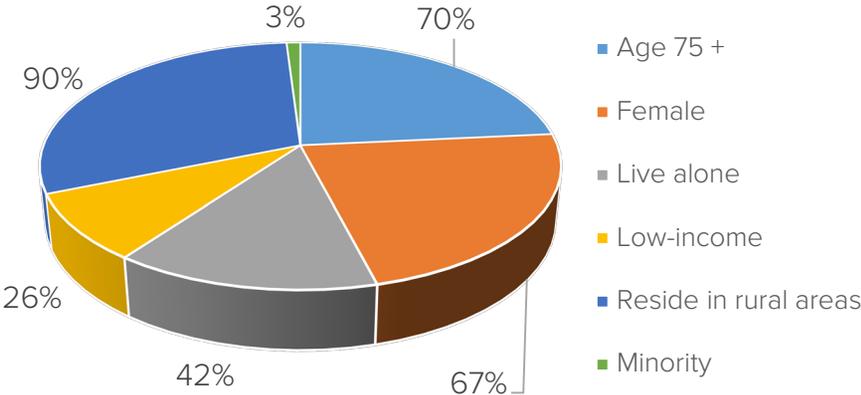


Source: 2010 census data
Warren/Hamilton County
Total Population: 71,291
Population Age 60+: 18,174



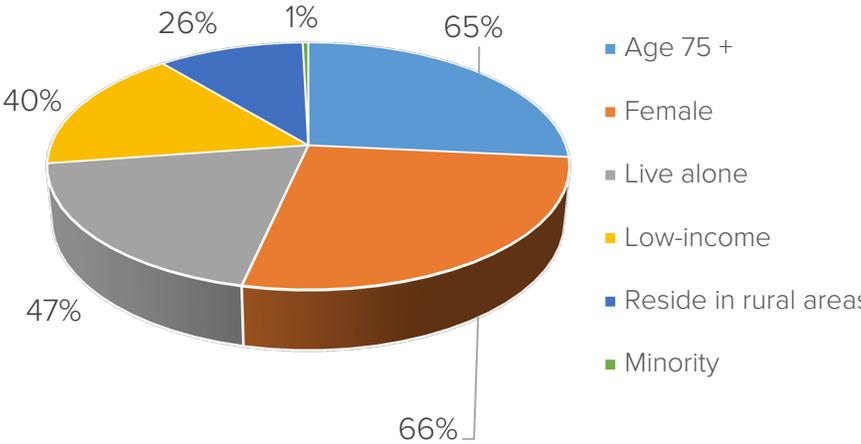
Source: 2010 census data
Washington County
Total Population: 62,970
Population Age 60+: 13,746

Warren/Hamilton Counties Client Profile



Average age of clients served: 79

Washington County Client Profile



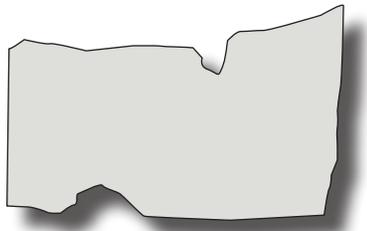
Average age of clients served: 79

Functional status: 307 seniors received assistance with 2+ ADLs and 849 seniors received help with 2+ IADLs.

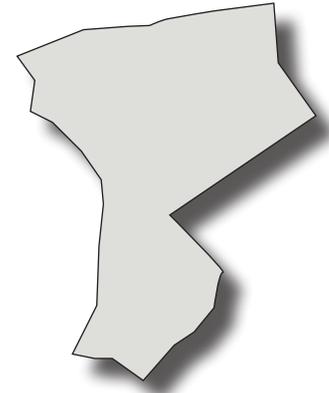
Source: 2013-14 registered client data

Functional status: 343 seniors received assistance with 2+ ADLs and 757 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

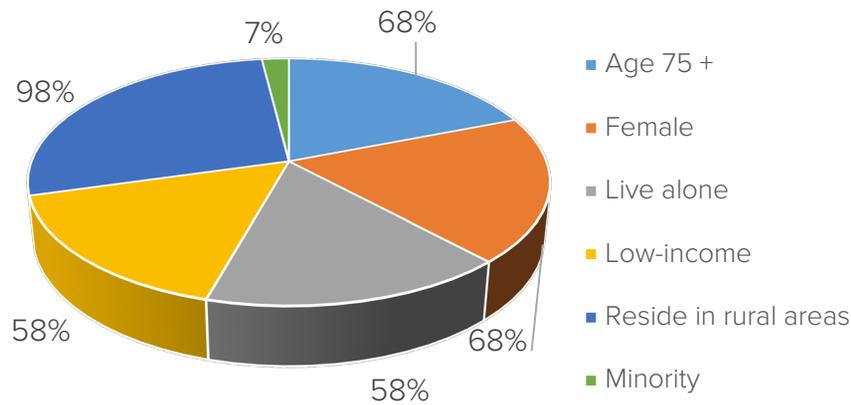


Source: 2010 census data
Wayne County
 Total Population: 91,487
 Population Age 60+: 18,919



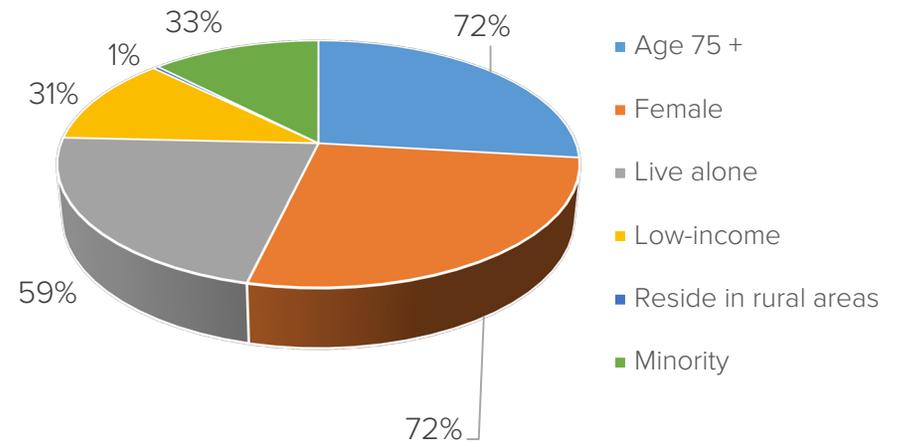
Source: 2010 census data
Westchester County
 Total Population: 959,088
 Population Age 60+: 189,831

Wayne County Client Profile



Average age of clients served: 79

Westchester County Client Profile



Average age of clients served: 80

Functional status: 246 seniors received assistance with 2+ ADLs and 393 seniors received help with 2+ IADLs.

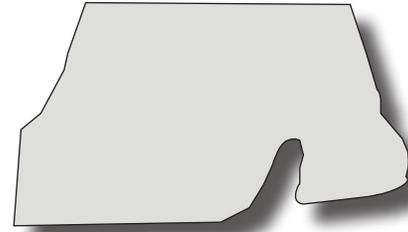
Source: 2013-14 registered client data

Functional status: 1,343 seniors received assistance with 2+ ADLs and 2,255 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

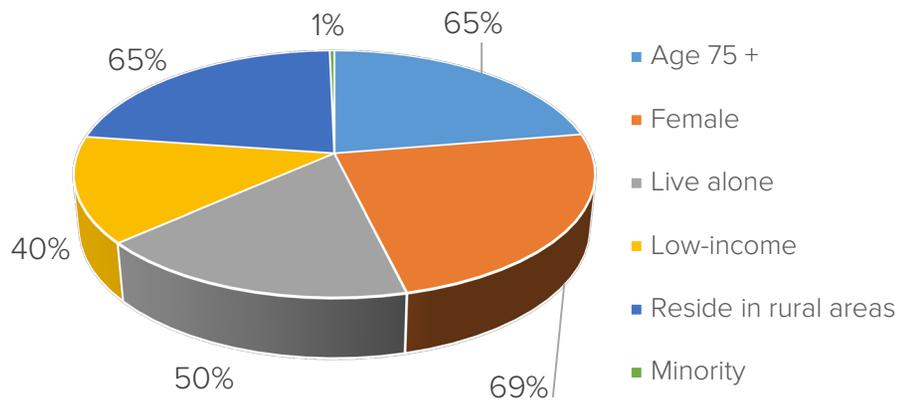


Source: 2010 census data
Wyoming County
 Total Population: 41,364
 Population Age 60+: 8,064



