



# Innovative Aging:

Enhanced Policies, Programs, and Partnerships



**NEW YORK**  
STATE OF  
OPPORTUNITY.

**Office for  
the Aging**

Andrew M. Cuomo, Governor  
Greg Olsen, Acting Director





## Office for the Aging

June 6, 2016

Dear Friends:

Area agencies on aging (AAAs) and their network partners provide exceptional service every day in New York State that helps older adults and their families in many different ways. This work is vitally important and often goes unrecognized by the general public. The structure of the network and the support provided by all funding sources make the focus on partnerships and leveraging existing resources critically important. AAAs have been incredible innovators to solve local problems, issues or service gaps that arise. But these innovations often are not known beyond the boundaries of a county.

*Innovative Aging: Enhanced Policies, Programs, and Partnerships* is a collection of the unique and innovative approaches that local offices for the aging have taken to meet the needs of their communities. This resource is designed to showcase the creativity of the network in solving problems and expanding services; to encourage replication; and to link those communities that might have similar issues with communities that have found unique ways to address those issues.

I hope you find this resource useful; we look forward to continuing to build on it in the future.

Greg Olsen

A handwritten signature in black ink, appearing to read "Greg Olsen".

Acting Director  
New York State Office for the Aging

## Table of Contents

<b>HEALTHY AGING .....</b>	<b>3</b>
Nutrition .....	3
Senior Farmers' Market Nutrition Program .....	4
Health Promotion .....	5
Falls Prevention .....	6
Healthcare Collaborations .....	6
Mental Health .....	7
Disaster Preparedness .....	8
Special Events .....	10
Intergenerational Programming .....	11
<b>ELDER JUSTICE .....</b>	<b>12</b>
Adult Abuse Prevention.....	12
Legal Services .....	13
Targeted Populations .....	13
<b>LONG TERM SERVICES AND SUPPORTS .....</b>	<b>14</b>
NY Connects.....	14
Expanded In-home Services for the Elderly (EISEP).....	16
Volunteer Use and Recruitment .....	17
Transportation.....	17
Technology .....	19
Administration and Collaboration .....	19
<b>ECONOMIC SECURITY .....</b>	<b>21</b>
Financial Management .....	21
Benefits Assistance.....	22
Housing and Homelessness .....	23

# Healthy Aging

## Nutrition

- All new home delivered meal clients receive a welcome package of information about the home delivered meal program and other pertinent materials. The package includes the sheriff's department registry for special needs residents, emergency contact forms, a NYS absentee ballot application, and information about food stamps, the Health Insurance Information Counseling and Assistance Program (HIICAP), wellness programs, Lifeline, legal program, and the low income dental program. All clients also receive a package of four emergency meals in the event that meals cannot be delivered because of inclement weather or other issues. **(Albany County)**
- “Food for Thought: Feed Your Body, Feed your Mind,” a service that started in 2015, delivers books and library materials to clients on home delivered meal routes and to the congregate meal site. **(Allegany County)**
- In 2014, the Erie County Department of Senior Services (ECDSS) partnered with Meals on Wheels of Western New York to develop a continuous quality improvement process. This new process is used by all of their community partners that serve meals to Erie County residents. It ensures that food is prepared and served safely, and that ECDSS regularly reviews participant feedback in order to deliver consistent meals that recipients enjoy. **(Erie County)**
- In an effort to prepare for the growth in the older population, Steuben County Office for the Aging established a nutrition task force chaired by former OFA director Linda Tetor to explore best practice models, and study the existing programmatic and financial structure of the Senior Nutrition Program. Future plans include exploration of existing and future opportunities for expansion of the program and options for stabilizing the business plan for future success. **(Steuben County)**
- Putnam County has been progressive in adopting a "no styrofoam policy." Implementation has begun at all of the Office for Senior Resources' nutrition centers to help preserve the environment as well as avoid any possible leaching of toxic chemicals that may occur when very hot items are served from styrofoam containers. **(Putnam County)**
- The New York City Department for the Aging's (DFTA) Bureau of Community Services (BCS) met with GrowNYC's Greenmarket Co. (GrowNYC's wholesale distribution arm) to learn more

While delivering meals to a woman who lived alone, the driver was concerned that she seemed ill and not herself. The driver and other staff offered to call family or EMS and she declined. Still concerned, a call was placed to the woman's emergency contact, her daughter. Although her mother was occasionally confused, the daughter decided to leave work early to make sure it was nothing out of the ordinary. Upon arriving, the daughter found her mother unresponsive. Inside the home, the daughter detected a gas odor and removed her mother from the home until help arrived. Respondents discovered that her mother had left the gas stove running. The perceptiveness and diligence of the driver and other Home Delivered Meal program staff likely saved this 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 living in our community. (Albany County)

about the programs and services they offer to support local food procurement. BCS is developing a strategy to assist the efforts of DFTA's meal providers to cook with more fresh and local produce. DFTA has hosted informative workshops, sent out memos and created tools such as Simple Servings, which assist with menu planning and recipe development. Several providers have embraced the idea and successfully incorporated a greater amount of fresh and local produce into their daily menus. **(New York City)**

Tioga Opportunities Incorporated (TOI) received donated nutritional meal supplements from Nestle. Their Registered Dietitian now distributes these meal supplements to clients who have been identified as malnourished or at risk of malnourishment. Nutrition is improving among these clients. **(Tioga County)**

### *Senior Farmers' Market Nutrition Program*

- Broome County partners with local Community Hunger Outreach Warehouse (CHOW) to provide farmers' markets at senior centers and senior housing units throughout the county via the CHOW mobile bus. The farmers' markets coincided with the distribution of farmers' market coupons. **(Broome County)**
- Oswego County Office for the Aging (OCOFA) has always had good response to the Senior Farmers' Market Nutrition Program. This success is due to comprehensive marketing and outreach; OCOFA advertises distribution in all county papers, the county webpage, OFA Facebook page, and fliers sent to senior housing. Last year, more than 100 booklets were distributed on the first day. OCOFA then scheduled distribution at all six congregate meal sites, all senior housing complexes in the county, and made home visits to distribute. This resulted in complete distribution of the coupons within a little over four weeks. **(Oswego County)**
- Farm to Senior Program: The Franklin County Office for the Aging (FCOFA) continues to partner with Joint Council for Economic Opportunity of Clinton and Franklin Counties, Inc. (JCEO) Food Service Program, Association of Senior Citizens and Glazier's Food Service to provide high quality, fresh fruits and vegetables from local farmers to congregate meals. **(Franklin County)**
- With assistance from the advisory council, the Herkimer County Office for the Aging (HCOFA) expanded the number of sites for distribution of farmers' market coupons. Along with the coupons, HCOFA distributed maps of the locations of the Herkimer County farmers' markets. **(Herkimer County)**
- Jefferson County Office for the Aging (JCOFA) collaborates with a local radio station and the Disabled Persons Action Organization (DPAO) to conduct the "Santa for Seniors" program, where gifts are donated to older adults residing in local nursing homes. JCOFA has successfully distributed 810 Senior Farmers' Market Nutrition Program coupon books, visiting 18 separate locations in the process. **(Jefferson County)**

