Albany County Department for Aging

2018 Proposed Plan for Aging Services

Daniel P. McCoy
Albany County Executive
Dear Friends:

We are pleased to present you with the Albany County Department for Aging’s 2018 Aging Services Plan. This Plan provides a valuable opportunity for the Department to provide an overview of the many programs and services we support and implement, as well as our anticipated goals and objectives for 2018. As you will read, this has been a busy year for staff and our network of aging providers and partners.

Throughout 2017, the Albany County Department for Aging (ACDFA) saw much success in our efforts to deliver the highest-level quality services and in some instances, even expanded our menu of options. ACDFA’s continued collaboration with a variety of community organizations gave us an opportunity to add additional congregate meal sites, assist in the ACCESS Hilltowns initiative, complete our first phase of the Senior Housing Rehabilitation Program, expand outreach activities, and more!

In addition to maintaining our high level of service, ACDFA enthusiastically launched the Age-Friendly Albany County (AFAC) initiative in 2017. With support from the World Health Organization (WHO) and AARP, the AFAC team convened meetings and informational sessions to recruit key stakeholders, formed volunteer workgroups, engaged directly with local communities and their leadership, and instituted the "Legends" discussion series.

As we celebrated our successes, we also faced some challenges. Like all of the Area Agencies on Aging statewide, ACDFA and our providers encountered various challenges utilizing the new Statewide Client Database System and implementing a new Informed Consent process. One of the more troubling results of the informed consent process is the inability to accurately track client-specific data within the Statewide Client Database. These challenges remain an ongoing issue as NYSOFA continues to work with PeerPlace and the Area Agencies on Aging to maximize the system for all users in the state.

Additional challenges we faced - looming threats of significant federal budget cuts, healthcare reform, Medicaid and Medicare cuts, and a home-health aide shortage of crisis proportions – meant our Albany County’s network of aging providers and older adults had to quickly turn their focus to advocacy. These advocacy efforts are critical to sustaining the funding sources that allow us to support and implement the programs and services we provide to our older adults and caregivers.

In spite of all of these challenges, Albany County remains vigilant in our mission to provide the best possible programs and services to the older adults and caregivers in our communities.

You are encouraged to present oral or written testimony at our public hearing(s) and we encourage you to contact our office with any questions or concerns you may have, as well as success stories. Your input is very valuable to us in ensuring the best quality of life possible for our seniors.

We would like to take this opportunity to express our appreciation to our committed and talented staff, our providers, community partners, program collaborators, and the nearly 70,000 older adults of Albany County. We also would like to thank the Albany County Executive and his staff, the dedicated leadership of the Albany County Legislature, and the Department for Aging Advisory Council for their ongoing support. Together we are committed to continuing to make Albany County a great place to grow old!

Albany County Department for Aging
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Albany, NY 12210
518-447-7198
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www.albanycounty.com
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NOTICE OF PUBLIC HEARINGS

In accordance with the New York State Office for Aging regulation 6653.2(c), the Albany County Department for Aging is required to “publicize and hold at least one public hearing in a manner, place and time which gives elderly people, public officials and other interested parties adequate notice and reasonable opportunity to participate.”

SUBJECT: Proposed Plan for Aging Services 2018

PURPOSE: To solicit input from Albany County citizens regarding the implementation of Aging Services provided by the County. Two public hearings will examine various factors regarding the proposed plan of services including funding levels, distribution of services and recipients of services. They also provide the public an opportunity to offer comments or make recommendations on the proposed abstract.

Persons wishing to present testimony or obtain an abstract at either public hearing should contact Tracy Davis at (518) 447-7198. Please indicate whether you would like to present oral or written testimony, or both. Oral testimony will be limited to five minutes.

The Albany County Department for Aging (ACDFA) is always seeking input. Please contact ACDFA at (518) 447.7198 or aging@albanycounty.com with your questions or comments.

Albany County makes every reasonable effort to accommodate the needs of the public. The public hearing will be in English. If you have a special communication accommodation or need an interpreter, a request can be made. If you have a disability and need assistance, special arrangements can also be made to accommodate most needs. Please call ACDFA 518-447-7198 at least five working days prior to the public hearing. Please be aware that advance notice is requested as some accommodations may require time to arrange.

<table>
<thead>
<tr>
<th>PUBLIC HEARING #1</th>
<th>PUBLIC HEARING #2</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOCATION:</td>
<td>LOCATION:</td>
</tr>
<tr>
<td>Beltrone Living Center</td>
<td>Senior Projects of Ravena</td>
</tr>
<tr>
<td>6 Winners Circle</td>
<td>9 Bruno Boulevard</td>
</tr>
<tr>
<td>Albany, NY 12205</td>
<td>Ravena, NY 12143</td>
</tr>
<tr>
<td>DATE / TIME:</td>
<td>DATE / TIME:</td>
</tr>
<tr>
<td>Thursday, November 16, 2017 11:30 a.m.</td>
<td>Thursday, November 16, 2017 4:30 p.m.</td>
</tr>
</tbody>
</table>
ABOUT US

Mission
The mission of the Albany County Department for Aging (ACDFA) is to provide the highest-quality support services to senior citizens and their families. Our goal is to enable those 60 years of age and older to remain safely and comfortably in their homes and to thrive in their communities for as long as desired.

Who We Serve
The Department for Aging annually serves approximately 9,000 seniors, plus their caregivers. About 22% (67,102) of Albany County’s 309,381 residents are seniors, defined as age 60+. Our agency makes it possible for individuals to live with independence and dignity in their homes and communities for as long as possible, delaying or avoiding higher-cost levels of care. Those aged 65+ are more likely to have multiple chronic health conditions requiring a variety of services in order to remain at home. As the sizable Baby Boomer segment ages, these services become even more crucial.