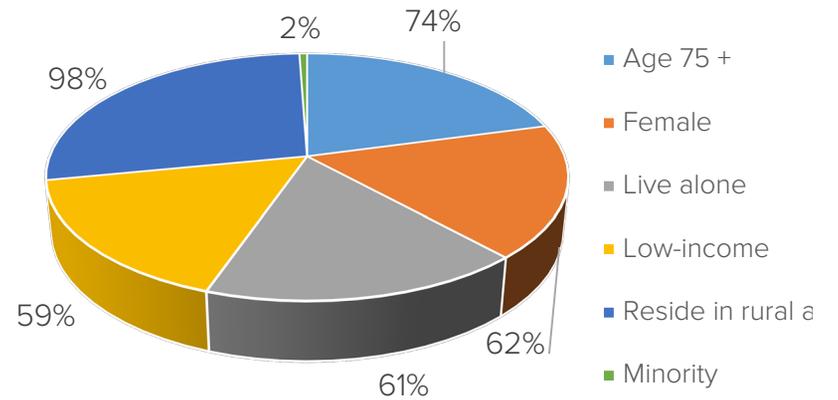
Source: 2010 census data
Yates County
 Total Population: 24,481
 Population Age 60+: 5,805

Wyoming County Client Profile



Average age of clients served: 79

Yates County Client Profile



Average age of clients served: 81

Functional status: 344 seniors received assistance with 2+ ADLs and 544 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

Functional status: 108 seniors received assistance with 2+ ADLs and 265 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data



Source: 2010 census data

New York City

Total Population: 8,430,155

Population Age 60+: 1,459,730



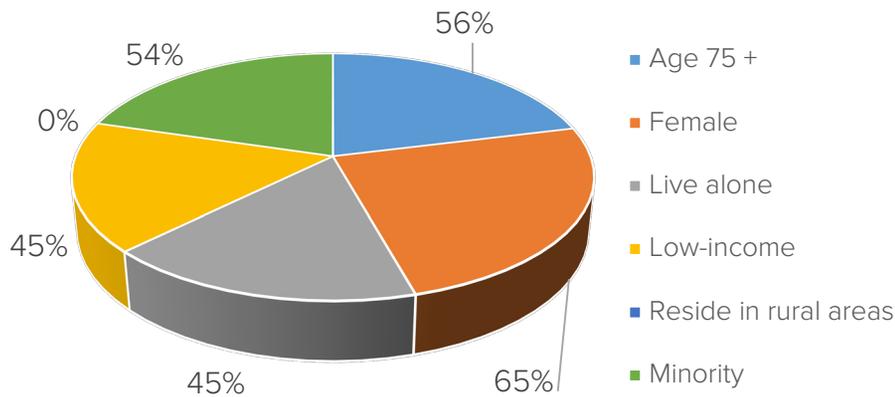
Source: 2010 census data

Seneca Nation

Total Population: 8,675

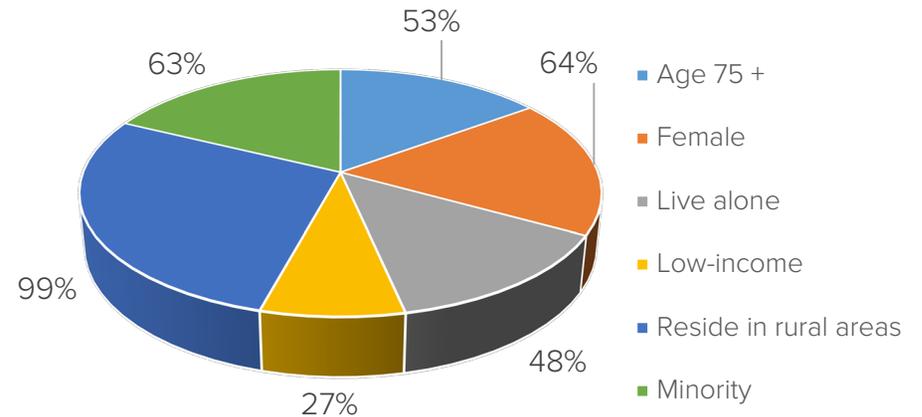
Population Age 60+: 1,197

New York City Client Profile



Average age of clients served: 77

Seneca Nation Client Profile



Average age of clients served: 76

Functional status: 14,693 seniors received assistance with 2+ ADLs and 23,162 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data

Functional status: 180 seniors received assistance with 2+ ADLs and 218 seniors received help with 2+ IADLs.

Source: 2013-14 registered client data



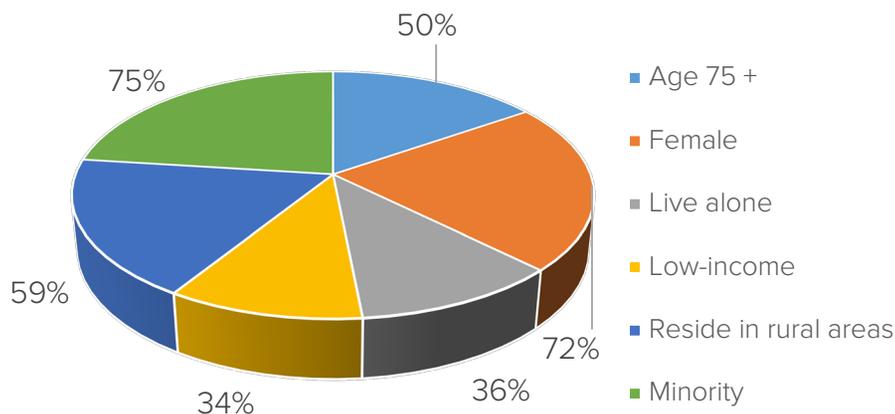
Source: 2010 census data

Saint Regis Mohawk

Total Population: 3,228

Population Age 60+: 346

Saint Regis Mohawk Client Profile



Average age of clients served: 75

Functional status: 48 seniors received assistance with 2+ ADLs and 91 seniors received help with 2+ IADLs.

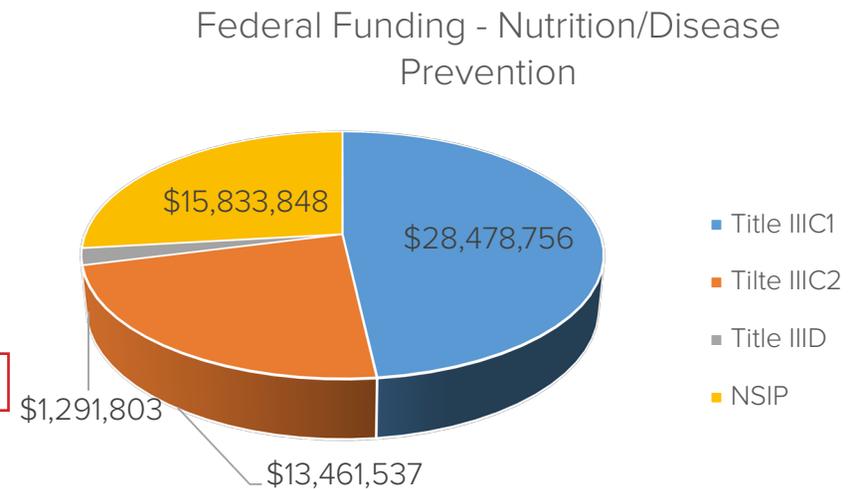
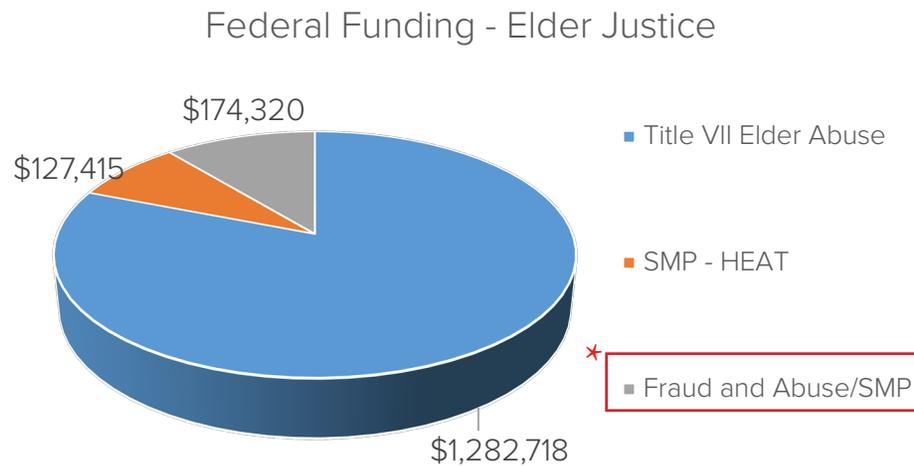
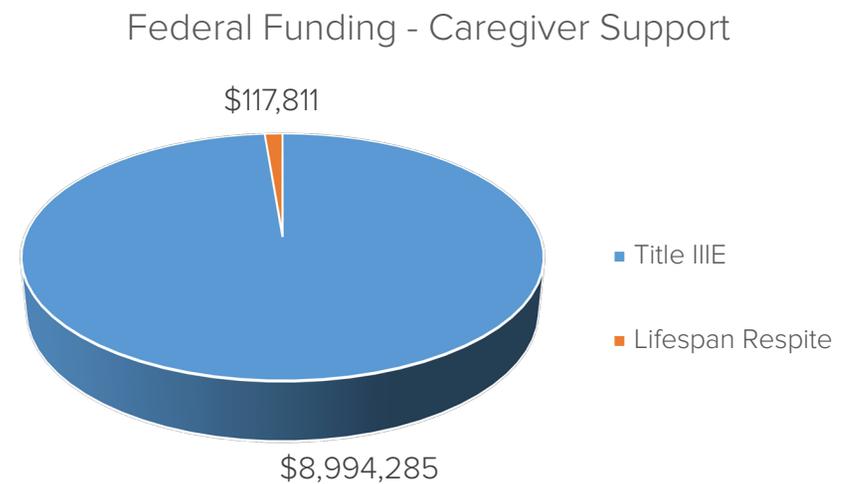
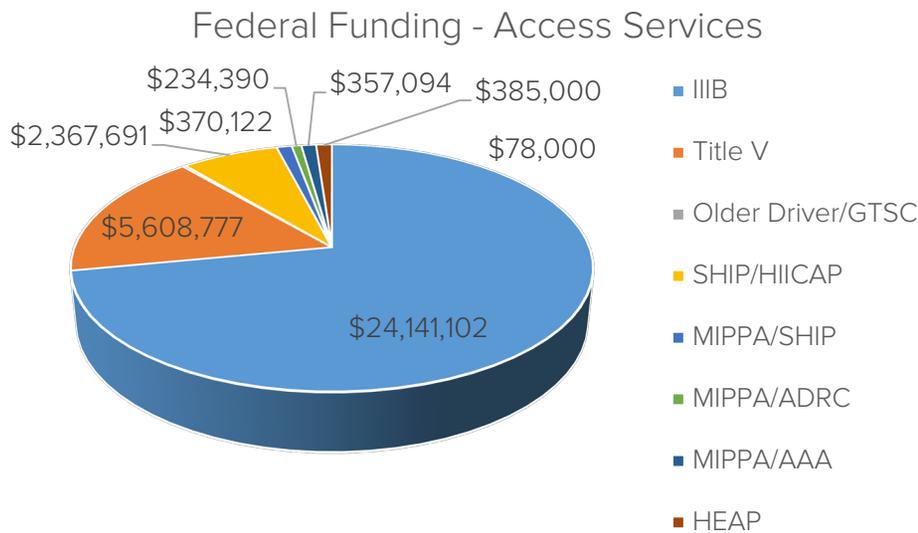
Source: 2013-14 regional client data