## Health Promotion

- Broome County Office for the Aging started the "Seniors Running and Walking Festival" which includes a one mile walk, a 5k run and walk, and a 2k wheel chair race (manual or pushed). It also includes a 10-week training program for people who may not be physically able to do these events but enjoy the camaraderie of their peers. **(Broome County)**
- Dutchess County Office for the Aging collected unused and/or expired prescription drugs at all 11 of the senior picnics in July and August. This was done in cooperation with the STOP DWI/Traffic Safety program and the Dutchess County Sheriff. Information about the collection was included on the picnic invitations. Older adults were also reminded of the collection via reminder phone calls prior to the picnics. **(Dutchess County)**
- In an effort to raise awareness of shingles, DFTA is facilitating a partnership between the New York Foundation for Eldercare and Visiting Nurse Service (VNS) of New York to provide shingles education at senior services programs. A pilot took place at Amalgamated Park Reservoir (BJCC) NORC in the Bronx. A nurse educator from VNS' Partners in Care presented an educational session on January 21 on the risk of shingles and the benefits of the vaccine. The event was attended by 51 older adults, Naturally Occurring Retirement Community (NORC) and DFTA staff, representatives from NY Foundation for Eldercare, VNS and other community organizations. During the second round of this pilot program, 60 residents who signed up for the vaccine were vaccinated. The program is now being evaluated for future implementation based on pre-intervention surveys and workshop evaluations. **(New York City)**
- Facilitated by DFTA staff, Bronxworks Morris Innovative Senior Center (ISC) hosted a roundtable discussion with seven neighborhood senior centers on "Creating a Successful Health and Wellness Program at the Senior Center." Morris ISC has a strong health and wellness program, incorporating physical exercise, health lectures, a community garden, nutrition education, cooking demos, and distribution of fresh produce. Morris staff and volunteers presented useful guidelines and programming tips to representatives of the neighborhood centers attending the day-long workshop. **(New York City)**
- DFTA participated in a Columbia Dental School training for case managers with contract agencies on the importance of oral health for older adults and the role of case managers. DFTA is also part of Citymeals' task force to continue working on ways to collaborate to improve the oral health of older adults. Phase 1 is an oral health survey of meal recipients and a study of meal recipients who receive toothbrushes, toothpaste, and educational material on a quarterly basis for a year. Phase 2 will focus on Stanley Isaacs meal recipients who agree to participate. Columbia Dental School dentists will conduct at-home oral health visits, instruct clients on basic care, and make referrals when necessary. Meal recipients will have the option of joining roundtables for oral health education. Six months from the first visit, the investigators will revisit clients to gain insights from the intervention and determine the impact of the educational materials. **(New York City)**
- DFTA has implemented an initiative to train and utilize ReServists to help bring evidence-based health promotion programs to hard to reach populations. Since receiving training last summer, ReServists have conducted 91 workshops at 13 sites, graduating 148 participants.

Currently, DFTA has 16 ReServists who work in teams at senior centers, and the agency continues to recruit ReServists and schedule trainings to offset attrition and maintain a pool of at least 12 active ReServists. An initiative to arrange training for senior center providers on one or more of five evidence-based workshops for presentation at their sites is also progressing. A total of 61 sites completed training in at least one evidence-based workshop, and DFTA is now finalizing logistics for the next round of training. **(New York City)**

- The Rockland County Office for the Aging partnered with Spinak Medical Eye Center to hold a free glaucoma awareness/screening health fair for Rockland County older adults. Attendees received a complimentary glaucoma screening. **(Rockland County)**
- Saratoga County Office for the Aging has partnered with the Saratoga County Animal Shelter to help match senior pets with older adults looking for companionship. The Senior to Senior Pet Adoption Program helps by covering the cost of adoption and spaying/neutering fees. **(Saratoga County)**

### *Falls Prevention*

- On the national observance of Falls Prevention Day on September 23, more than 80 senior centers responded to DFTA's encouragement to participate in activities. The memo to centers listed resources and activities, and requested information from programs about planned events. More than 60 agencies signed up for a presentation and demonstration on balance by the New York Road Runners, coordinated by DFTA's Health Promotion Unit. Several centers in Brooklyn and Queens hosted students from the Saint John University School of Pharmacy to conduct brown bag medications reviews. DFTA arranged for a NY1 interview about falls prevention with participants from the Diana Jones Senior Center in Brooklyn. **(New York City)**
- Erie County Medical Center (ECMC) reports several thousand visits to the emergency department due to falls every year. Forty-six percent of its trauma related admissions are fall-related and many clients will end up falling again and returning to the hospital. In an effort to reverse this trend, the Erie County Department of Social Services (ECDSS) is partnering with ECMC to distribute fall prevention kits to those who come to its emergency room as a result of a fall. The contents include a nightlight, which reduces the environmental risks of falls, a home safety checklist, and referral information to NY Connects to explore programs to reduce falls. **(Erie County)**

### *Healthcare Collaborations*

- Schuyler County Office for the Aging (SCOFA) staff conduct outreach presentations at medical offices and facilities. Staff meet with doctors, clinicians, and hospital personnel to distribute literature and explain the services available at SCOFA. The response has been extremely positive and one office requested that SCOFA return every six months to provide updates. SCOFA is receiving referrals from the outreach. **(Schuyler County)**
- The Oneida County Office for the Aging (OCOFA/OCC) NY Connects, through the Systems Integration Project, has developed the framework for a local care transitions program for implementation with the local hospital community. Through a purchase of services agreement with the Parkway Center, Inc. a partnership has been created to assist in the

delivery of a hybrid model of Care Transitions using elements of the Coleman and other national models, whose best practices are currently being researched across New York State. **(Oneida County)**

- A medication reconciliation component that includes review and counseling of medications following hospital discharge will be incorporated into the Oneida County hybrid model of Care Transitions. A system to track information, outcomes, and the reduction of hospital readmissions will also be established and utilized. Findings from the initial patients enrolled in the pilot determined that this intervention assisted in preventing readmission within 30 days of their hospital discharge. **(Oneida County)**
- The Chautauqua Associated Medical Partners (AMP) was awarded a grant by the Centers for Medicare & Medicaid Services (CMS) to support the establishment of an accountable care organization (ACO). Chautauqua County Health Network (CCHN) is the not-for-profit arm of AMP, which also houses the Chautauqua Integrated Delivery System. AMP is a subset of the integrated delivery system. This ACO is unique in that it includes primary care practices, hospitals, and two nursing homes in this shared savings program with Medicare. The Chautauqua Health Connects (CHC) project is interwoven with the ACO, but as it grows, the Chautauqua County Office for Aging (CCOFA) anticipates expanding CHC to all county providers. CCOFA is a principal partner in the ACO, serving as consultant to adopt common practices especially around fall prevention, integration of community based non-medical services, and evidenced based health and wellness programs. CCOFA also contracts with the AMP for Care Transitions Intervention coaching services. **(Chautauqua County)**