The Department plays an increasingly critical role, ensuring that essential home and community-based services are available for our county’s most vulnerable older citizens. We accomplish this goal by supporting an array of quality programs and services. Many seniors receiving three or more community-based services from our department meet the requirements for admission to an adult home, assisted living residence or a nursing home - but we can often minimize, delay or avoid much more intensive (and expensive) facility-based care. As the demand for our programs and services continues to rise, we are continually looking at ways to appropriately allocate funds to ensure we are effectively addressing seniors’ most current needs.

By 2025, the Senior Population in Albany County is expected to jump by 13%.

Source: County Data Book - Selected Characteristics
New York State Office of Aging
Partners
The Department for Aging strives to promote the independence, dignity and well-being of older adults with the very best programs available. In 2017, we partnered with 15 community-based providers who are compassionately and effectively providing these services. We would like to acknowledge these dedicated providers:

- Albany County Department of Social Services (ACDSS)
- Albany County Rural Housing Alliance (ACRHA)
- Capital District Transportation Authority (CDTA)
- Catholic Charities Caregivers Support Services
- Colonie Senior Service Centers, Inc.
- Community Caregivers, Inc.
- Legal Aid Society of Northeastern New York, Inc.
- Peter Young Industries
- Senior Citizens of Green Island
- Senior Projects of Ravena, Inc.
- Senior Services of Albany / Cohoes Multi-Service Senior Citizens Center, Inc.
- Sidney Albert Albany Jewish Community Center
- Town of Colonie Senior Resources Department
- The Eddy, St. Peters Health Partners

Volunteers
The Department for Aging is grateful to the selfless generosity of the thousands of volunteers (2,064) serving in the community to support vital programs and services, devoting over 1 million hours (1,095,984) of their time toward enhancing quality of life for both themselves and others. These volunteers make a huge contribution through their commitment and accumulated experience. Their motivations often include the personal benefits service activities can bring, such as individual enrichment and learning, social participation, and a renewed sense of meaningful productivity in later life. The amount of time and effort these volunteers contribute to our community equates to a financial value of $30,687,552. We greatly appreciate how vital volunteers are to our community and will continue to support and encourage their passion and commitment.
Advisory Council

We rely on the expertise of the ACDFA Advisory Council for advice, advocacy and information. These experts and community liaisons attend quarterly meetings and discuss furthering the goals of the Department. Members are chosen to serve based on their knowledge and dedication to issues related to all seniors in the community. Each represents different geographic and demographic populations:

- Patricia J. Binzer, Ed.D.
- Stella Frazier
- Sister Virginia Sposito, RSM
- Deb Riitano
- Charlotte Fuss
- Marie Coleman
- Ken Harris
2017 ACCOMPLISHMENTS

In the fall of 2016, Albany County was honored to be inducted into the Age Friendly Community Initiative by the World Health Organization and AARP, joining a network of 189 (and growing) local municipalities nationwide. In 2017, the Age-Friendly Albany County (AFAC) team hit the ground running. Led by Program Director Tom Scarff and program Co-Chairs Mike Burgess and Dr. Pat Binzer, the AFAC team quickly began drafting plans to address the eight Domains of an Age-Friendly Community. The domains include: outdoor spaces and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community and health services. Recruitment of community volunteers and key stakeholders became a priority, so the AFAC leadership team scheduled public informational meetings throughout the County as the first step in this multi-year endeavor. In addition to these public informational meetings, the AFAC leadership team is working towards the development of a Community Council, which we are hopeful will include representation from every municipality in Albany County. This Community Council will assist the AFAC leadership team in moving important aspects of the Age Friendly Community initiative forward in each of their localities.

In addition to these efforts, AFAC is proudly hosting a new panelist venture titled “The Legends Series.” The first of these events was held on May 22, 2017 and highlighted the “Legends of Journalism and Broadcasting” at the new Hearst Media Center. The event was well attended and featured a panelist discussion by local media personalities, all over the age of 60, who shared their life and career stories and their secrets for staying active in the community as they age. A second Legends event was held on October 3, 2017 which highlighted the “Legends of the Judiciary.” This event was also well attended and featured a panelist discussion by former judges who talked about their experiences on the bench, life-changing case decisions and life after the bench.

There is much more to come from Age Friendly Albany County in 2018, including additional “Legends” discussions, further community engagement, and a comprehensive, county-wide needs assessment to determine ways to optimize opportunities for health, social inclusion and civic participation and make our communities accessible to and inclusive of older people with varying needs and capacities. Anyone interested in joining this effort is encouraged to contact the Albany County Department for Aging.

On September 18th, 2017, ACDFA hosted the County Executive’s 4th Annual Summit on Aging at St. Sophia Greek Orthodox Church in Albany. For this Summit event, we were extremely fortunate to be able to showcase a panel of national, state and local experts who could speak plainly about the contentious budget and policy proposals being negotiated in Washington D.C., and what the direct implications would be for the seniors in Albany County. A second panel of local experts highlighted the various advocacy efforts currently underway and how everyone, particularly those who could be directly affected, can get involved and have their voice heard. The event proved to be eye opening for many and was well attended.
The ACDFA is pleased to report that the inaugural attempt at providing an Albany County Senior Housing Rehabilitation Program was incredibly successful. Thanks to a $750,000 Community Development Block Grant (CDBG) secured through the NYS Office of Homes and Community Renewal and our community partners at the Albany County Rural Housing Alliance (ACRHA), ACDFA was able to provide critical repairs and improvements to senior-owned homes in non-entitlement communities throughout the County. Twenty-nine eligible recipients received much-needed financial assistance to make necessary roofing, foundation, heating/cooling, structural and other home repairs, as well as accessibility modifications to allow them to “age-in-place” comfortably in their own homes. The CDBG grant funding for this program ended in June of 2017. With assistance from ACRHA, ACDFA has submitted a new proposal to NYS Homes and Community Renewal for the 2017-18 round of CDBG funding in an effort to sustain this program for another year.