Did You Know?

- Senior centers have diverse administrative structures. Most identify as nonprofit organizations and are funded by county government.
- The operating budgets of centers vary, ranging from less than \$50,000 to more than \$500,000.
- Many centers operate with very few full and part-time staff and, as a result, are heavily dependent on volunteer support.
- Centers often serve large geographic areas and draw their participants from multiple neighborhoods.
- Transportation is often not an accessible service for many participants, especially those frail and disabled consumers who may require door-to-door services. Centers reported that transportation was one of their biggest barriers.
- Overall attendance has grown in the last decade, but centers report that participant interests have changed. Younger participants are increasingly less interested in meals at the center and more interested in fitness and exercise activities.

Source:
NYSOFA Senior Center Report September 2014

Total Federal Funding Fiscal Year 2013-14 = \$103,304,759

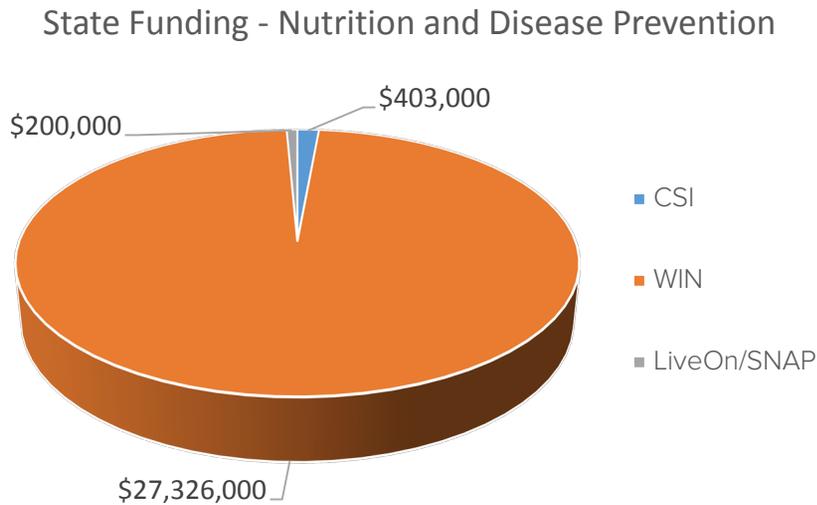
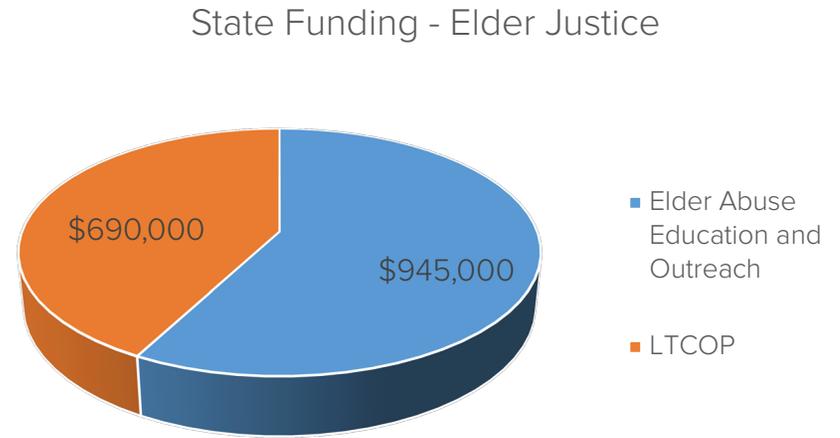
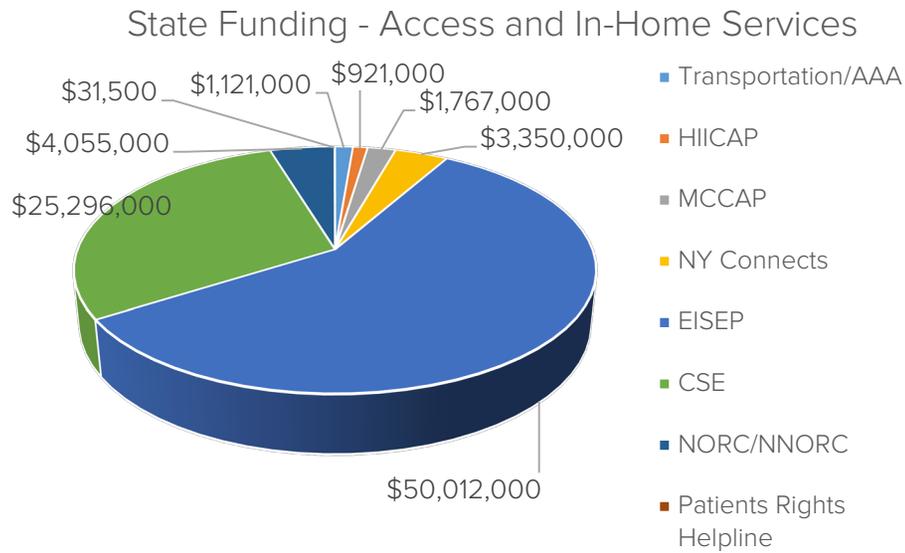


* These programs are time-limited federal grant awards and persons served are not included in overall service data counts.

See Appendix A and B for descriptions of these programs.