## *Mental Health*

- The Essex County Office for the Aging (ECOFA) plays an active role in the Essex County Suicide Prevention Coalition. Safe Tell, Ask, Listen, and Keep Safe (SafeTALK) is a two-and-a-half to three-hour training that prepares anyone over the age of 15 to identify persons with thoughts of suicide and connect them to suicide prevention resources. SafeTALK trainers through the Mental Health Association provided training to all ECOFA staff. **(Essex County)**
- In 2015, the Essex County Office for the Aging partnered with the Westport Mental Health Association to better coordinate services to clients who are in need of mental health services. ECOFA's outreach worker in conjunction with mental health's crisis worker conduct home visits to assist clients with mental health services. **(Essex County)**
- The Cayuga County Office for the Aging (CCOFA) has been working with therapists at Cayuga Counseling to develop a presentation to an older adult support group to increase access to those members not aware of the socialization and support services available through CCOFA. Cayuga Counseling has focused on geriatric mental health for the last few years and now contacts CCOFA for information on services available to help their older adult clients, such as the senior companion program. **(Cayuga County)**
- Lewis County is part of a suicide prevention coalition that includes local school districts and human service agencies representing a broad range of community stakeholders. It is chaired by the director of Lewis County Community Services. The Lewis County Office for Aging's (LCOFA's) NY Connects/long term care coordinator is an active coalition member who

participates in bi-monthly meetings. Coalition members are divided into three focus groups whose common goal is identifying and gathering information on suicide indicators to be used in outreach efforts, resources and training. In March 2015, Sam Catroppa, upstate suicide prevention coordinator for the New York State Office of Mental Health presented a SafeTALK training to human service providers of adult populations in Lewis County. SafeTALK is a half-day training program that teaches participants to recognize and engage persons who might be having thoughts of suicide and connect them with community individuals trained in suicide intervention. The half-day training was attended by 18 human service professionals including six LCOFA staff members. **(Lewis County)**

- The Seneca County Office for the Aging (SCOFA) is collaborating with the Alzheimer's Association of Rochester & Finger Lakes Region to offer free counseling services to caregivers. These services are offered by a master's level social worker twice per month at SCOFA by appointment. **(Seneca County)**

### *Disaster Preparedness*

- As a member of the local emergency planning committee, Chautauqua County Office for the Aging (CCOFA) collaborates with numerous community agencies county-wide to ensure they are prepared for meeting the needs of all older adults including persons with disabilities or special needs such as dementia. Key staff have completed the National Incident Management System (NIMS) training. CCOFA maintains a disabled persons registry (updated annually) in both print and web-based form to assist the most vulnerable populations in the event of an emergency. **(Chautauqua County)**
- Broome County Office for the Aging, in partnership with the Red Cross, assist clients to obtain free smoke detectors and guidance in emergency planning for themselves and their residences. Red Cross volunteers visit the homes of older adults and replace outdated safety equipment and work with residents and their caregivers to develop emergency planning boxes. Checklists are provided and volunteers encourage clients to take proactive steps such as placing copies of their medication lists, RX telephone numbers, and a three-day supply of needed items into their emergency boxes. **(Broome County)**
- Chemung County Department of Aging and Long Term Care (CCDALTC) was instrumental in establishing a partnership between NY Connects and Chemung County Emergency Management to train first responders to identify and provide information and assistance to at risk older adults. The NY Connects aging services coordinator and the county director of emergency management formed a project planning group with representatives from the Elmira Police Department, Elmira Fire Department, NYS Police, Erway Ambulance, EMSTAR, Arnot Health, Gentiva, Horseheads Fire Department, and NY Connects. A training program and referral process was initiated with plans to identify and provide early intervention to at-risk older adults. **(Chemung County)**
- Chenango County Area Agency on Aging (CCAAA) participated in a training program hosted by Chenango County called "Greater Chenango Cares." It is a partnership with the Department of Defense to provide an opportunity for residents of the county and adjacent counties to participate in a no-cost military training program known as Innovative Readiness

Training for service members. The training provides real world training opportunities for service members to prepare them for wartime and disaster missions, while supporting the needs of underserved communities. Military personnel came to Norwich City School complex in July to provide dental, medical, optical, and veterinary services at no cost to Chenango county residents. **(Chenango County)**

- Clinton County Office for the Aging (CCOFA) was honored with an Aging Achievement Award by the National Association of Area Agencies on Aging (N4A) for its Vital Link program, which was developed through its community care partnership. The Vital Link personal health information packet is a clear vinyl folder with slots for a care manager's business card and a place for photos of family members on the front. A pink sticker identifies whether a health care proxy or do not resuscitate order is enclosed. Vital Link includes information for medical emergency personnel including medications taken and a form with tips for interacting with clients with disabilities. CCOFA provides a supply of Vital Links packets to local hospitals and medical homes for distribution. **(Clinton County)**
- Herkimer County Office for the Aging (HCOFA) is a member of the Herkimer-Oneida Organizations Active in Disaster organization and is on the Long Term Recovery Group, which meets bi-weekly to discuss clients who need assistance. The organization recently secured \$100,000 from the United Methodist Upper Conference organization to continue efforts on disaster recovery. HCOFA received a significant donation from the Community Foundation of Herkimer and Oneida Counties. This money will be used to purchase emergency meals for distribution to clients in the case of an emergency situation where HCOFA is unable to deliver meals. **(Herkimer County)**
- The Schoharie County Office for the Aging (SCOFA) is partnering with the Office of Emergency Services (OES) to create a special needs registry of all older adults in the county who would require assistance or special accommodations in the event of an evacuation. SCOFA regularly updates the registry, which is housed at the OES. The OES needs current information to conduct reverse 911 calls and dispatch ambulances when necessary. SCOFA is part of the Emergency Planning Committee and the Schoharie Area Long Term (SALT) Committee for Disaster Preparedness. **(Schoharie County)**
- The Yates County Area Agency on Aging (YCAAA) developed a caregiver's disaster and emergency plan booklet with the help of the American Red Cross, Yates County Public Health Emergency Planning, and Keuka College Occupational Therapy. This 13-page booklet is intended to help caregivers create a plan and an emergency kit before emergencies or disasters occur. This booklet is available upon request and has been distributed on information tables such as at the regional Alzheimer's Association 2015 Early Stage Conference in September 2015. **(Yates County)**
- The New York City Department for the Aging (DFTA) joined NYC Emergency Management and Senior Planet in hosting a preparedness event to help older New Yorkers create an emergency plan. The plan incorporated staying connected to loved ones and important city news through a number of digital tools. Older adults learned how to sign up for Notify NYC, the city's official, free emergency public messaging system. Experts also provided one-on-one training on the Ready NYC app, which allows New Yorkers to store important

preparedness information, including emergency contacts, health information, and supply checklists for a Go Bag, on their smartphones and tablets. **(New York City)**

- The Suffolk County Office for the Aging coordinated delivery of shelf stable meals, consisting of breakfast and lunch, to congregate and home-delivered meal recipients. This was done in cooperation with the Suffolk County Sheriff's Department. Under the guidance of the corrections officer, inmates from the minimum security facility assisted with the lifting and loading of approximately 27,000 meals for distribution to residents over age 60 for use in the event of a weather emergency. **(Suffolk County)**