ACDFA was excited to partner with Colonie Senior Service Centers to add a new congregate meal site at the new King Thiel Senior Community located at 17 Elks Lane in Latham. The first congregate meal at this location was served on September 14th and had 32 participants. Like all of our congregate meal programs throughout Albany County, this congregate meal site is open to the public. Lunch is served the second and fourth Wednesday of each month.

2017 realized the opening of ACCESS Hilltowns located at the Helderberg Senior Services Center in the Town of Berne. This venture enables multiple County agencies, including ACDFA, to be represented in the more rural areas of Albany County. Every Tuesday from 12:30pm – 2:30pm, a dedicated County staff person is on-site to provide information on Medicaid, SNAP, HEAP, Legal Services, Veteran Services, Aging Services and the like in a friendly face-to-face environment.
## ALBANY COUNTY CENSUS DATA

### Seniors 60+ Years Old 2000 - 2010

Total with villages:
2000: 57,500
2010: 60,195

<table>
<thead>
<tr>
<th>Locale</th>
<th>Senior 2010 Census</th>
<th>Population 2000 Census</th>
<th>% of change</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Albany</td>
<td>15,277</td>
<td>15,675</td>
<td>-3%</td>
</tr>
<tr>
<td>Berne</td>
<td>595</td>
<td>457</td>
<td>+30%</td>
</tr>
<tr>
<td>Bethlehem</td>
<td>7,334</td>
<td>5,643</td>
<td>+30%</td>
</tr>
<tr>
<td>Coeymans</td>
<td>1,418</td>
<td>1,243</td>
<td>+14%</td>
</tr>
<tr>
<td>Cohoes</td>
<td>3,441</td>
<td>3,282</td>
<td>+5%</td>
</tr>
<tr>
<td>Colonie</td>
<td>18,663</td>
<td>16,332</td>
<td>+14%</td>
</tr>
<tr>
<td>Green Island</td>
<td>534</td>
<td>434</td>
<td>+23%</td>
</tr>
<tr>
<td>Guilderland</td>
<td>7,275</td>
<td>5,549</td>
<td>+31%</td>
</tr>
<tr>
<td>Knox</td>
<td>534</td>
<td>327</td>
<td>+63%</td>
</tr>
<tr>
<td>New Scotland</td>
<td>2,012</td>
<td>1,243</td>
<td>+30%</td>
</tr>
<tr>
<td>Rensselaerville</td>
<td>484</td>
<td>399</td>
<td>+21%</td>
</tr>
<tr>
<td>Watervliet</td>
<td>1,388</td>
<td>1,384</td>
<td>+0.003</td>
</tr>
<tr>
<td>Westerlo</td>
<td>737</td>
<td>601</td>
<td>+19%</td>
</tr>
</tbody>
</table>
In the fall of 2016, the NYS Office for Aging (NYSOFA) launched the new Statewide Client Data Collection System. Almost simultaneously, NYSOFA announced a mandated Informed Consent process by which recipients of Aging programs and services would be required to sign a consent form allowing their information to be captured in the new statewide system. There is also a secondary section of the Informed Consent form, which a client can sign, allowing that individual’s information to be shared (for referral purposes) with agencies that may be able to offer additional supports and services unique to that specific individual. This new informed consent process and data collection system has been a significant shift in the way we conduct our day-to-day operations in providing assistance and services to consumers, caregivers and professionals.

Like many of the Area Agencies on Aging across New York State, we continue to face some challenges in getting clients and providers to fully understand and embrace the informed consent process. This has led to a higher percentage than anticipated of our older citizens declining to grant permission for their personal information to be captured and/or shared in the Statewide Data Collection System.

If an individual does not provide informed consent, there are specific services we cannot deny access to, and the units of service provided to these individuals are then recorded into the Statewide Data Collection system as “anonymous” rather than tied to the actual individual served. We have found that using “anonymous” has allowed us to capture an accurate number of units of service provided; however, it has greatly skewed the data needed to generate a true number of actual individual clients served. You will find throughout the Aging Services Plan, an asterisk (*) on the bottom of various pages, which denotes the figures provided may not accurately reflect the true number of clients served.

Regardless of the informed consent data collection challenges we have faced, we are confident in the number of older adult and caregiver lives we have touched and continue to touch throughout Albany County with the high-quality services and supports that have been provided.

As we move forward, we will continue to work with our state and local partners to improve our ability to collect data. We will continue our efforts to educate and engage consumers, providers and other stakeholders to address demonstrated gaps in knowledge, such as differing interpretations of what Informed Consent means, as well as the perceived privacy and security concerns they may have with their individual data being collected in this new Statewide Data Collection System.

*These figures do not accurately reflect the true number of clients served and data elements due to the “anonymous” option available within the Statewide Client Database System.*
EQUAL ACCESS AND TARGETING

The Older Americans Act mandates that programs and services funded under federal and state regulations must undertake targeting activities to reach unserved and underserved populations that are in greatest social and/or economic need. Targeted populations include: low income, frail, elderly, functionally or mentally impaired, minorities, non-English speaking, isolated, neglected, abused and those who are at risk of institutional placement. The Older Americans Act also mandates equal access to programs and services and nondiscrimination in serving older adults and caregivers.