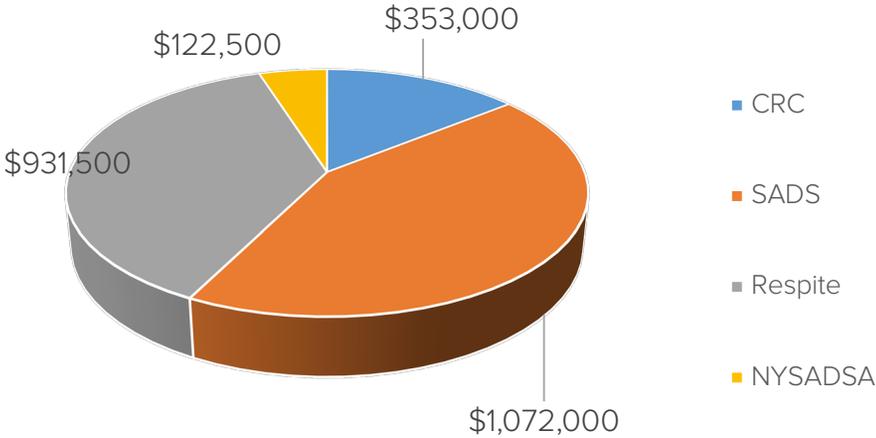


Total State Funding Fiscal Year 2013-14 \$114, 069,500

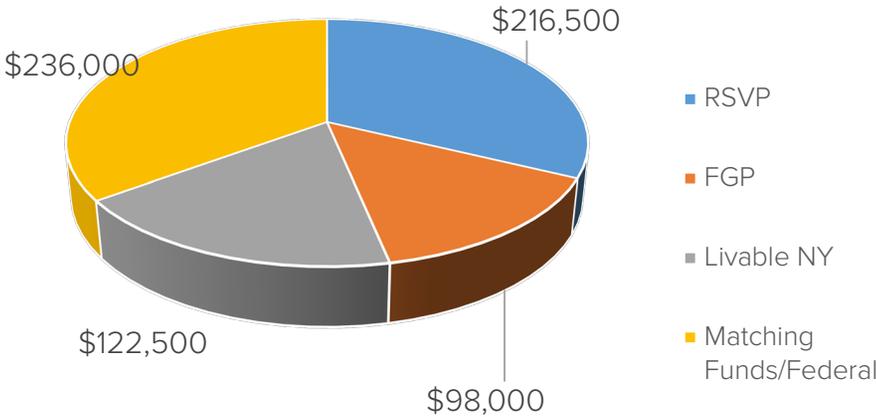


See Appendix A and B for descriptions of these programs.

State Funding - Caregiver Support



State Funding - Volunteer/Community Building



See Appendix A and B for descriptions of these programs.



As we age, we develop different needs. Access to resources can become more difficult. NYSOFA's goals include making accessing needed services easier by expanding Internet communication and the [New York Connects](#) program at the (AAA) county level.

Programs and Services

Care Coordination for In-Home Services and Supports

Care coordination is a person-centered planning process that takes place between a qualified care coordinator, the applicant, and, often, members of the applicant's informal support network.

Caregiver Services

Assists informal caregivers—spouses, adult children, other family members, friends, and neighbors in their efforts to care for older persons who need help with everyday tasks.

Caring for the Caregiver

Mrs. L is the primary caregiver for her husband, who has several chronic illnesses. He is a retired engineer who is able to manage the 25 medications he takes daily but needs help with most of his activities of daily living. Because he is severely mobility impaired he needs assistance dressing, bathing, and using the bathroom. Mrs. L worries about her husband falling and only leaves home to go to the store, pharmacy, or to attend a monthly caregiver support group.

Mrs. L attends the support group to meet with other caregivers who can identify with the responsibilities she carries. She said “everyone gets it here; people who aren't caregivers don't understand what it's like to be a caregiver practically 24/7. It's so important to be around other people who are going through similar situations. This is the only place where people remind me to take care of myself, and I need to hear that. It is one of the few things I do for myself.”



As baby boomers age, informal support networks will be even more critical as a resource for aging New Yorkers.

Chronic Disease Self-Management Education Programs

The workshops help people manage their health condition and take charge of their life.

Disease Prevention and Health Promotion Program

All local offices offer programs that help people prevent and manage health conditions.

Expanded In-Home Services for the Elderly Program (EISEP)

A coordinated package of non-medical services and supports developed from an assessment to assist older adults who need help with Activities of Daily Living and Instrumental Activities of Daily Living.

Fulfilling a Wish to Remain at Home

Mrs. H is a 76-year-old woman who has been diagnosed with dementia, anxiety, arthritis, cancer, incontinence, esophageal paralysis, and a brain tumor. She started on EISEP in November 2013 and has since remained in her home. During this time, Mrs. H has had issues with a decubitus ulcer and circulation in her feet. Through the nursing visits that EISEP provides, the issues have been able to be addressed swiftly, with follow up, in an effort to keep Mrs. H from being admitted to the hospital, or losing one or both of her feet.

The aide engages Mrs. H in her care. The aide also provides respite for Mrs. H's husband, who is her primary caregiver. The comprehensive services provided by EISEP also give her husband a sounding board with which to discuss new health and/or behavioral issues.

Without the assistance of EISEP, Mrs. H would likely be in a skilled nursing facility. Her husband's wish is to continue to keep her at home.

EISEP services provide a way for this to happen in a safe manner.

Health Insurance Information Counseling and Assistance Program (HIICAP)

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

Home Energy Assistance Program (HEAP)

A federally funded program that issues heating benefits to supplement a household's annual energy cost.

Long Term Care Ombudsman Program (LTCOP)

An effective advocate and resource for older adults and persons with disabilities who live in nursing homes, assisted living, and other licensed adult care homes.

Meal Services

(Home-Delivered, On-Site, Nutrition, Education, and Counseling)

Healthy, nutritious, balanced meals are served to older New Yorkers at 700 different locations across the state, including their homes.

Eyes and Ears Can Save a Life

Home delivered meals contractor drivers, whether paid or volunteer, are observant to changes in the older adults they serve. While delivering to a woman who lived alone, the driver was concerned that she seemed ill and not herself. Offers made to her by the driver and other staff to call family or EMS were declined. Still concerned, a call was placed to the woman's emergency contact, her daughter.

The daughter decided to leave work early to make sure it was nothing out of the ordinary. Upon arriving at her mother's home, the daughter found her unresponsive. Inside, the daughter detected a gas odor and removed her mother from the home until help arrived. Her mother had left the gas stove running. The perceptiveness and diligence of the driver and Home Delivered Meal program staff were credited for saving the woman's life. The Home Delivered Meal program provides more than a meal; it provides another set of eyes and ears to watch out for older adults in our communities.

Foster Grandparents

Foster grandparents help children learn to read, provide one-on-one tutoring, and serve as role models.

Naturally Occurring Retirement Community (NORC) / Neighborhood NORC (NNORC) Programs

Provide supportive services to older people living in designated apartment buildings and neighborhoods.

NY Connects:

Choices for Long-Term Care Respite Services

A no wrong door into the long-term services and support system for older adults and people of all ages with disabilities.

Guidance Toward Independence

Mr. K and his wife arrived at the NY Connects office for assistance with HEAP. They were both from China, had limited English proficiency, and were overwhelmed by the application process.

NY Connects staff discussed their options, secured all the needed documentation, and submitted both applications.

The couple had a difficult time with all of their household and personal paperwork so they returned to the office several times for various issues.

The NY Connects staff reviewed and explained all of the forms so the couple could make informed decisions. As a result, the couple learned that they were also eligible for the Medicare Savings Program and they are now able to better manage their medical bills and social security.

Respite Services

Respite programs provide a temporary break from a caregiver's duties and the stress involved in being a caregiver.

Retired Senior Volunteer Program (RSVP)

A volunteer program that matches local needs with older adults who are willing to help.



The Huntington Senior Center, Huntington, New York. Over the years senior centers have adapted for a changing population.

Senior Centers

A place where older adults can gather to fulfill many of their social, physical, emotional, and intellectual needs.

Senior Community Service Employment Program (SCSEP)

Helps low-income individuals 55+ who are unemployed and looking for work.

Senior Farmers Market Nutrition Program (SFMNP)

Gives eligible, low-income older adults \$20 coupons to buy locally-grown fresh fruits and vegetables at participating farmers' markets.

Social Adult Day Services Program (SADS)

Provides care to frail and disabled older adults in a supervised group setting within the community. Services include socialization, supervision and monitoring, and nutrition.

Supplemental Nutrition Assistance Program (SNAP)

SNAP benefits help put healthy food on the table; food can be purchased at authorized retail stores.

Transportation

All local area agencies on aging throughout the state devote resources to support community transportation for older adults.

Consumers Served and Service Units Provided

In 2013-14, the New York State Office for the Aging served 630,000 older adults, and provided 34,196,258 units of service.

Service	People Served	Service Units	Unit of Measure
Personal Care I	7,653	1,783,451	Hour
Personal Care II	4,912	419,160	Hour
Consumer-Directed In Home Services	545	15,301	Hour
Home Health Aide	49	966	Hour
Home Delivered Meals	58,665	12,884,421	Meal
Adult Day Services	1,680	478,091	Hour
Case Management	56,523	784,970	Hour

Source: New York State Office for the Aging data

Consumers Served and Service Units Provided

Service	People Served	Service Units	Unit of Measure
Congregate Meals	157,371	10,097,901	Meal
Nutrition Counseling	5,881	8,451	Hour
Assisted Transportation	2,042	26,738	One-way ride
Transportation	176,590	1,842,723	One-way ride
Legal Assistance	18,634	69,239	Contact
Nutrition Education	110,148	539,174	Attendance
Information and Assistance	441,007	2,145,999	Contact
Outreach	37,620	38,800	Contact
In-Home Contact and Support	20,840	313,364	Hour
Senior Center Recreation and Education	113,236	378,933	Session
Health Promotion	107,838	2,272,508	Attendance
Personal Emergency Response	9,827	96,086	Unit
Total Estimated People Served*	630,000	34,196,258	

*This is an unduplicated total, not the sum of all service categories, as people can receive more than one service.