## *Special Events*

- The Delaware County Office for the Aging collaborated with the Delaware County Senior Council and Delaware Opportunities, Inc. for the second annual "Senior Fun Day" event at 4-H Camp Shankitunk. Workshops represented a wide range of interests for older adults including: welding, crafts, sewing, wild edible plants, exercise and fitness, tai chi, constructing garden benches, archery, self-defense, gourd art, folk art, belly dancing, food preservation, and much more. New workshop ideas for the community day include: basic lawn mower service (oil change), American Sign Language, basic automotive and dipping oil, and preserving old photographs, videos, and scrapbooks for future generations to enjoy. The total attendance was close to 280 participants, of which about 230 were Delaware County older adults. More than 40 exhibitors participated. **(Delaware County)**
- The Batavia Senior Center has started an informal chorus activity as a grassroots effort among participants. This is no-cost entertainment that engages all of the participants. Group participation has grown from 5 to 13 "chorus members." **(Genesee County)**
- The Schenectady County Department of Senior & Long Term Care Services (SLTCS) initiated a new social and educational outreach program called Friendship Café at Proctor's Apostrophe Café. The program started in May 2015 and ran six times. The topics/events were: AAA services 101; tour of Quirky Incorporated; Albany Guardian Society-Village Movement; AAA Focus Group Discussion; and a performance by the Joy Tones (Alzheimer's Choir). The successful program will be expanded in 2016. **(Schenectady County)**
- The once a month Yates County Area Agency on Aging Phone Friend congregate lunch is aimed at bringing together participants in the Phone Friend Telephone Reassurance program and their volunteer callers, although all older adults are welcome. The lunch format has been enhanced with guest presentations and parties. Recent guest presentations have included the Penn Yan Library, 4H small animal demonstrators, master gardeners, a Fiddlers concert, and bi-monthly birthday party celebrations. **(Yates County)**
- Montgomery County Office for the Aging (MCOFA) celebrated its 40th year of service in 2015 and has held numerous events to recognize this milestone. Events included an open house, a recipe contest, Polish dinner, family fun day and a grandparent essay contest for children. The "OFA Giving Tree," located in the reception area of MCOFA, recognizes significant donors that have helped MCOFA reach their \$40,000 goal. MCOFA raised more than \$40,000 for the foundation, whose board will resume activity in early 2016. The foundation functions as the fundraising entity for MCOFA. **(Montgomery County)**

- Schuyler County Office for the Aging organized and held their first family fun block party—an outreach event for older adults and their families at the Montour Falls Fireman’s carnival fairgrounds. This successful event was designed to serve older adults by incorporating their family members. There was a very good turnout with 170 meals served and positive media coverage. Everyone who attended visited with the vendors and received information including printed materials. Many older adults actively engaged in the activities for children as well as line dancing, bingo, and live music. **(Schuyler County)**
- Wyoming County Office for the Aging used Cattaraugus County's successful 2014 event as a model when they planned their own "Let's Have Dinner and Talk about Death" event. Sponsored by Univera Healthcare, the dinner at Silver Lake country club was free to participants. The dinner attracted 35 attendees and featured speakers from the legal, medical, and funeral industries. **(Wyoming County)**
- Two collaborative celebrations were held for the elders this year. The winter celebration was held with 379 in attendance, and the summer picnic/public hearing was held with 260 in attendance. These celebrations are utilized as a venue to convey information to elders jointly served by Seneca Nation of Indians Office for the Aging and the Seneca Nation governmental officials. **(Seneca Nation of Indians)**
- In an effort to reach out to increasing numbers of older adults, the Suffolk County Office for the Aging (SCOFA) introduced "Farewell to Summer" concerts, which are open to persons 50 and older to introduce them to the office and its services. The most recent concert was held at the Pennysaver Amphitheater at Bald Hill in Farmingville. They have also increased funding to the successful Services & Advocacy for GLBT Elders (SAGE) Long Island programs, which focuses on the unique needs of the older GLBT population. **(Suffolk County)**

### *Intergenerational Programming*

- The Fulton County Office for the Aging and Broadalbin-Perth School district have sponsored the annual senior citizens’ prom “Country Promenade” since 2014. If older adults in Fulton County regret missing their high school senior prom, Broadalbin-Perth Central School District gives them a second chance. The event is always well received, with more than 100 older adults attending. **(Fulton County)**
- DFTA’s Grandparent Resource Center (GRC) is collaborating with the Department of Youth and Community Development (DYCD), other city agencies and not-for-profits on the Mayor’s Action Plan for Neighborhood Safety. GRC’s efforts are directed toward improving safety for grandparent caregiver-headed families living in 15 New York City Housing Authority (NYCHA) housing. The GRC will be establishing caregiver support groups, providing services to families that require assistance, and reaching out to NYCHA residents in need of DFTA services. **(New York City)**
- Orange County Office for the Aging (OCOFA) entered into a unique partnership with Mt. St. Mary College's Center on Aging and Policy and the City of Newburgh Unity Center to establish a satellite office in Newburgh. An innovative program called “Age Link” combines the effort and resources of OCOFA with college students from St. Mary’s and SUNY Orange

who are trained in aging services to address the needs of minority populations. The office is open two days a week and staffed by the OCOFA and the bi-lingual college students to address the needs of minority, low-income, limited English proficiency (LEP), and other underserved populations. **(Orange County)**

- With a grant from Cornell University, the Sullivan County Office for the Aging Caregiver Resource Center offered a two-month long intergenerational program this spring called “Building a Community Legacy Together.” Ten teenage students were matched with 10 older adults who they interviewed to learn about aging and caregiving. The project culminated at the government center with a public presentation by the students on the results of their findings on elder wisdom. **(Sullivan County)**

An 82-year old isolated woman in a very remote area was referred for home delivered meals by her physician, as she was unable to prepare her own any longer. The case manager identified that the client had higher needs than simply her home delivered meal: her home was overrun with feral cats and she needed personal care assistance. The case manager partnered with Adult Protective Services and assisted the client in applying for Medicaid coverage, which she received. Additionally, OFA assisted in both obtaining animal control services to remove the cats and assisting with cleaning her unsanitary home. These services proved life-saving when her home delivered meal driver found her on the floor and she was hospitalized. Without these services, this woman could have potentially been on the floor for weeks without anyone ever knowing. **(Franklin County)**

- Madison County Office for the Aging continues to offer support for the Age Simulation Program. This nationally recognized program provides age simulation workshops to seventh grade students to teach them tolerance of physical impairments by simulating the challenges that can be a part of daily living for older adults and/or persons with disabilities. **(Madison County)**

## **Elder Justice**

### *Adult Abuse Prevention*

- In July 2015, Allegany County Adult Protective Services (ACAPS) joined Allegany County Office for the Aging (ACOFA) in their NY Connects building. They are now attending service coordination meetings where staff discuss hard to serve cases and brainstorm for solutions. The APS workers have added a new layer of expertise to staff meetings, and they are reporting that they are also reaping benefits from attending the meetings and being in the same building. Communication between ACOFA and ACAPS has

improved greatly. **(Allegany County)**

- The Ulster County executive created the Elder Abuse Prevention Task Force in 2014. Director McMullen is the co-chair of the task force, along with the Department of Social Services commissioner. Several stakeholder meetings have taken place, and the first Ulster County Elder Abuse Prevention Conference was held in June 2015. This was a full-day conference with 80 participants, where nine presentations were offered and numerous vendors provided information. **(Ulster County)**
- In Ulster County, a demonstration project was launched in conjunction with the Institute for Family Health (IFH). This primary care practice is seeking to demonstrate a model referral program between the medical and social divisions of the agency for suspected elder abuse

cases detected using the Elder Abuse Suspicion Index (EASI). In addition, older adults 60 years of age and older who are flagged using the EASI will be offered "warm calls" arranged by Ulster County Office for the Aging. **(Ulster County)**