The Department and its providers make every effort to reach our targeted populations by providing presentations; attending outreach events and fairs; distributing flyers and program booklets to minority and religious organizations; and having ongoing contact with other agencies who work with seniors, including hospital discharge planners, police, and local municipal staff. The department also provides information about programs and services through its website. The Albany County Department for Aging will continue to work with its providers to strategize ways to serve each targeted group. In order to provide communication assistance, the department utilizes NY Relay 711 for the hearing impaired and contracts with Language Line for translation services.

2017 Served Clients

<table>
<thead>
<tr>
<th>Total Aged 60+ Served Clients*</th>
<th>8934</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reported Demographic, Racial/Ethnic Characteristics*</td>
<td></td>
</tr>
<tr>
<td>Frail/Disabled</td>
<td>2,664</td>
</tr>
<tr>
<td>Age 60-74</td>
<td>2,387</td>
</tr>
<tr>
<td>Age 75-84</td>
<td>1,672</td>
</tr>
<tr>
<td>Age 85+</td>
<td>1,602</td>
</tr>
<tr>
<td>Live Alone</td>
<td>2,108</td>
</tr>
<tr>
<td>Rural</td>
<td>472</td>
</tr>
<tr>
<td>Low Income 100% of Poverty Level or Below</td>
<td>629</td>
</tr>
<tr>
<td>Low Income 150% of Poverty Level or Below</td>
<td>1,252</td>
</tr>
<tr>
<td>2 or more Races</td>
<td>14</td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td>15</td>
</tr>
<tr>
<td>Asian</td>
<td>33</td>
</tr>
<tr>
<td>Black, not Hispanic</td>
<td>613</td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander</td>
<td>1</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>129</td>
</tr>
<tr>
<td>White</td>
<td>4,234</td>
</tr>
</tbody>
</table>

**These figures do not accurately reflect the true number of clients served and data elements due to the “anonymous” option available within the Statewide Client Database System.**
ACCESS TO SERVICES

Albany County NY Connects Information and Assistance

Since July 2007, the Albany County Departments for Aging and Social Services have collaborated to provide Albany County NY Connects (518-447-7177). NY Connects provides Information and Assistance on available long-term services and supports options to the older population, individuals of all ages with disabilities, caregivers, and professionals. Through a standardized comprehensive screening process, NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long-term services and support options to meet existing or future long term services and support needs. Information and Assistance is available in various ways, including telephone access; face-to-face meetings at the office, in the community or in the home; or email. Additionally, an online resource directory of providers of long-term services and supports, information about the different types of such services, and contact information for the programs is available at www.nyconnects.ny.gov. The goal of NY Connects is to help seniors and the disabled maintain their ability to remain in the community. Albany County NY Connects callers fell into the following major categories:

<table>
<thead>
<tr>
<th>Call Period</th>
<th>Consumers</th>
<th>Professionals</th>
<th>Caregivers</th>
<th>Other*</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/1/2016 - 9/30/2017</td>
<td>7,002</td>
<td>1,051</td>
<td>451</td>
<td>358</td>
<td>8,862</td>
</tr>
<tr>
<td>10/1/2015 - 9/30/2016</td>
<td>4,883</td>
<td>2,093</td>
<td>1,147</td>
<td>601</td>
<td>8,724</td>
</tr>
<tr>
<td>10/1/2014 - 9/30/2015</td>
<td>5,339</td>
<td>2,132</td>
<td>1,004</td>
<td>627</td>
<td>9,102</td>
</tr>
<tr>
<td>10/1/2013 - 9/30/2014</td>
<td>6,005</td>
<td>2,466</td>
<td>984</td>
<td>840</td>
<td>10,295</td>
</tr>
<tr>
<td>10/1/2012 - 9/30/2013</td>
<td>5,102</td>
<td>2,906</td>
<td>2,210</td>
<td>544</td>
<td>10,762</td>
</tr>
<tr>
<td>10/1/2011 - 9/30/2012</td>
<td>4,284</td>
<td>2,727</td>
<td>1,872</td>
<td>1,204</td>
<td>10,087</td>
</tr>
<tr>
<td>10/1/2010 - 9/30/2011</td>
<td>3,555</td>
<td>3,004</td>
<td>1,999</td>
<td>1,112</td>
<td>9,670</td>
</tr>
<tr>
<td>10/1/2009 - 9/30/2010</td>
<td>2,708</td>
<td>1,449</td>
<td>2,311</td>
<td>1,489</td>
<td>7,957</td>
</tr>
</tbody>
</table>

*The “OTHER” category of callers may include neighbors, friends and other family.

Age of Consumers Referred to NY Connects
(Seniors and Disabled Individuals)

<table>
<thead>
<tr>
<th>Call Period</th>
<th>Under 60 Years</th>
<th>Over 60 Years</th>
<th>Unknown Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/1/2016 - 9/30/2017</td>
<td>693</td>
<td>3,013</td>
<td>5,156</td>
</tr>
</tbody>
</table>
TRANSPORTATION

Nearly all older Americans say they want to live independently in their homes and communities for as long as possible. Senior transportation is essential, especially for the 85+ segment of the population, as they are living longer. These services help older people who cannot or do not drive, access vital services including: medical appointments, pharmacies, grocery shopping or enjoying a meal at a congregate site. A total of 47,980 rides were provided to 1,158 seniors during 2017.