A Look at 2015

In 2015, the **New York State Office for the Aging:**

- **Engaged** in an Office of Community Living (OCL) Feasibility Study.
- **Expanded** NY Connects No Wrong Door (NWD) to non-participating counties to ensure statewide coverage.
- **Increased** the number of area agencies on aging (AAAs) providing consumer directed Expanded In-Home Services for the Elderly Program (EISEP).
- **Enhanced** AAA collaboration with other agencies in their planning and service area to improve coordination and sharing of available transportation resources.
- **Enhanced** employment opportunities for older New Yorkers by promoting older workers as a solution for businesses seeking a trained, qualified, and reliable workforce.
- **Ranked** first in the nation in the number of home delivered meals, case management, congregate meals, nutrition counseling, and information and assistance provided.
- **Ranked** in the top 5 nationally in providing in-home personal care, adult day services, transportation, and legal assistance.
- **Served** almost 700,000 individuals statewide through our programs and services and used state and federal resources to leverage an additional \$237 million in program and service funding through county contributions, cost sharing, participant contribution, and private fundraising.
- **Assisted** more than 144,000 Medicare beneficiaries in New York State through the Health Insurance Information, Counseling, and Assistance Program (HIICAP).
- **Launched the Legal Services Initiative** in partnership with the New York State Office of Court Administration, the New York

State Bar Association, and the Office for People With Developmental Disabilities to promote awareness among older adults, people of all ages with disabilities, and informal caregivers of their legal rights; increase access to affordable legal services and the availability of legal assistance by these populations; increase understanding among members of the legal field of the needs and the characteristics of these populations; and develop a strategic blueprint of action to identify and address gaps in availability, affordability, and access to legal services.

- **Planned for additional Federal Elder Abuse Prevention Initiatives.** Enhanced multi-disciplinary teams (E-MDTs) are operating successfully in Manhattan, and in the Finger Lakes region, the project has expanded from one E-MDT hub with seven-county technology support to establish seven individual E-MDTs—one in each participating county (Monroe, Cayuga, Livingston, Ontario, Seneca, Wayne, and Yates counties) to ensure participation of local partners around the state.

As of November 2015, the E-MDTs successfully conducted practice cases during the planning phase, and will move to formal case review and resolution subsequent to IRB approval.

In addition, the project successfully developed the draft training curriculum for financial professionals, and met the target number of training 200 professionals (100 in Manhattan and 100 in the Finger Lakes region) in the first year with the new curriculum.

Appendix A

Title IV: Activities for Health, Independence, and Longevity.

Title IV provides authority for training, research, and demonstration projects in the field of aging. Funds are to be used to expand knowledge about aging and to test innovative ideas on services and programs. Title IV has supported projects related to income, health, housing, and long-term care. Funds are awarded to a wide range of grantees, including public and private organizations, state and area agencies on aging, and institutions of higher learning. In recent years, funds have been awarded to support legal assistance systems, a national Alzheimer's disease call center, multigenerational civic engagement projects, and a number of national organizations serving minority older people. Title IV funding was \$23.6 million, about 1% of the Act's funding for FY 2012.

Title V: Community Services Senior Opportunities Act.

Sometimes referred to as the Senior Community Service Employment Program (SCSEP), Title V provides part-time jobs for unemployed low-income people age 55 and older who have poor employment prospects. The U.S. Department of Labor contracts with states and 18 national organizations that recruit and enroll workers who are then placed in community service jobs, such as in hospitals, schools, and senior nutrition sites. Enrollees are paid no less than the highest of the federal minimum wage, the state or local minimum wage, or the prevailing wage paid by the same employer for similar occupations. People eligible are those who are 55 years of age and older whose income does not exceed 125% of the federal poverty level (\$13,612 in 2011).

The program supported about 46,000 employment positions in program year 2011. Funding for the Title V program was \$448.3 million in FY 2012, about 23% of all funding.

Title VI: Grants for Services for Native Americans.

The Administration on Aging awards Title VI grants to Native American tribal organizations, Alaskan Native organizations, and nonprofit groups representing Native Hawaiians. Grants are used to fund supportive and nutrition services for older Native Americans. In FY 2010, grants were awarded to 254 tribal organizations and 2 Native Hawaiian organizations. Family caregiver grants were made to 218 Title VI organizations.

Title VII: Vulnerable Elder Rights Protection Activities. Title VII authorizes the Long-Term Care Ombudsman Program (LTCOP) as well as a program to prevent elder abuse, neglect, and exploitation. These two programs were funded at \$21.8 million in FY 2012, representing about 1% of total funding.

Long Term Care Ombudsman Program. The purpose of the LTCOP program is to investigate and resolve complaints of residents of nursing facilities, board and care facilities, and other adult care homes. It is the only Older Americans Act program that focuses solely on the needs of institutionalized persons. Complaints may relate to action, inaction, or decisions of long-term care providers or their representatives and other actions that adversely affect the health, safety, welfare, or rights of residents. Other functions to be carried out by ombudsmen include representing the interests of residents before governmental agencies and seeking administrative and legal remedies to protect their rights. In FY 2010, about 1,200 paid ombudsmen were responsible for oversight of 16,639 nursing facilities with 1.7 million beds.

Prevention of Elder Abuse, Neglect, and Exploitation. Under this program, states are required to carry out activities to make the public aware of ways to identify and prevent abuse, neglect, and exploitation and to coordinate activities of area agencies on aging with state adult protective services programs.

Formula Allotment of Title III Funds. Title VII funds are allocated to states based on the state's share of the older population (ombudsmen serve all populations in facilities, regardless of age).

2006 Reauthorization of the Older Americans Act Amendments of 2006. (P.L. 109-365) reauthorized all programs under the act through FY 2011. The law expanded the role taken by the federal Administration on Aging and state and area agencies on aging in promoting home and community-based long-term care services; authorized funds for competitive grants to states to promote comprehensive elder justice systems; and required AoA to develop demonstration programs to help older people age in place (including in Naturally Occurring Retirement Communities) and access systems for mental health screening and treatment services, among others.

Source: National Health Policy Forum, February 2012, "The Basics, Older Americans Act of 1965" by Carol O'Shaughnessy.

Appendix B

■ Program: Caregiver Resource Centers (CRC)

Program is authorized by NYS Elder Law § 206

Brief Description/History/Background: Establishes local resource centers designed to address the needs of caregivers responsible for caring for older persons through the provision of information, assistance, counseling, support groups, and training.

Population Served: Caregivers of older persons residing in the New York State.

■ Program: Community Services for the Elderly (CSE)

Program is authorized by NYS Elder Law § 214

Brief Description/History/Background: CSE is a broadly defined program that can pay for virtually any non-medical service needed by New York residents aged 60 and over. Localities have considerable flexibility within the general parameters of the program. Services funded through CSE include case management, personal care, caregiver services, congregate and home delivered meals, information and assistance, referrals, social adult day care, transportation, respite, telephone reassurance and friendly visiting, health promotion and wellness activities, senior centers and other congregate programs, personal emergency response systems, residential repairs, and legal services. Nursing home ombudsman services are not allowable.

Population Served: Any New Yorker age 60 or over. Local area agencies on aging (AAAs) are given discretion on how to use CSE to best meet the needs of the aging in their counties, Native American reservations, or New York City.

■ Program: Congregate Services Initiative (CSI)

Program is authorized by NYS Elder Law § 217

Brief Description/History/Background: CSI provides services for older persons in senior centers and other congregate settings throughout the state. Services include information and assistance, referral, transportation, nutrition, socialization, education, counseling, caregiver support, volunteer opportunities, and health promotion and wellness activities.

Population Served: Any New Yorker age 60 or over. AAAs are given discretion on how to use CSI to best meet the needs of the aging in their counties, Native American reservations, or in New York City.

■ **Program: LiveOn New York**

(formerly known as Council of Senior Centers)

Brief Description/History/Background: LiveOn was founded in 1979, dedicated to advocating for policy change to further the interests of senior centers in New York City. LiveOn New York's mission is to make New York a better place to age (<http://www.liveon-ny.org/>).

Population Served: Seniors and their caregivers.