- DFTA’s Elderly Crime Victims Resource Center is working with LiveOn NY, the Human Resources Administration (HRA), and community agencies that provide elder abuse services to develop NYPD training videos on elder abuse. NYPD wants the new videos to be clear, with no more than three or four take-away messages covered in any one video. Members of the working group developed an outline of topics to be covered, along with recommendations for roll-out at the precinct level. **(New York City)**

### *Legal Services*

- The Warren/Hamilton County Office for the Aging collaborates with the Conkling Center (formerly the Glens Falls Home) to sponsor workshops by local attorneys that provide an opportunity for attendees to ask legal questions and receive one-on-one counseling. Director Sabo has collaborated with them on an elder abuse program that was offered to older adults, and served as a panelist along with the Warren County district attorney, the Warren County sheriff, and other community-based organizations. Director Sabo has also worked with the district attorney's office, and there is now an assistant district attorney specifically appointed to specialize in older adult issues. **(Warren/Hamilton counties)**

### *Targeted Populations*

- The Columbia County Office for the Aging is collaborating with the Columbia County Health Department's Migrant Farm Worker Health Program to better reach immigrant populations in the county. **(Columbia County)**
- The Onondaga County Office for the Aging (OCOFA) nutrition program collaborated with the Vietnamese Community Center to provide a congregate meal on Saturdays for Vietnamese older adults. OCOFA reports more than a 40% increase in older adults served since starting this program. OCOFA has been successful in reaching out to the Bhutanese community including distribution of senior farmers’ market nutrition coupons. **(Onondaga County)**
- The Oswego County Office for the Aging (OCOFA) reached out to SUNY Oswego and Cayuga Community College seeking to establish a collaborative effort to reach more minorities, specifically Asian Americans and African Americans. OCOFA anticipates that with their Asian

Mrs. J's husband abused her from the beginning of their 50 year marriage. She had him arrested in the 1970s, however, the judge only instructed him to “stick his hands in his pockets and walk around the block” instead of abusing her. She felt she did not have the option to leave, so she stayed with him.

She was hospitalized three times within a short time frame due to stress, anxiety, and extreme weight loss due to her abuser controlling her food intake.

After the third hospitalization, she left to live with her daughter. They went to the county aging office seeking assistance; they were able to help her get SSI so she was financially independent, and work out a situation where she could safely retrieve belongings from her marital residence. She also sought an order of protection against her husband. This legal action secured an order requiring him to stay away from her home with her daughter, as well as surrendering all firearms. Mrs. J is now gaining weight and is off all medication for depression; she has not been hospitalized since leaving her husband. **(Erie County)**

studies or African American studies programs, these colleges may have connections to community organizations or local students on campus with older adult relative's representative of the targeted populations. Both colleges support OCOFA's efforts and have agreed to share information regarding OCOFA. **(Oswego County)**

- Cattaraugus County Department of Aging (CCDOA) invited the director of the Pride Center of Western New York to provide training to the county's interdisciplinary team. Director Higgins is now referring other AAAs in the Western New York area to call CCDOA for assistance and direction in providing outreach to LGBT older adults. CCDOA is also using their recent training experience to better serve the county's first openly transgender Expanded In-home Services for the Elderly (EISEP) client. **(Cattaraugus County)**
- Nassau County Office for the Aging (NCOFA) continues their efforts to serve targeted populations in their community. They collaborated with Family and Children's Association (FCA) to hold a Services and Advocacy Cultural Competency training for case managers regarding the needs of Lesbian, Gay, Bisexual and Transgender (LGBT) elders in their service area, as well as inviting the Services & Advocacy for LGBT Elders-Long Island (SAGE-LI) organization to participate in the Public Hearing. **(Nassau County)**
- The Otsego County Office for the Aging advertised in a local "Diversity Rules" digital magazine, which works to facilitate changes in the way people perceive the gay community as an avenue to help reach older adults, particularly those in greatest social and economic need. Diversity Rules reaches approximately 2,000 individuals each month throughout New York State and the USA. **(Otsego County)**
- With the redesign of Suffolk County Office for the Aging's (SCOFA) website, font size can now be increased to accommodate individuals with vision impairment and a Google translator bar is available to assist those with limited English proficiency (LEP). In addition to the website redesign, SCOFA increased access for LEP individuals by translating all of their vital documents into the six most commonly spoken languages in the county. **(Suffolk County)**
- In St. Lawrence County, at the local Pride, Raising Awareness, Involvement, Support, and Mentoring (PRISM) organization, all services offered by St. Lawrence County Office for the Aging (SLCOFA) were discussed and informational materials were provided to group members. Meetings were also held with advisory council members and LGBT community members several times to discuss issues in the LGBT senior community and to distribute information regarding OFA services. The director also placed an article in the monthly newsletter regarding the OFA's services to the LGBT community. **(St. Lawrence County)**

## Long Term Services and Supports

### NY Connects

- The Cortland County Area Agency on Aging (CCAAA) has invested time and resources into preparing for the successful expansion of NY Connects. In June 2015, they held a kick-off event in partnership with Access to Independence. The "NY Connects Resource Fair" was a



success, with more than 25 agencies participating. Cortland plans to make this a featured annual event. In addition, CCAA undertook a redesign of the office space utilized by NY Connects, making it more accessible to visitors and conducive to efficient workflow for staff. Finally, the legislature has approved an additional aging services coordinator and aging services specialist to work on increasing community awareness of NY Connects. **(Cortland County)**

- One of the Erie County Department of Senior Services' biggest accomplishments in 2014 was securing a grant under the Balancing Incentive Program's Innovation Fund to pilot a new program called "Ready Set Home." This program brings NY Connects services to two hospitals and one skilled nursing facility. Ready Set Home includes services that go above and beyond NY Connects' traditional information and assistance role. They include providing information to those who are unfamiliar with the types of home and community based services that are available, linkage to Medicaid waiver programs or a managed long term care plan, short-term case management, and other services that individuals require to return and remain at home, such as home modifications. Data show high success rates in reducing preventable readmissions with high-risk individuals. **(Erie County)**
- On September 10, 2015, the Schoharie County Office for the Aging (SCOFA) hosted a public information event on long-term care titled "Schoharie County's Day of Caring." This forum included four workshops: "When is it Time for Assistance in Home Caregiving?"; "Who's Paying the Bill for Caregiving Supports and Services?"; "What Services are Available for those who Served our Country?"; and "How do I Survive Caregiving?" SCOFA included more than 30 vendors who supported available services and made time in between the workshops to meet with the participants. The event, hosted through its NY Connects program, was well attended and well received by participants, and the forum was taped by a local TV station. **(Schoharie County)**

## Expanded In-home Services for the Elderly (EISEP)

- Program improvements were made to the EISEP and caregivers care plans. A carbon copy form of a care plan was developed. The client identifies their needs at the home visit with the specialist and a copy is left for the client to put on their refrigerator for the aides reference. This is completed in addition to the PeerPlace care plan, and both are submitted to the home care agencies. This duplicate form is user friendly for the home care aide and clients. **(Allegany County)**
- Since May 2014, the Lewis County Office for the Aging (LCOFA) and the ARC have been collaborating successfully to bring housekeeping services to those on the EISEP waiting list. The ARC has a history of providing similar volunteer services to other agencies and populations throughout the county. LCOFA's EISEP case manager coordinates the linkage of volunteers to older adults in need. **(Lewis County)**
- Due to a shortage of aides, the Niagara County Office for the Aging (NCOFA) introduced consumer directed care. NCOFA has seen a 30% case load increase since starting to offer this service, as well as a reduction in wait lists. **(Niagara County)**
- Livingston County Office for the Aging met with AIM Independent Living Center to plan, develop, and negotiate an agreement for helping provide consumer directed EISEP services. The new service will provide additional options for consumers, and be available in parts of the county where there has been longstanding issues with the availability of personal care aides. **(Livingston County)**
- Nutrition and EISEP directors collaborated to create a procedure to improve communication between nutrition and EISEP case managers to ensure completion of reassessments and coordination of services. **(Onondaga County)**