ACDFA contracts with Capital District Transportation Authority (CDTA) to coordinate and subcontract transportation services around the county. CDTA ACCESS has a call center that takes requests for senior rides through their local toll-free number. Because CDTA also manages all STAR and local bus services, they inform seniors about the CDTA half fare program and the Learn to Ride the bus program. For disabled seniors who need more assistance, they can also send STAR applications.

47,980 rides for 1,158 seniors

“We appreciate the great help that is offered to seniors who need rides.”
- Jim, Albany
**NUTRITION**

**Home Delivered Meals**

The Home Delivered Meals program provides nutritious meals to seniors who are incapacitated due to accident, illness, or frailty. They may also lack support from family or friends with food shopping or meal preparation. Seniors may only need meals for a short time until their health is recovered, or longer if their ability to prepare or shop for food has changed.

During the past year, the program delivered 110,012 nutritious meals to 651 frail seniors that were in need of meals on a temporary basis or an extended period of time, helping them remain in their own homes. More than just delivering meals, this service provides a daily check, verifying seniors’ general well-being. This could be the only person they have contact with in any given day. If they don’t answer their door, staff follows up to ensure their health and safety.

*Since starting home delivered meals, I eat better every day. I love the food, especially the beef stew and meatloaf. The friendly people who deliver my meals always cheer me up. My strength is back and my weight is stable. My doctor is happy and so am I...love my meals on wheels!*  
— Cecile, Cohoes

“*My mother waits for Paul (the driver) to come every day with her meal. He is so nice, and always asks about her cat. Sometimes he even brings cat food. What a great program!*”  
- Submitted by Senior Services of Albany

In order to determine eligibility for the program, a comprehensive in-home assessment is performed by the Albany County Department of Social Services registered nurses and caseworkers. The senior will continue to be monitored and visited at regularly-scheduled intervals by the nurse and/or caseworker. Through this program, seniors will also receive appropriate referrals for other necessary programs and services in the community (i.e. aide services, Personal Emergency Response System units, adult day programs, etc.) to help them remain in their homes.

The Department and our meal providers have worked diligently to enhance the quality and nutritional value of the meals to provide the healthiest food possible. Every meal served through the ACDFA meal program is analyzed to ensure that it provides one-third of the Recommended Dietary Allowances. The meals are planned to keep the total fat intake between 20-35 percent of calories, with most fats coming from sources of polyunsaturated and monosaturated fatty acids. Less than 10 percent of calories are from saturated fat. Meals are prepared with limited salt (with a goal of 500-800 mg of sodium per meal) and little added sugar, with emphasis on fiber-rich fruits, whole grains, vegetables and low-fat milk products.
Congregate Dining

The Congregate Dining program offers nutritious hot meals approved by our registered dietitian at 15 locations throughout Albany County. The program is open to people 60 years or older, plus the spouse of an eligible individual regardless of their age. The Congregate Meal program not only provides seniors with a hot nutritious meal, but also an opportunity to socialize with their peers in the community, thereby reducing isolation and loneliness.

During the past year, 52,458 meals were served at 16 sites to 1,868* seniors. ACDFA continues to strive to increase access for low-income minority seniors, and seniors in rural parts of the county. Monetary contributions toward meals are suggested, but not required.

*These figures do not accurately reflect the true number of clients served and data elements due to the “anonymous” option available within the Statewide Client Database System.

“Where else can you get a nutritious home-cooked meal for just a few dollars? I love coming here for the meal and socialization.”
- Kay, Watervliet
Nutrition Services
The Department’s registered dietitian is responsible for ensuring that meals meet the recommended dietary allowance standards for seniors. The registered dietitian also oversees and monitors all of the Congregate Dining and Home Delivered Meal kitchens, meal sites and meal transportation systems, ensuring the meals are prepared and cooked in sanitary conditions and transported and served at mandatory temperatures.

Nutrition Counseling and Education
Each month our registered dietitian creates and distributes nutritional education materials with up-to-date information about healthy eating, wellness and healthy habits to help maintain, manage and improve the health of all seniors receiving meals in the county. Our registered dietitian can help any Albany County senior with questions about diabetes, weight loss or gain and healthy eating in private nutrition counseling. During the past year an average of 3,614 congregate and home delivered meal participants received a monthly nutritional education handout and/or nutritional counseling.

During the past year, the ACDFA RD provided 113 hours of nutrition counseling and distributed approximately 10,000 monthly newsletters to congregate dining participants and home delivered meal clients. In addition, ACDFA partners with Russell Sage College nutrition students and Cornell Cooperative Extension of Albany County to provide nutrition education presentations at various congregate dining sites throughout the county. Programming topics include heart disease, sodium reduction, dietary fiber, physical activity and diabetes education.
HEALTH & WELLNESS

Evidenced-Based Health Promotion and Disease Prevention

Evidence-based programs offer proven ways to promote health and prevent disease. They demonstrate reliable and consistently positive health changes. Older adults who participate in evidence-based programs can lower their risk of chronic diseases and falls, or improve the long-term effects of chronic diseases or falls. In 2018, ACDFA seeks to expand upon these types of programs with a new Stress-Busters program for caregivers provided by Catholic Charities.

Falls Talk: Another evidence-based program ACDFA supports is Falls Talk. According to the Centers for Disease Control, one in three older adults age 65+ experience falls each year. Worse, many do not want to admit they have suffered a fall, so risk factors may not be addressed - often resulting in additional falls. Funding is allocated toward training leaders how to properly screen participants for fall risks, and for providing customized fall prevention interventions. The Falls Talk program encourages prevention strategies and boosts recognition of fall threats so they can be minimized.