■ **Program: Elderly Abuse Education and Outreach Program**

Program is authorized by NYS Elder Law § 219

Brief Description/History/Background: To provide education and outreach to the general public, including the elderly, their families, and caregivers to identify and prevent elder abuse, neglect, and exploitation.

Population Served: General public and professionals across the state and older persons experiencing abuse, neglect, or exploitation throughout New York State.

■ **Program: Expanded In-Home Services for the Elderly Program (EISEP)**

Program is authorized by NYS Elder Law § 214

Brief Description/History/Background: EISEP is a community based long-term care program that provides case management, non-medical in home, non-institutional respite, and ancillary services needed by functionally impaired New York State residents aged 60 and over. It is intended to fund an array of non-medical supportive services to older persons in their own homes and apartments who are not eligible for similar services under Medicaid. To be eligible for EISEP, seniors must need assistance in everyday activities of daily living and can reside safely at home and in the community. Based on their incomes,

clients may cost-share according to a sliding scale. This program is targeted to those with low incomes.

Population Served: Any New Yorker age 60 or over that, based on a case manager's comprehensive and standardized assessment, needs assistance with activities of daily living or instrumental activities of daily living. AAAs are given discretion on how to use EISEP to best meet the needs of older adults in their counties, reservation, or the city of New York.

■ **Program: Foster Grandparent Program (FGP)**

Program is authorized by NYS Elder Law § 203, Subdivision 6

Brief Description/History/Background: FGP provides low income persons 60 years and older with opportunities to render supportive services to children 17 and under who have special needs and are deprived of normal relationships with adults.

Population Served: Senior volunteers serving disadvantaged or disabled youth in 17 areas of the state.

■ **Program: Governor's Traffic Safety Council, Older Drivers Assistance Network**

Federal award from the National Highway Traffic Safety Administration through the Governor's Traffic Safety Committee

Brief Description/History/Background: Produce materials and conduct outreach to older drivers and their families regarding safety issues involving older drivers and training for interventions when necessary. Information and materials are meant to provide assistance to older drivers and their families in avoiding dangerous driving situations.

Population Served: Older drivers and their families primarily in New York State's capital region.

■ **Program: Health Insurance Information Counseling and Assistance Program (HIICAP)**

Federal Grant Award

Brief Description/History/Background: Provides free, confidential, accurate, and unbiased health insurance information, counseling, and assistance. Trained volunteer counselors explain the coverage, costs, and options of Medicare, managed care, Medigap insurance, and long-term care insurance. Annual changes to Medicare part D prescription plans require beneficiaries to reassess their plan each year. Beneficiaries are often unable to understand complex changes and need assistance. NYSOFA's hotline will connect callers to HIICAP counselors in their own county.

Population Served: Entire state through a toll-free hotline.

■ **Program: Home Energy Assistance Program (HEAP)/ Weatherization Referral & Packaging Program (WRAP)**

Federal low-income energy-related programs under subtitles B of Title VI (relating to Community Services Block Grant Program) of the Omnibus Budget Reconciliation Act of 1981; the supplemental security income program, under Part A of Title VI of the Social Security Act, under Title XX of the Social Security Act; the low income weatherization assistance program; Title IV of the Energy Conservation and Production Act, or under any other provision of law carries out programs which are administered under the Economic Opportunity Act of 1964 before the date of the enactment of the Low Income Home Energy Assistance Act of 1981.

Brief Description/History/Background: WRAP federal low-income funds are passed through to the AAAs to provide outreach and referral services to low-income seniors who need weatherization assistance such as installation of high efficient heating systems and insulation. It is used exclusively for energy-related conservation.

Population Served: Low-income older citizens defined as 60 years of age or older who are HEAP eligible and have trouble paying energy bills, have accumulated unpaid energy bills, or who are at risk because they are unable to heat or cool their homes adequately.

■ **Program: Lifespan Respite Care**

Title XXIX of the Public Health Service Act (42 U.S.C 201)

Brief Description/History/Background: Lifespan Respite Care programs are coordinated systems of accessible, community-based respite care services for family caregivers of children and adults of all ages with special needs. Once implemented, Lifespan Respite Care programs work to improve the delivery and quality of respite services available to families across the age and disability spectrum (<http://www.acl.gov/Programs/CIP/OCASD/LifespanRespite/index.aspx>).

Population Served: Family caregivers of children and adults of all ages with special needs.

■ **Program: Livable NY**

Elder Law § 202, subsection 24-D, subdivision 14

Brief Description/History/Background: Livable NY advances the efforts of New York's communities to implement model housing, transit, and mobility alternatives, and to institute new and innovative building and community designs, energy ideas, and creative planning and zoning strategies (<http://www.aging.ny.gov/livableny/Index.cfm>).

Population Served: Older adults, persons of all ages with disabilities, and the caregivers of these population groups.

■ **Program: Long Term Care Ombudsman Program (LTCOP)**

Program is authorized by NYS Elder Law § 215 to supplement the ombudsman program established under the federal Older Americans Act of 1965, Title VII.

Brief Description/History/Background: LTCOP staff receive, investigate, and resolve complaints regarding skilled nursing and adult care facilities. The LTCOP program trains a cadre of volunteers to act as certified ombudsmen who advocate on behalf of residents, and assist them and their families in resolving problems.

Population Served: New York’s older citizens in long-term care facilities

■ **Program: Managed Care Consumer Assistance Program (MCAP)**

Appropriation Law: 2006-07, 2007-08, and 2009-09

Brief Description/History/Background: Seven nonprofit consumer advocacy organizations with an emphasis on legal aid receive this funding to Medicare appeals with an emphasis on Part D prescription drug coverage. These seven organizations are part of NYSOFA’s HIICAP consortium and also support the 59 AAAs in dealing with the more difficult Medicare consumer issues.

Population Served: Aging New Yorkers who are Medicare eligible and in need of assistance accessing funding for needed services.

■ **Program: Medicare Improvements for Patients and Providers Act (MIPPA)**

Federal Grant, Public Law 110-275

Brief Description/History/Background: Through MIPPA, there are three separate funding opportunities: State Health Insurance Assistance Program (SHIP), area agencies on aging (AAAs), and aging and disability resource centers (ADRCs). The act will expand, extend, and enhance outreach efforts of existing HIICAPs

to help Medicare beneficiaries understand and apply for benefits. Funding will also enable AAAs and NY Connects programs to reach out to beneficiaries with limited income who may be eligible for Medicare Part D Low Income Subsidy (LIS) or Medicare Savings Plans (MSP) (<http://www.gpo.gov/fdsys/pkg/PLAW-110publ275/pdf/PLAW-110publ275.pdf>).

Population Served: Those residents eligible for Medicare.

■ **Program: Naturally Occurring Retirement Communities Supportive Services Program (NORC-SSP)**

Program is authorized by NYS Elder Law § 209

Brief Description/History/Background: In housing complexes, cooperatives, and apartment buildings, numerous people are growing older, i.e., “aging in place.” These facilities have been nicknamed NORCs, and this funding provides older residents with supportive services to maintain their independence and quality of life and is intended to help them avoid unnecessary hospitalization and nursing home stays.

Population Served: There are currently 22 NORC-SSP projects serving older residents of clearly defined housing facilities, i.e., high rise housing units.

■ **Program: Neighborhood Naturally Occurring Retirement Community (NNORC)**

Elder law, Section 209, subdivision 5-a

Brief Description/History/Background: The original NORC-SSP program addressed the service needs of seniors who aged in place in high rise complexes, and the NNORC program was intended to develop similar programs in communities that predominantly consisted of single family housing.

Population Served: There are currently 17 NNORC projects serving older residents of clearly defined neighborhoods.

■ **Program: Nutrition Services Incentive Program (NSIP)**
US Code Title 42, Chapter 35, Subchapter III Part A § 3030.a

Brief Description/History/Background: Provides commodity foods and/or cash reimbursement to AAAs for serving eligible meals to individuals 60 and over.

Population Served: Any New Yorker age 60 or over. Local AAAs must use NSIP funds to purchase U.S. grown raw foods or use in the nutrition programs.

■ **Program: NY Connects**

Program is authorized by NYS Elder Law § 203 subdivision 8

Brief Description/History/Background: In 2005, NYSOFA and Department of Health (DOH) collaboratively established NY Connects to develop a more responsive, cost effective, and coordinated long-term care system. This program provides local access points for unbiased, comprehensive information and assistance regarding the range of long-term care options and linkage to services for individuals of all ages needing long-term care. The goal is to implement this program in all counties in New York State. In addition to the provision of information and assistance, counties are required to establish long-term care councils. Made up of consumers,

providers, and stakeholders, these councils serve as a catalyst for change at the local level. They are charged with evaluating the local long-term care system, identifying gaps and duplications, making recommendations for improvements, and brainstorming innovative ways of streamlining the local long-term care system.