Ms. H is a 76 year old woman who has been diagnosed with dementia, anxiety, arthritis, cancer, incontinence, esophageal paralysis and a brain tumor. Ms. H started with EISEP in November 2013 and has since remained in her home and on the program. During this time, she has had issues with decubitus 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 Ms. H from being admitted to the hospital, or losing one or both of her feet. The aide regularly engages Ms. H in her care as much as possible. The aide also provides respite for Ms. H's husband, who is her primary caregiver. The services provided by EISEP also give her husband a sounding board to discuss new health and/or behavioral issues. Without the assistance of EISEP, Ms. H would likely be in a skilled nursing facility. Her husband's wish and hope is to continue to keep her at home. EISEP services provide a way for this to happen in a safe manner. (Cattaraugus County)

## Volunteer Use and Recruitment

An 86 year old woman ended a relationship with her abuser. Unfortunately, she is legally blind and was very dependent on this individual for her basic needs. When she ended the relationship, she was depressed, ashamed, and needed basic assistance, since she did not drive and was not physically able to shop for herself. Project Care volunteers rallied to provide her transportation to medical appointments, the pharmacy, and to the bank. Steuben County Office for the Aging also enrolled her in their shopping program, where volunteers complete the shopping at the local grocery store, deliver the groceries, and assist her in putting them away. On more than one occasion, she told the Office for the Aging that she could not live in her own home if not for Project Care volunteers, as echoed by her son, who lives a distance away and travels frequently with his job. Given that there are no assisted living facilities in Steuben County, she would have had to move out of the county to receive the appropriate services for her level of care. (Steuben County)

- The Franklin County Office for the Aging partners with Mercy Care for the Adirondacks and Eastern Adirondack Health Care Network to provide the Community Friendship Volunteer Program, a grass roots friendship volunteer program in Northern Franklin County. It operates as a program of the Community Health Center of the North Country. The Community Friendship Volunteer Program provides transportation and friendly visiting to older adults, regardless of income. **(Franklin County)**
  - Livingston County Office for the Aging's (LCOFA's) "Daily Hello Telephone Reassurance Program" was implemented by its VISTA volunteers. College students are paired with homebound older adults to receive a daily phone call. If the volunteers encounter issues during the wellness call, they connect with LCOFA's NY Connects lead intake staff to assist the older adult. **(Livingston County)**
  - In Ontario County, a part-time volunteer coordinator was hired, which resulted in 60 new volunteers being recruited. Ontario County Office for the Aging was able to eliminate the wait list for their Home Delivered Meals program. In addition, a volunteer transportation project with RSVP (Retired Senior Volunteer Program) of Wayne County Action Plan was implemented to provide transportation to medical appointments. **(Ontario County)**
- DFTA plans to consolidate volunteer opportunities throughout the agency in a volunteer resources unit. In addition, DFTA has begun sketching the database forms needed for development of a volunteer tracking system and working on new pages for DFTA's website to highlight volunteer opportunities within the agency. **(New York City)**

## Transportation

- Through collaboration and great fundraising efforts of the Delaware County Senior Council ("Seniors Helping Seniors" including pie sales, golf tournaments, and much more) and matching funds from the Thompson Trust and the O'Connor Foundation, the Delaware County Office for the Aging has been able to purchase a new replacement bus for transporting Delaware County older adults. This new 18-passenger vehicle (14 passengers with three wheelchair slots that can be converted to two drop down bench seats for four adults) will be starting to travel throughout Delaware County on the current senior transit

bus routes come March 2. This new bus is equipped with an operating wheelchair lift to accommodate riders who cannot board by the steps. **(Delaware County)**

- The Onondaga County Office for the Aging received a \$375,000 5310 grant from NYS Department of Transportation to initiate and expand curb-to-curb and door-through-door transportation to older adults and persons with disabilities within the City of Syracuse and surrounding suburbs. **(Onondaga County)**
- The Steuben County Office for the Aging (SCOFA) launched an "Easy Rider" van project under their well-established Project CARE program. In response to a growing need for transportation to grocery stores for older adults, SCOFA makes use of an underutilized county van, which is provided free of charge, along with \$15,000 from Department of Social Services to implement this program. This door-to-door service is for older adults who can shop independently, but need transportation. SCOFA hired a part-time driver who helps coordinate routes, drives the van, and helps to market the program. Referrals come from case management activities of provider agencies, subsidized housing complexes, private citizens, and the medical community, among other sources. SCOFA staff are targeting rural communities where aging in place activities are already established. The program is coordinated and supervised by the Project CARE coordinator. As the program expands, staff are looking to fill in transportation gaps for individuals identified by several area transportation coordinators as an unmet needs. Once fully operational, SCOFA will have established routes on designated days to make best use of the resources. **(Steuben County)**
- In Greene County, medical transportation oversight was expanded to include an evaluation of the volunteer driver to gauge their performance and determine the extent of their knowledge regarding Greene County Department for the Aging services. **(Greene County)**
- The St. Lawrence County Office for the Aging signed a contract with the Volunteer Transportation Center, Inc., a local nonprofit transportation service, to take over its medical transportation program effective September 1, 2015. This change will double the number of services the medical transportation clients receive and they will now have access to the following: five medical transportation rides per month, unlimited dialysis and cancer treatment visits, one grocery shopping trip per month, and five nursing home visits per month. **(St. Lawrence County)**
- The Sullivan County Office for the Aging has long worked with its long-term care council and the Senior Legislative Action Committee toward improving transportation options in Sullivan County. Their efforts resulted in Sullivan County enacting legislation to create a transportation service that helps all Sullivan County residents. The county will hire a coordinator to oversee the implementation of this initiative. **(Sullivan County)**
- Washington County CARES (WCC) contracts with the Economic Opportunity Council (EOC) for transportation services. Due to federal funding cuts, EOC's budget was reduced, dramatically impacting transportation services. Based on this need, the board of supervisors agreed to provide \$80,000 in county funds, which will allow the transportation program to not only continue, but expand service delivery. **(Washington County)**

- The Onondaga County Office for the Aging implemented a new assisted/escorted transportation program targeting people age 60+ who are having a medical procedure that requires an escort to remain on site during the procedure. To be eligible for this program, participants must not have any other individual willing or able to accompany them. **(Onondaga County)**