Aging Mastery Program®: The Aging Mastery Program® (AMP) was created by the National Council on Aging (NCOA) to develop a new paradigm for people aged 50 to 100 seeking to age well. Aging has changed markedly in the past generation: traditional retirement plans are disappearing, the cost of daily living continues to rise, and more than 84% of people aged 65+ are coping with at least one chronic health condition, according to NCOA. Consequently, many older adults are not adequately prepared for this new stage of life. The AMP program is a 10-week commitment whereby participants attend 10 different workshop sessions. The sessions include: Navigating Longer Lives, Exercise and You, Sleep, Healthy Eating and Hydration, Medication Management, Financial Fitness, Advance Planning, Healthy Relationships, Fall Prevention, and Community Engagement. In Albany County, Senior Services of Albany and the Albany Jewish Community Center were selected by NYSOFA to provide this program locally between 2016 and 2017. Within that timeframe, sessions were conducted by both entities at various locations and more than 60 eligible seniors participated in the program.
Health Insurance Information Counseling and Assistance (HIICAP)

Health Insurance Information Counseling and Assistance Program (HIICAP) provides accurate and objective information, counseling, assistance and advocacy on Medicare, private health insurance and related health coverage plans - all at no cost. HIICAP helps people with Medicare, their representatives, or persons soon to be eligible for Medicare with plan options or issues related to their plan. HIICAP also provides information on low-income programs that make it easier to afford health care in low-income situations as well as Medigap and EPIC plans.

The HIICAP program relies not only on paid staff, but also depends on the diligent and ongoing involvement of a group of highly skilled, dedicated volunteers. Staff and volunteers participate in monthly meetings, HIICAP updates and regular monthly clinics in the community at Westview Homes, Watervliet Senior Center, Ogden Mills Apartment in Cohoes, Senior Projects of Ravena and Guilderland Town Hall. During the year, the HIICAP program met with 568 individuals to provide 1,232 hours of one-on-one Medicare counseling assistance. The program also reaches seniors through general Medicare health insurance presentations, outreach events and informational flyers.

“It was so helpful to have someone sit down with me and explain my options for health coverage. Thank you for making a complicated process easier to understand.”
- John, Latham

568 seniors received 1,232 health insurance counseling hours
IN-HOME CARE & SUPPORT

Assessment and Case Management Services
Consistent with our commitment to help seniors live independently, assessment and case management services work with seniors to determine how to assist with daily duties and tasks they can no longer manage on their own. This is where EISEP (Expanded In-Home Services for the Elderly) comes in.

Clients are first screened for services by the Albany County NY Connects intake staff. A home visit and assessment is conducted with the senior and their family members or significant others to determine which services might be appropriate. Case managers may recommend: Home Delivered Meals, EISEP Aide services, Social Adult Day services and/or Caregiver Respite programs. The case manager develops a service plan based on the client’s wishes, as well as the availability of services and funds. Once enacted, the case manager remains in contact with the client to oversee services and make adjustments as needed.

Expanded In-Home Services for the Elderly Program (EISEP)
EISEP services assist people aged 60+ who need help with non-medical daily activities (dressing, bathing, personal care, shopping, and cooking), who wish to remain at home, and are not eligible for Medicaid. Case managers help seniors and their families decide what is needed beyond the support of family and friends, and strive to get these services established.

(continued on next page)
These aide services may require a cost share, depending on monthly income, housing expenses and the cost of the services they receive.

During the past year, 454 seniors received 32,705 hours of home care, plus 2,390 hours of EISEP case management oversight.

**In-Home Shopping and Visiting**

During 2017, 80* seniors received assistance through the Shopping Assistance and Friendly Home Visiting programs. These programs are for seniors who are able to stay in their home unassisted, but feel isolated or lack adequate support systems. The programs give seniors a sense of security, knowing that someone will check on them and/or assist them with weekly grocery shopping. We will continue in our quest to expand these services, especially for rural and underserved residents.

*These figures do not accurately reflect the true number of clients served and data elements due to the “anonymous” option available within the Statewide Client Database System.

80 seniors received shopping, visiting and telephone support

“My mom is a talker, and our volunteer is a good listener. She provides companionship and is generous with her time.”

- Aaron, Voorheesville
SOCIAL ADULT DAY SERVICES

Adult Day Services offer older adults the opportunity to interact with other people in a supervised setting outside their home. This program delivers a high level of care within a social setting during weekday hours, providing overall health monitoring, direct supervision, social contact, recreational activities and nutritious meals. It is designed for seniors who need assistance with mobility, toileting, and/or eating; or require supervision due to a cognitive impairment.

A wide range of social activities are offered, including music, exercise, arts and crafts, games and current events. Adult Day Service centers provide transportation and a noon meal, and are generally open from 8 a.m. to 5 p.m. Additionally, Adult Day Service centers provide respite for family members, relieving them from caregiving responsibilities so they may work outside the home.

During the past year, the Adult Day Care program provided 18,895 hours of service to 42 seniors. When combined with in-home support by family caregivers, this is often the best way to keep seniors safely in their homes in the community.

42 seniors received 18,890 hours of day care services

“Everyone goes above and beyond to keep my loved one safe and happy.”
- George, Colonie
CAREGIVER SERVICES

Caregiver Support Services provide a range of supports for family members and informal caregivers assisting their loved ones at home. Families are the major provider of long-term care, but research has shown that caregiving exacts a heavy emotional, physical and financial toll. Many caregivers who balance work and care duties experience conflicts between these responsibilities. Almost half of all caregivers are over age 50, making them more vulnerable to a decline in their own health; one-third describe their own health as fair to poor. Studies show that caregiver supports can reduce caregiver depression, anxiety, and stress and enable them to continue, thereby avoiding or delaying the need for costly institutional care.