The NY Connects state long-term care advisory councils advise NYSOFA and DOH on the implementation and future development of NY Connects and advance state and local change in New York’s long-term care system. It serves to identify and advise on unmet needs within the continuum of long-term care and serves in an advisory role for NYSOFA on activities related to the Most Intergrated Settings Coordinating Council. State level NY Connects staff participate in state level advisory committees and workgroups such as the money follows the person workgroup, discharge planning workgroup, and shared data workgroup to look at ways to collaborate and to develop efficiencies at the state level. NY Connects is an essential vehicle in rebalancing long-term care in New York State.

Population Served: New Yorkers with disabilities, young and old, and their caregivers.

■ **Program: NYS Adult Day Services Association (NYSADSA)**

The New York State Adult Day Services Association provides training and ongoing technical assistance to managed care organizations, managed long-term care plans, and social adult day services (SADS) statewide on meeting New York State SADS standards/regulations.

Brief Description/History/Background: Established in 1978, NYSADSA is an “active provider” organization—adult day providers in New York State that work with and for adult day service colleagues. NYSADSA is committed to the development and promotion of adult day services in New York (<http://www.nysadulday.com/>).

Population Served: Adult day service providers in New York, as well as seniors in adult day programs and their caregivers.

■ **Program: Supportive Services and Multi-Purpose Senior Centers**

US Code Title 42, Chapter 35, Subchapter III Part B (Title III-B of the Older Americans Act)

Brief Description/History/Background: Supportive services for the elderly including transportation, information and referral, outreach, in-home services, legal services, and multi-purpose senior citizen centers.

Population Served: Persons over 60.

■ **Program: Patient Rights Hotline – New York Statewide Senior Action Council, Inc.**

Chapter 15 of the Laws of 2015

Brief Description/History/Background: The Patients Rights Hotline is operated by the Statewide Senior Action Council for many years. The hotline is well known and the Senior Action Council is an active member of the HICAP consortium, which gives them exposure and a presence throughout the state.

Population Served: All of NYS senior population and their caregivers.

■ **Program: Respite**

Program is authorized by Elder Law § 208

Brief Description/History/Background: This state-funded program provides infrequent and temporary substitute care or supervision for older New Yorkers as a means of providing short-term relief for their informal caregivers who face financial, physical, and emotional burdens while performing their caregiving responsibilities. Respite services include temporary in-home or facility-based care, social adult day care, supervision, case management for the elderly client, and counseling and referral services for the caregiver. Respite services have a positive impact on the lives of caregivers and care recipients.

Population Served: Caregivers of an older person (60 years and older).

■ **Program: Retired Senior Volunteer Program (RSVP)**

Program is authorized by NYS Elder Law § 203, Subdivision 7

Brief Description/History/Background: 38 local RSVP programs provide volunteer opportunities by matching volunteers' skills and interests with opportunities to serve their communities.

Programs include transporting seniors and people with disabilities to appointments, delivering Meals on Wheels, tutoring children, preparing income tax returns, exercise instruction, and disaster relief. There are no stipends. Volunteers receive training and some travel reimbursement.

Population Served: Individuals 55 years and older

■ **Program: Senior Medicare Patrol (SMP)**

Federal Award

Brief Description/History/Background: SMP is a federally-funded partnership of the Federal government and New York State agencies to fight fraud and abuse in Medicaid and Medicare and encourages its beneficiaries to report suspected cases of health care fraud and abuse and makes available education and outreach activities to raise awareness of beneficiaries. It has successfully recovered millions in improper payments.

Population Served: All Medicare beneficiaries are served under the SMP program.

■ **Program: Social Adult Day Services (SADS)**

Program is authorized by NYS Elder Law § 215

Brief Description/History/Background: SADS provide a structured, comprehensive program of socialization, personal care, and nutrition in a protected, congregate setting with appropriate supervision and monitoring to a group of individuals with functional impairments.

Population Served: Persons over 60.

■ **Program: Supplemental Nutrition Assistance Program (SNAP)/ Wellness in Nutrition (WIN)**

Originally Chapter 53 of the Laws of 1992 and in appropriation law every year since

Brief Description/History/Background: SNAP funding is used to provide home delivered meals (and to a lesser extent, congregate meals) and other nutrition related services to eligible frail elderly based on standardized assessments administered by case management staff or similarly trained professionals.

Population Served: SNAP is available to citizens 60 years old or older, incapacitated, and unable to prepare their own meals. SNAP is targeted to those who live alone, are over 75 years of age, and are economically disadvantaged. Many of these individuals could meet the physical eligibility criteria for nursing home placement.

■ **Program: Title III C-1 Nutrition Services for the Aging, Congregate Meals**

US Code Title 42, Chapter 35, Subchapter III Part C-1 (Title III-C-1 of the Older Americans Act)

Brief Description/History/Background: Provides nutritious meals that meet dietary guidelines in a congregate setting five or more days per week for a person aged 60 or older (and

spouse of any age), as well as allied services, such as nutrition education, counseling, outreach, escort, transportation, and information and assistance based on the needs of the participants.

Population Served: Individuals 60 years old or older.

■ **Program: Title III C-2 Nutritional Services for the Aging, Home Delivered Meals**

US Code Title 42, Chapter 35, Subchapter III Part C-2 (Title III-C-2 of the Older Americans Act)

Brief Description/History/Background: Provides home delivered meals five or more days a week to a homebound elderly person.

Population Served: Individuals 60 years or older.

■ **Program: Title III D, Preventative Health Services**

US Code Title 42, Chapter 35, Subchapter III Part D (Title III-D of the Older Americans Act)

Brief Description/History/Background: Provides disease prevention and health promotion services (including Medicare preventative services and evidence-based prevention programs) and information at multipurpose senior centers, at congregate meal sites, through home delivered meal programs or at other appropriate sites. Service priority is given to areas that are medically underserved and areas where there are large numbers of older individuals at greatest economic need for such services. Medication management service is provided in all area agency service centers.

Population Served: Individuals 60 years and older.

■ **Program: Title III E, National Family Caregiver Support Program**

US Code Title 42, Chapter 35, Subchapter III Part E (Title III-E of the Older Americans Act)

Brief Description/History/Background: Provides caregivers of older individuals and grandparents and other older relatives

raising children with information on available services, assistance to gain access to the services, individual counseling, organization of support groups, and training for caregivers to assist them in their caregiving roles.

Population Served: Individuals 60 years old or older and their caregivers and grandparents and other older relatives (55 and older) caring for children.

■ **Program: Title V Senior Community Service Employment Program (SCSEP)**

US Code Title 42, Chapter 35, Subchapter V (Title V of the Older Americans Act)

Brief Description/History/Background: Provides low-income older persons age 55 and older with training and part-time employment opportunities in public and private nonprofit organizations.

Population Served: Individuals 55 years of age and older.

■ **Program: Title VII Elder Abuse Prevention**

US Code Title 42, Chapter 35, Subchapter VII Part C (Title VII-C of the Older Americans Act)

Brief Description/History/Background: Title VII encourages state agencies to concentrate their advocacy efforts on issues affecting older adults who are the most vulnerable, both socially and economically. Title VII ensures that the aging are protected, and have access to their basic rights (<http://aging.dhs.georgia.gov/title-vii-vulnerable-elder-rights-protection-activity>).

Population Served: Individuals 60 years of age and older.

■ **Program: Transportation Operating Expenses (AAA Transportation Program)**

Chapter 15 of the Laws of 2015

Brief Description/History/Background: Offices for the aging and their network of community-based providers implement senior transportation programs to provide vital access to health care and community services. These include trips for meal deliveries, to and from senior centers and adult day programs, recreation trips, medical appointments, pharmacy, dialysis, banking, and grocery shopping.

Population Served: Any New York State resident 60 years of age or older.

If no website was provided after the program description, information was adapted from: http://www.budget.ny.gov/pubs/archive/fy0809archive/enacted0809/coreMissionBudgeting/SOFA_CoreMission.pdf.