## *Technology*

- The Broome County Office for the Aging partnered with Binghamton University and Broome County Community College to offer technology training to older adults by student volunteers at several sites across the county. The program, "Bridging the Digital Divide" also provided hardware and software to several sites. The student volunteers assisted with smartphones, iPads, and personal computers. The older adults learned to operate their devices, or the devices at the sites, and were taught skills and developed new relationships. This program and partnership is planned to continue with growth expected. **(Broome County)**
- In St. Lawrence County, instructor and forestry students provide complimentary computer classes for older adults in the southern section of the county (underserved region). St. Lawrence County Office for the Aging (SLCOFA) partnered with Boards of Cooperative Educational Services (BOCES) and St. Lawrence University to provide complimentary usage of their computer lab for two separate computer classes held in Canton. Further, SLCOFA began a partnership with the Potsdam Library to advertise specialized, free computer classes for older adults that are held at the library, including one-on-one learning sessions. **(St. Lawrence County)**
- The Sullivan County Office for the Aging (SCOFA) is registering older adults for their ID cards directly in PeerPlace. Although it takes longer than filling out a paper application, the clients appreciate the extra time and attention of staff; the staff save time since they no longer have to duplicate efforts by collecting and later entering written data into PeerPlace; and as an extra bonus, accuracy has improved. **(Sullivan County)**
- The Personal Emergency Response Program (PERS) Advisory Committee of Tompkins County Office for the Aging issued a request for proposals and selected Doyle Medical Monitoring to handle the technology, billing, and call center for the PERS Program. As a result, all of TCOFA's PERS clients have received new medical alert machines with greater range, two-way voice communication, and capability to interface with digital and cellular phone service. **(Tompkins County)**
- The Ulster County Office for the Aging arranged for senior volunteers to serve as Social Security ambassadors to assist people in accessing and using a Skype Social Security portal. **(Ulster County)**

## *Administration and Collaboration*

- The Chemung County Department of Aging and Long Term Care developed a computer-based system to organize their employee handbook, program policies and procedures, employee program resources, and forms. This system allows up-to-date information to be available instantly to staff and clients. They developed resources for staff and the public to

address the most common needs, several of which are available on their website: “Programs to Help You Make Ends Meet”; “Home Repair”; “Modification & Maintenance Resources Packet”; “Using Medicaid to Pay for a Nursing Home Stay”; and “Transportation Options”. **(Chemung County)**

- The Albany County Office for the Aging developed program manuals for EISEP, caregivers (IIIE), Home Delivered Meals (HDM) and HIICAP. Copies of these manuals were given to all staff and are currently being used for training new staff during orientation. **(Albany County)**
- The Erie County Department of Social Services (ECDSS) and the Niagara County Office for the Aging took a regional approach to coordinating long-term care resources and planning through joint meetings of their respective long-term care councils. This has strengthened both the Erie and Niagara councils. Erie and Niagara share many service providers due to close proximity, and can draw from common experiences and challenges to address the needs of the communities. This reflects other work ECDSS is doing with Niagara County Office for the Aging to take a comprehensive regional approach to meeting long-term care needs. **(Erie County)**
- The Saint Regis Mohawk Office for the Aging (SRMOFA) holds a monthly planning meeting that all staff attend to discuss programs and services. This has been essential to SRMOFA’s operations by allowing time for staff to focus and engage in planning, ensure everyone is on the same page, and address issues so programs and services can be offered successfully. **(Saint Regis Mohawk Tribe)**
- The Montgomery County Office for the Aging sent two staff members to the Erie County Office for the Aging for several days to learn how Erie County is implementing the enhanced NY Connects program. The relationship has been beneficial to staff. **(Montgomery County)**
- The Wyoming, Orleans, and Genesee county offices for the aging planned their first-ever joint NY Connects informational forum in Batavia. The event was publicized as an opportunity for community agencies in all three counties learn about the resources available in the tri-county area that could help them to better serve their constituents. **(Wyoming County)**
- Throughout 2014 and 2015, the Tompkins County Office for the Aging engaged 145 older adults and community stakeholders in a strategic planning process, where participants articulated their community’s strengths, issues/needs and recommendations for action across aging topics. **(Tompkins County)**
- In Monroe County, Director Aldrich and Administrator Newcomb are contributing members of the Monroe County Aging Alliance, which is composed of area providers of aging services such as Medical Motor Service, Alzheimer's Association, and Catholic Family Center. They are in the process of forming workgroups on different components of livable communities in order to review national models in search of ideas that can be replicated in their community. Administrator Newcomb also serves on the Greater Rochester Area Partnership for the Elderly (GRAPE) advocacy workgroup. GRAPE is a local aging networking and advocacy group. **(Monroe County)**

- Schenectady long-term care services staff, in partnership with staff from Department of Social Services, public health, home care agencies, local hospitals, and other community partners held five roundtable meetings in 2015 to educate the community about Medicaid Redesign and other long-term care system changes and to discuss challenges of Medicaid redesign, Delivery System Reform Initiative Program (DSRIP), accountable care organizations (ACOs), and other Department of Health initiatives effecting long-term care consumers. **(Schenectady County)**

## **Economic Security**

### *Financial Management*

- The Livingston County Office for the Aging (LCOFA) partners with SUNY Geneseo to provide volunteer income tax assistance—more than 200 older adults are helped during the tax season. A professor supervised the student volunteers and LCOFA staff scheduled appointments. **(Livingston County)**
- The Department of Consumer Affairs (DCA) partnered with DFTA to bring volunteers from the Financial Empowerment Network (FEN) to conduct identity theft screenings at senior centers during ID Theft Week 2015 (May 18–May 21). FEN volunteers screened older adults and checked for irregularities in their credit reports. If evidence of fraud was discovered, the volunteers arranged for follow-up appointments at one of DCA’s financial empowerment centers. **(New York City)**
- The Rensselaer County Office for the Aging collects items such as gift cards for grocery stores, coats, sweaters, afghans, hats or scarves to hand out to older adults of Rensselaer County in need. **(Rensselaer County)**
- Onondaga County Office for the Aging (OCOFA) staff participated in a CNY Central news channel call-in show with newscaster Laura Hand on Monday, October 19, from 5-6:30 pm. The theme of the show was "How Low-Income Seniors Can Stretch Their Dollars." OCOFA staff took telephone calls from the viewing public and answered on-air questions regarding OCOFA’s programs and services. Because of its success, OCOFA staff have been asked to host a similar call-in program in February 2016. **(Onondaga County)**
- Orleans County Office for the Aging (OCOFA) worked with the County Legislator, Medina Town Mayor, and Assemblyman Steve Hawley's Office to help an older adult who received a \$3,000 water bill. An article about this advocacy work generated much attention, resulting in donations which covered the bill. **(Orleans County)**
- A program that helps low-income older adults with the tasks of monthly bill paying transferred from LiveOn NY to DFTA in January 2015. Bill payer program volunteers meet one-on-one with older adults in their own homes to help them organize their paperwork, create and follow a budget, balance their checkbooks, and write checks. The older adult signs the checks, and makes all financial decisions. **(New York City)**