Caregivers are eligible to receive respite services if the person they are caring for is 60 years or older and unable to perform at least two activities of daily living without substantial human assistance, including verbal reminding, physical cueing or supervision. The goal is to provide caregivers support based on their circumstances and needs.

The Caregiver Program provides:

- Information about available services
- Assistance in gaining access to the services
- Individual counseling, organization of support groups, caregiver training
- Respite Care (Social and Medical Day Programs, In-Home Aide Services, Friendly Visitor, Transportation, and Personal Emergency Response System)

A total of 243* caregivers were assisted through Caregiver Support Programs in 2017. The program helped caregivers (spouses, adult children, grandchildren, friends and neighbors) in their efforts to care for seniors in their homes in the community.

*These figures do not accurately reflect the true number of clients served and data elements due to the “anonymous” option available within the Statewide Client Database System.

“I just want to add my wholehearted support and gratitude for the fine help you are offering the community.”

– participant in the Memory Loss Support Group offered by Community Caregivers, Guilderland

243 received caregiver/care receiver services
CAREGIVER SERVICES (CONTINUED)

Kinship Care supports grandparents or other older relatives who are caring for children. Through the caregiver program, they can receive assistance in the form of counseling and respite. During the past year, 21 individuals received 243 hours of Kinship Care services.
LEGAL SERVICES

The Legal Aid Society of Northeastern NY is the department’s contractor for Legal Services. Legal Aid provides legal consultations, referrals and/or representation on a variety of civil legal issues facing seniors, including:

- Social Security
- Pensions
- Tenant issues
- Medicare and Medicaid
- Home repair fraud
- Consumer issues
- Financial exploitation
- Abuse
- Nursing home issues

The program provides community legal education talks to groups of seniors on topics of particular interest or concern, such as:

- Advance directives
- Health care proxies
- Wills and estates
- Avoiding scams
- Consumer debt issues

The Legal Aid elder law attorney maintains a rotating schedule, visiting nine senior centers throughout Albany County. The attorney also conducts seminars on senior legal issues around the county. During the past year, the elder law attorney provided 829 hours of legal counseling and assistance.

"It was so helpful to us to sit down and review our legal options. Thank you!"

– Ginny, Green Island

seniors received 829 hours of legal counseling and assistance
EMPLOYMENT SERVICES

During 2017, 109 seniors received job training and/or employment-related technical assistance through the Senior Community Service Employment Program (SCSEP). This program is run by ACDFA staff and is authorized under Title V of the Older Americans Act. The program assists seniors 60 years or older who have an annual income at or below 125% of the federal poverty level. The program places seniors in paid training programs with employers who are in need of permanent employees. In the past year, 12 individuals were accepted into the SCSEP program and eight participants were transitioned to permanent employment within the community.

For those who do not qualify by age or income for the Senior Community Service Employment Program, Second Careers, also run by ACDFA, offers free employment referrals and placement assistance for people 55 or older.

Being in the employment program opened doors for me that previously were not available.
– Deborah, Cohoes
COMMUNITY OUTREACH

Throughout the year, ACDFA staff attend community meetings, conferences and special events in relation to seniors. We regularly participate in ongoing meetings, including: Long Term Care Council, the Capital Region Caregivers Coalition, Senior Citizen Advisory Council and The Capital District Senior Issues Forum.

During 2017, ACDFA and Albany County NY-Connects staff hosted informational tables and/or participated at the following events:

**January 21** CD Shop
**February 17** Island Peer Review Organization (IPRO) Coalition
**March 23** Alzheimer’s Association Caregiver Conference
**March 25, April 2** Albany Devils Hockey Game with AARP
**April 9** Chinese Health Fair
**April 13** City of Albany Healthy Aging Fair
**April 22** Active Boomers & Seniors Expo
**April 22** Hindu Health Fair
**April 26** Veterans Job Fair
**April 29** Capital Region Caregivers/Tools for Caregivers
**May 11** Sidney Albert Albany JCC Health & Services Fair

**May 18** SAGE Table
**May 22** Legends of Broadcasting
**June 11** Capital Pride Festival
**August 16** Altamont Fair Senior Day
**September 18** Albany County Executive’s 4th Annual Summit on Aging
**September 23** Albany Law School Senior Citizens’ Law Day
**September 23** Walk to End Alzheimer’s
**October 14** Albany County Cares About Our Businesses
**October 16** NABA Low Vision Fair
**October 20** Senior Services of Albany Senior Expo
**October 21** Albany College of Pharmacy Community Health Day
**October 30** Forum on Civil Legal Services
# 2018 Anticipated Budget

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<th>2016 Actual</th>
<th>2017* Working</th>
<th>2018* Requested</th>
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*The figures indicated herein are tentative and are based upon the most recent information available at the time this document was prepared. The County budget will not be final until December 2017.*

**Total Appropriations** represent the total amount of money approved by the County Legislature to support contractual and other expenditures made on behalf of older adults. The amount requested for 2018 is a decrease of 11% from the working total for 2017.

**Revenues** are the funds received by Albany County in support of contractual and other expenditures made on behalf of program and service participants. This represents funds received from federal, state and local sources not including support derived from the county tax levy. The amount requested from the revenues raised by the various sources is an increase of 5%.