Appendix C

Area Agencies on Aging

Albany County Department for Aging
162 Washington Ave, 6th floor
Albany, NY 12210
(518) 447-7177

Allegany County Office for the Aging
6085 Route 19 N
Belmont, NY 14813
(585) 268-9390

Broome County Office for the Aging
Broome County Office Building
60 Hawley Street, 4th Floor
PO Box 1766
Binghamton, NY 13902-1766
(607) 778-2411

Cattaraugus County Department of the Aging
One Leo Moss Drive, Suite 7610
Olean, NY 14760-1101
(716) 373-8032

Cayuga County Office for the Aging
160 Genesee Street
Auburn, NY 13021-3483
(315) 253-1226

Chautauqua County Office for the Aging
7 North Erie Street
Mayville, NY 14757-1027
(716) 753-4471

Chemung County Department of Aging & Long Term Care
P.O. Box 588
425 Pennsylvania Avenue
Elmira, NY 14902-0588
(607) 737-5520

Chenango County Area Agency on Aging
County Office Bldg., 5 Court St.
Norwich, NY 13815-1794
(607) 337-1770

Clinton County Office for the Aging
135 Margaret Street, Suite 105
Plattsburgh, NY 12901-2966
(518) 565-4620

Columbia County Office for the Aging
325 Columbia Street
Hudson, NY 12534-1905
(518) 828-4258

Cortland County Area Agency on Aging
County Office Building
60 Central Avenue
Cortland, NY 13045-2746
(607) 753-5060

Delaware County Office for the Aging
6 Court Street
Delhi, NY 13753-1066
(607) 832-5750

Dutchess County Office for the Aging
27 High Street
Poughkeepsie, NY 12601-1962
(845) 486-2555

Erie County Dept. of Senior Services
95 Franklin Street, Room 1329
Buffalo, NY 14202-3985
(716) 858-8526

Essex County Office for the Aging
P.O. Box 217 - 100 Court Street
Elizabethtown, NY 12932-0217
(518) 873-3695

Franklin County Office for the Aging
355 West Main Street, Suite 447
Malone, NY 12953-1826
(518) 481-1526

Fulton County Office for Aging and Youth
19 N. William Street
Johnstown, NY 12095-2534
(518) 736-5650

Genesee County Office for the Aging
Batavia-Genesee Senior Center
2 Bank Street
Batavia, NY 14020-2299
(585) 343-1611

Greene County Department for the Aging
411 Main Street
Catskill, NY 12414
(518) 719-3555

Herkimer County Office for the Aging
109 Mary Street, Suite 1101
Herkimer, NY 13350-2924
(315) 867-1121

Jefferson County Office for the Aging
175 Arsenal Street
Watertown, NY 13601
(315) 785-3191

Lewis County Office for the Aging
7660 State Street
Lowville, NY 13367-0408
(315) 376-5313

Livingston County Office for the Aging
3 Murray Hill Drive
Mt. Morris, NY 14510-1601
(585) 243-7520

Madison County Office for the Aging
138 Dominick Bruno Blvd.
Canastota, NY 13032
(315) 697-5700

Monroe County Office for the Aging
Monroe Community Hospital
435 East Henrietta Road
3rd Floor, West (Faith Wing)
Rochester, NY 14620
(585) 753-6280

Montgomery County Office for the Aging, Inc.
135 Guy Park Avenue
Amsterdam, New York 12010
(518) 843-2300 Ext. 229

Nassau County Department of Human Services Office for the Aging
60 Charles Lindbergh Boulevard
Suite #260
Uniondale, NY 11553-3691
(516) 227-8900

New York City Department for the Aging
2 Lafayette Street, 7th Floor
New York, NY 10007-1392
within five boroughs of NYC: 311
Outside of boroughs: (212) 639-9675
TTY (212) 504-4115
(212) 442-1100

Niagara County Office for the Aging
111 Main Street, Suite 101
Lockport, NY 14094-3718
(716) 438-4020

Oneida County Office for the Aging/Continuing Care
120 Airline Street - Suite 201
Oriskany, NY 13424
(315) 798-5456

Onondaga Department of Adult & Long Term Care Services
Civic Center - 10th Floor
421 Montgomery Street
Syracuse, NY 13202
(315) 435-2362

Ontario County Office for the Aging
3010 County Complex Drive
Canandaigua, NY 14424-9502
(585) 396-4040

Orange County Office for the Aging
18 Seward Avenue
Middletown, NY 10940
(845) 615-3700

NYSOFA's Mission:

The mission of the New York State Office for the Aging is to help older New Yorkers be as independent as possible for as long as possible through advocacy, development, and delivery of person-centered, consumer-oriented, and cost-effective policies, programs, and services that support and empower older adults and their families, in partnership with the network of public and private organizations that serve them.

Orleans County Office for the Aging
County Administration Building
14016 Route 31 West
Albion, NY 14411-9382
(585) 589-3191

Oswego County Office for the Aging
County Office Complex
70 Bunner St., PO Box 3080
Oswego, NY 13126-3080
(315) 349-3484

Otsego County Office for the Aging
Meadows Office Complex - Suite 5
140 Co Hwy 33W
Cooperstown, NY 13326 - 4995
(607) 547-4232

Putnam County Office for Senior Resources
110 Old Route 6, Bldg. 1
Carmel, NY 10512-2196
(845) 808-1700 Ext. 47105

Rensselaer County Unified Family Services
Department for the Aging
1600 Seventh Avenue
Troy, NY 12180-3798
(518) 270-2730

Rockland County Office for the Aging
Robert L. Yeager Health Center, Bldg. B
50 Sanatorium Road
Pomona, NY 10970-0350
(845) 364-2110

Saratoga County Office for the Aging
152 West High Street
Ballston Spa, NY 12020-3528
(518) 884-4100

Schenectady County Department of Senior & Long Term Care Services
107 Nott Terrace, Suite 202
Schaffer Heights
Schenectady, NY 12308-3170
(518) 382-8481

Schoharie County Office for the Aging
113 Park Place, Suite 3
Schoharie, NY 12157-3202
(518) 295-2001

Schuyler County Office for the Aging
323 Owego Street, Suite 165
Montour Falls, NY 14865-9625
(607) 535-7108

Seneca County Office for the Aging
1 DiPronio Drive
Waterloo, NY 13165-1680
(315) 539-1765

Seneca Nation of Indians Office for the Aging
28 Thomas Indian School Drive
Irving, NY 14081
(716) 532-5778

St. Lawrence County Office for the Aging
80 State Highway 310, Suite 7
Canton, NY 13617-1497
(315) 386-4730

Saint Regis Mohawk Office for the Aging
29 Business Park Road
Hogansburg, NY 13655
(518) 358-2963

Steuben County Office for the Aging
3 E. Pulteney Square
Bath, NY 14810-1510
(607) 664-2298

Suffolk County Office for the Aging
H. Lee Dennison Building, 3rd Floor
100 Veterans Memorial Highway
P.O. Box 6100
Hauppauge, NY 11788-0099
(631) 853-8200

Sullivan County Office for the Aging
100 North Street, P.O. Box 5012
Sullivan County Government Center
Monticello, NY 12701-5012
(845) 807-0241

Tioga Opportunities, Inc. Department of Aging Services
Countryside Community Center
9 Sheldon Guile Blvd.
Owego, NY 13827-1062
(607) 687-4120

Tompkins County Office for the Aging
214 W. Martin Luther King Jr./State St.
Ithaca, NY 14850
(607) 274-5482

Ulster County Office for the Aging
1003 Development Court
Kingston, NY 12401-1959
(845) 340-3456

Warren/Hamilton Counties Office for the Aging
Human Services Building
1340 State Route 9
Lake George, NY 12845
(518) 761-6347

Washington County CARES
Office for Aging and Disability Resources
383 Broadway
Fort Edward, NY 12828-1015
(518) 746-2420

Wayne County Department of Aging and Youth
1519 Nye Road, Suite 300
Lyons, NY 14489-9133
(315) 946-5624

Westchester County Department of Senior Programs & Services
9 South First Avenue, 10th Floor
Mt. Vernon, NY 10550-3414
(914) 813-6400

Wyoming County Office for the Aging
8 Perry Avenue
Warsaw, NY 14569
(585) 786-8833

Yates County Area Agency on Aging
417 Liberty Street, Suite 1116
Penn Yan, NY 14527-1100
(315) 536-5515

NYSOFA's Values and Vision for the Future:

The New York State Office for the Aging's overall goal is to improve access to, and availability of, appropriate and cost-effective non-medical support services for functionally impaired older individuals, and through this service, improve outcomes and reduce costs to other systems such as health, long-term care, and human services.

Accountability

As diligent stewards of public trust and public funds, we act decisively and compassionately in service to older New Yorkers and the AAAs/others we contract with. We ensure that aging services are based on sound data and meet real public needs to achieve our aging service goals.

Integrity

We are honest and ethical in all we do. We will do what we say. We prize data integrity and professional excellence.

Respect

We respect and understand our interdependence with all people, both inside the agency and throughout the state, treating them and their contributions with dignity and valuing individual and cultural diversity.

Solidarity

We depend on each other; we deliver more value by working together as "one NYSOFA". We trust and empower each other to contribute our best, forming teams and allocating resources to the most promising opportunities.

We are NYSOFA.



Notes:



Office for the Aging

Andrew M. Cuomo, Governor
Corinda Crossdale, Director

www.aging.ny.gov