## Benefits Assistance

- The Samuels Foundation has approved funding for an integrated benefits pilot program to increase older adult benefit enrollment. The program will be guided by a project team consisting of DFTA, HRA, the Medicare Rights Center (MRC), and Single Stop. The pilot will also explore the use of volunteer resources such as ReServe, RSVP (Retired and Senior Volunteer Program) and possibly the internal DFTA volunteer network to provide benefits and enrollment counseling. Single Stop caseworkers will work on-site at six DFTA-funded senior centers. Utilizing Single Stop's platform and HRA's electronic enrollment system for Supplemental Nutrition Assistance Program (SNAP), they will provide individual assistance to center members and other older adults to help them navigate through the benefits available to them and apply for and secure those benefits. **(New York City)**
- The Broome County Office for the Aging (BCOFA) provides an opportunity for clients receiving SNAP to make a suggested/voluntary contribution when receiving congregate or home delivered meals. BCOFA collects an average of \$16,000 annually in SNAP donations. Additionally, BCOFA promotes access to SNAP through social services staff, information and assistance staff, telephone referrals, financial benefits counseling, as well as the Senior Resource Line. **(Broome County)**
- In Ontario County, the number of HIICAP clients assisted in 2014 doubled compared to the year before. In order to efficiently address the influx of clients, the Ontario County Office for the Aging implemented a program called "Medicare Mondays". Every Monday during open enrollment, two Medicare seminars were conducted where all caseworkers were present to meet with clients on a one-to-one basis at the county's training facility. **(Ontario County)**
- The Westchester Department of Senior Programs and Services developed a new collaboration with the Food Bank for Westchester to provide assistance to older adults applying for SNAP. The objective is to identify older adults who have food insecurity needs, particularly those who are isolated, low-income, minority older adults in the county. The Food Bank has a full-time coordinator who makes home visits to older adults and people with disabilities to assist them in the screening and application process. The program seeks eligible recipients for SNAP through outreach with collaborating partners, presentations to senior centers, and through referrals from aging network partners. The assistance and pre-screening services provided help older adults navigate and complete the application process through one-on-one interviews and in-home visits by Food Bank's trained staff. **(Westchester County)**
- The Chautauqua County Office for the Aging has started to partner with local businesses to offer presentations on HIICAP and Caregiver Support Services. The aim is two-fold: to reach more caregivers and to support older adults who continue to work beyond age 65. After the first presentation to a local business, there were positive responses from workers and management, who were pleased to learn about the choices for workers or spouses who are turning age 65. **(Chautauqua County)**

## Housing and Homelessness

- In 2015, Albany County received a \$750,000 grant to help with home repairs and improvements. The grant will allow older adults to make repairs to their homes that will help in maximizing their independence. The county executive has worked with the legislature to add an additional \$250,000 to the grant bringing the total amount of funding to \$1,000,000 over a two-year period. **(Albany County)**
- The Wayne County Department for Aging and Youth (WCDAY) has continued its longstanding partnership with the Newark Housing Authority (NHA). WCDAY is contracted to provide 18-19 hours per week of service coordination at one of NHA's apartment buildings housing 60 low-income older adults/persons with a disability. **(Wayne County)**
- The Ontario County Office for the Aging (OCOFA) collaborated with Habitat for Humanity to assist with 12 home repair projects for older adults. Once a year Habitat recruits volunteers for this project. OCOFA caseworkers assess a client's need for services, refer them to Habitat for Humanity and are then matched up with a volunteers with the appropriate skill level. OCOFA staff follow-up with clients to make sure they are satisfied with the repair. Repairs include steps, windows, painting, ramps, etc. **(Ontario County)**
- The Genesee County Office for the Aging worked with their nonprofit foundation, the Genesee Senior Foundation, to create a last resort fund. This modest resource (\$150 per incident, \$1,000/year cap) is designed to assist with extreme needs when there is no other source of funding to provide for a client's immediate emergency need. The types of situations that might be addressed include: emergency food, overnight housing, transportation to access needed services (DSS or a neighboring city), small home repair, or other individual situations. **(Genesee County)**
- The Oneida County Office for the Aging participates in client weekly case conferences that are led by the elder abuse program coordinator and case management supervisors to assist with difficult to service individuals as well as consumers who are at risk for abuse, neglect, self-neglect, financial exploitation, and homelessness. This weekly case conference serves as a venue for a multidisciplinary team approach with attendance and participation from the DSS adult protective services supervisor and other disciplines such as mental health professionals, as needed. **(Oneida County)**
- Westchester's innovative Telehealth Intervention Programs for Seniors (TIPS) is a remote patient monitoring system that allows older adults to age successfully in their homes and communities. TIPS combines three key elements to help older adults age successfully: a) clinical monitoring of vital signs, including blood pressure, pulse, oxygen levels and weight; b) a complete social check-up to make sure older adults are aware of all the services and programs available; and c) hands-on intergenerational support from a network of volunteers, including student technicians and nurses from Pace University. **(Westchester County)**
- At DFTA's request, NYC's Department of Homeless Services arranged for its homeless outreach teams to provide technical assistance to staff at five senior centers (two in

Manhattan and one each in Brooklyn, Queens and the Bronx) that had reported a significant increase in attendance by older adults who appear to be homeless. Presentations provided guidance to staff on dealing with the needs of this population and how to access resources. DFTA is planning to offer a session at DFTA for all interested senior center staff in the future. **(New York City)**

- The Schuyler County Office for the Aging (SCOFA) works to address increasing homelessness by looking at options to reduce rental rates and working directly with landlords to educate them about services available in the community. SCOFA requests that landlords refer people to their office who are being evicted. They have held two educational forums and one round table discussion with landlords. **(Schuyler County)**

**Index by County**

Albany County ..... 3, 20, 23

Allegany County ..... 3, 12, 16

Broome County ..... 4, 5, 8, 19, 22

Cattaraugus County ..... 14

Cayuga County ..... 7

Columbia County ..... 13

Delaware County ..... 10, 18

Chautauqua County ..... 7, 8, 22

Chemung County ..... 8, 20

Chenango County ..... 9

Clinton County ..... 9

Columbia County ..... 13

Cortland County ..... 15

Delaware County ..... 10, 18

Dutchess County ..... 5

Erie County ..... 3, 6, 15, 20

Essex County ..... 7

Franklin County ..... 4, 17

Fulton County ..... 11

Genesee County ..... 10, 23

Greene County ..... 18

Herkimer County ..... 4, 9

Jefferson County ..... 4

Lewis County ..... 16

Livingston County ..... 16, 17, 21

Madison County ..... 12

Monroe County ..... 20

Montgomery County ..... 10, 20

Nassau County ..... 14

New York City ..... 4, 5, 6, 10, 11, 13, 17, 21, 22, 24

Niagara County ..... 16

Oneida County ..... 7, 23

Onondaga County ..... 13, 16, 18, 19, 21

Ontario County ..... 17, 22, 23

Orange County ..... 12

Orleans County ..... 21

Oswego County ..... 4, 14

Otsego County ..... 14

Putnam County ..... 3

Rensselaer County ..... 21

Rockland County ..... 6

Saint Regis Mohawk Tribe ..... 20

Saratoga County ..... 6

Schenectady County ..... 10, 21

Schoharie County ..... 9, 15

Schuyler County ..... 6, 11, 24

Seneca County ..... 8

Seneca Nation of Indians.....	11
St. Lawrence County.....	14, 18, 19
Steuben County.....	3, 18
Suffolk County.....	10, 11, 14
Sullivan County.....	12, 18, 19
Tioga County .....	4
Tompkins County .....	19, 20
Ulster County .....	12, 13, 19
Warren/Hamilton counties .....	13
Washington County .....	15, 18
Wayne County.....	23
Westchester County .....	22, 23
Wyoming County.....	11, 20
Yates County .....	9, 10









# Office for the Aging

**Two Empire State Plaza  
Albany, NY 12223-1251**

Andrew M. Cuomo, Governor  
Greg Olsen, Acting Director

[www.aging.ny.gov](http://www.aging.ny.gov)

June 2016 NYSOFA