**County Share** represents the amount of funds raised by the tax levy in support of expenditures made on behalf of the older adults of Albany County. The amount requested as the county share is 25% less than the 2017 amount received from the county.
GOALS & OBJECTIVES

1. Work closely with New York State, contractors, and clients to provide guidance and education regarding the Statewide Client Data System and Informed Consent process:
   - Engage directly with providers to initiate proper training in the utilization of the statewide client data system to ensure data is adequately captured according to state regulations
   - Increase efforts to address the importance of encouraging clients to participate in the informed consent process, thereby expanding their access to programs and services
   - Collaborate with NYSOFA to evaluate and improve upon the informed consent, data collection and targeting guidelines to make the process as user-friendly and streamlined as possible for all affected parties

2. Increase outreach activities and access to Albany County Department for Aging’s menu of available programs and services:
   - Identify more creative approaches to reach underserved populations within Albany County communities, including those with limited English proficiency, immigrants/refugees, minorities, and low-income seniors
   - Focus greater attention on the provision of materials printed in the most common non-English languages
   - Re-evaluate the Annual Summit on Aging to better reflect the needs of the older adult community and increase the number of senior citizen attendees
   - Ensure ACDFA website information is current, comprehensive, and easy to navigate
   - Develop interactive and visual presentations that can be delivered directly at sites where older adults congregate

3. Examine current departmental program offerings and explore opportunities for growth:
   - Develop a menu of programs to cater more towards the younger, healthier senior citizen demographic, including recreational activities and volunteer opportunities
   - Increase awareness about the Age-Friendly Albany County Initiative and encourage community members to actively participate in the process
   - Conduct a comprehensive community needs assessment to identify service area gaps and help prepare for a burgeoning increase in our older adult population
   - Continue to further the success of the Senior Housing Rehabilitation Program to address critical home repair and modification needs to allow for eligible seniors to adequately and comfortably “age in place”
• Work with our Long Term Care Council and other key groups and organizations to research and identify best practices that could potentially address the personal care and home care workforce shortages that are occurring not only in Albany County but across the country.

4. **Strengthen advocacy efforts on behalf of our older adults and community providers:**
   - Increase awareness of current events and governmental policy decisions affecting senior citizens
   - Boost lobbying efforts at higher levels of government to preserve adequate funding levels and quality of life policies for older adults
   - Provide mechanisms for seniors to become directly involved with advocacy efforts
   - Work with community partners to evaluate mandates and legislation that may adversely impact senior services or the ability to provide them
CONTRACTED AGENCIES

The mission of the Department for Aging is to make available the highest quality of supportive services to seniors and their caregivers, enabling seniors to maintain independent and self-directed lifestyles. We accomplish this by offering a wide range of services through our contracted agencies. These services include, but are not limited to: Nutrition and Preventive Health Education and Maintenance, Support Programs, Transportation Assistance, Employment Opportunities, Legal Counseling, Health Insurance Information Counseling and Assistance, and Recreational Activities.

The following is a list of organizations contracted to provide programs and services:

**Adult Day Care Services**
- Cohoes Multi-Service Senior Citizens Center, Inc. (518) 235-2420
- Colonie Senior Service Centers, Inc. (518) 459-2857
- Senior Services of Albany (518) 465-3322
- The Eddy Daybreak Rensselaer (518) 436-4302

**Caregiver Services**
- Catholic Charities Caregivers Support Services (518) 372-5667
- Colonie Senior Service Centers, Inc. (518) 459-2857
- Community Caregivers, Inc. (518) 456-2898
- Senior Services of Albany (518) 465-3322
- Town of Colonie Senior Resources Department (518) 459-5051

**Congregate Dining**
- Cohoes Multi-Service Senior Citizens Center, Inc. (518) 235-2420
- Watervliet Senior Citizens Center, Inc. (518) 273-4422
- Colonie Senior Service Centers, Inc. (518) 273-4422
- Beltrone Living Center (518) 459-2857
- Bishop Broderick Apartments (518) 459-2857
- Colonie Community Center (518) 459-2857
- Carondelet Commons Senior Apartments (518) 459-2857
- Guilderland Senior Center (518) 280-7607
- Kind Thiel Senior Community (518) 429-6292
CONTRACTED AGENCIES (CONTINUED)

Congregate Dining (Continued)

Sheehy Manor (518) 459-2857
Senior Citizens of Green Island (518) 272-7262
Senior Projects of Ravena, Inc. (518) 756-8593
Townsend Park Apts. (518) 229-3105
Parkview Apts. (518) 465-2294
Senior Services of Albany (518) 465-3322
South Mall Senior Center (518) 463-0294
Westview Homes (518) 482-2120
Sidney Albert Albany Jewish Community Center (518) 438-6651

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

Albany County Department of Social Services (518) 447-7177

Health Insurance Information, Counseling and Assistance Program (HIICAP)

Albany County Department for Aging (518) 447-7177
Senior Services of Albany (518) 935-2307
Town of Colonie Senior Resources Department (518) 459-5051

Home Delivered Meals

Case Management and Assessment Provided by:

Albany County Department of Social Service (518) 447-7177

Home Delivered Meals Provided by:

Senior Services of Albany (518) 465-3322
Peter Young Industries (518) 463-1121
Senior Projects of Ravena, Inc. (518) 756-8593
Information and Assistance
The Albany County Departments of Aging and Social Services

Albany County-NY CONNECTS (518) 447-7177

In Home Care, Contact and Support
Friendly Visitor Shopping Assistance Program provided by:
Senior Services of Albany (518) 465-3322

Senior Community Service Employment Program
Albany County Department for Aging (518) 447-7198

Transportation Services
Capital District Transportation Authority (518) 437-5161

Evidenced Based Health Promotion and Disease Prevention
Falls Talk provided by:
Senior Services of Albany (518) 465-3322

Aging Mastery Program provided by:
Senior Services of Albany (518) 465-3322
Albany Jewish Community Center (518) 438-6651