

June 2016

The annual report for 2015 provides an overview and summary of the programs and services provided by the Area Agency on Aging (AAA) for 2014 and 2015. The agency celebrated 40 years of service to Cortland County in 2015. While much has changed over the years, our mission remains the same: empowering individuals and caregivers to make informed life decisions so they may live with maximum independence and dignity in the setting of their choice.

In 2015, the agency restructured in response to federal and state changes to program instructions and regulations for the RSVP program, the Long Term Care Ombudsman Program (LTCOP) and NY Connects, Aging and Disability Resource Center (ADRC). The number of RSVP volunteers and stations were reduced as the agency implemented the necessary changes to bring the program into compliance with new regulations. New York State Office for Aging regionalized the LTCOP program, transitioning it out from the Cortland County AAA. Lastly, New York State received funding under the Affordable Care Act to expand and enhance NY Connects as the No Wrong Door/Single Entry Point Hub for Cortland County. The AAA restructured and physically moved offices within the County Office Building to improve service delivery and accessibility to better meet the changing landscape of services for older adults and individuals with disabilities.

The Area Agency on Aging consists of four service units:

- Aging Services
- The Retired and Senior Volunteer Program (RSVP)
- Nutrition Program
- NY Connects

The four units work collaboratively to plan, coordinate, advocate and initiate the development of a comprehensive service delivery system at the local level to meet the short and long-term needs of the aging population and individuals in need of long term services and supports.

The Area Agency on Aging is thankful for the support of the Cortland County Legislature, Advisory Boards, Towns, Villages, partner organizations and the community. We look forward to serving the residents of Cortland County in 2016.

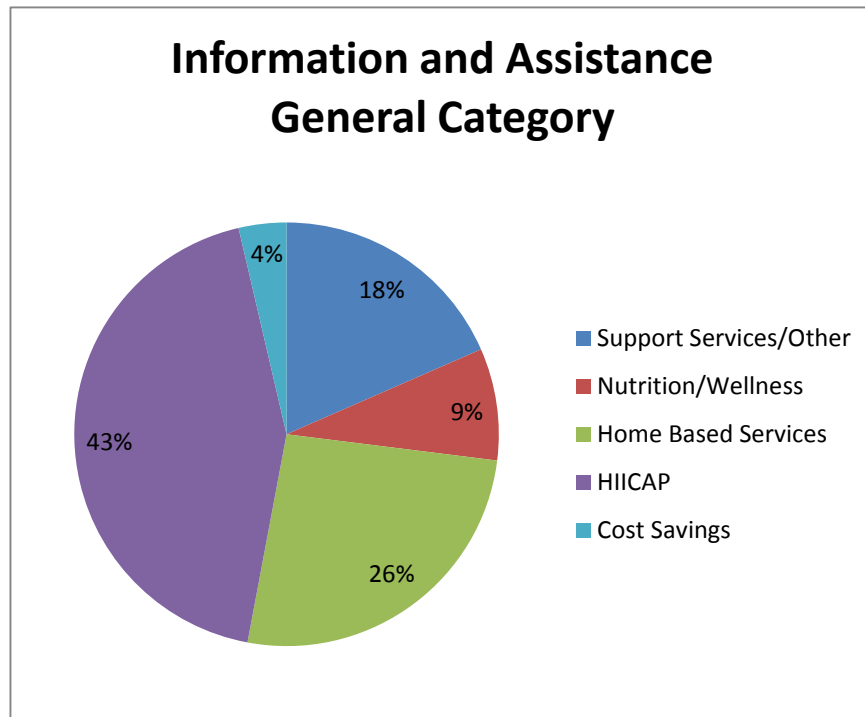
Liz Haskins, Director

Mission Statement

The Mission of the Area Agency on Aging is to advocate, plan, develop and provide a coordinated system of programs and services on behalf of all aging citizens of Cortland County so that they may live with maximum independence and dignity.

Information and Assistance - I&A

A primary role of each staff member of the Area Agency on Aging is to provide information and assistance to residents of Cortland County regarding programs that will provide support to them and their caregivers in preparing for and maintaining an active lifestyle during their senior years. I&A is a service designed to link professionals, clients and caregivers who are in need of support with appropriate services and resources. System changes in the aging field have made this role even more important today. I&A services include: information dissemination; service referral; advocacy; person-centered care planning; crisis intervention; quality assurance; maintaining an accurate and up-to-date community resource database; data collection; outreach; reporting and data analysis to measure the service needs of the community.



Information and Assistance Client Contacts	
Support Services/Other	1040
Nutrition/Wellness	482
Home Based Services	1465
Health Insurance Information Counseling and Assistance	2449
Cost Savings	205

Reaching the Community

- The *Senior News* bimonthly newsletter
- Information and Assistance Directory
- Cortland County Housing Guide
- The Senior Advisor biweekly column in *The Cortland Standard*
- Promotional and educational presentations
- Educational displays
- Annual Senior Enrichment Day
- Speakers Bureau
- Be Active Your Way Exercise Directory
- Outreach activities
- Social Media
- NY Connects Resource Directory
- Senior Centers
- RSVP volunteer partnerships
- Caregiver Support Group
- Home visitation
- Nutrition Counseling and Education

Health Insurance Information Counseling and Assistance Program - HIICAP

In this rapidly changing health care system, Cortland County HIICAP staff is committed to providing updated and unbiased health insurance information to all of Cortland County. New York State Certified HIICAP counselors with the Area Agency on Aging assist people age 60 and over in addition to Medicare beneficiaries of any age.

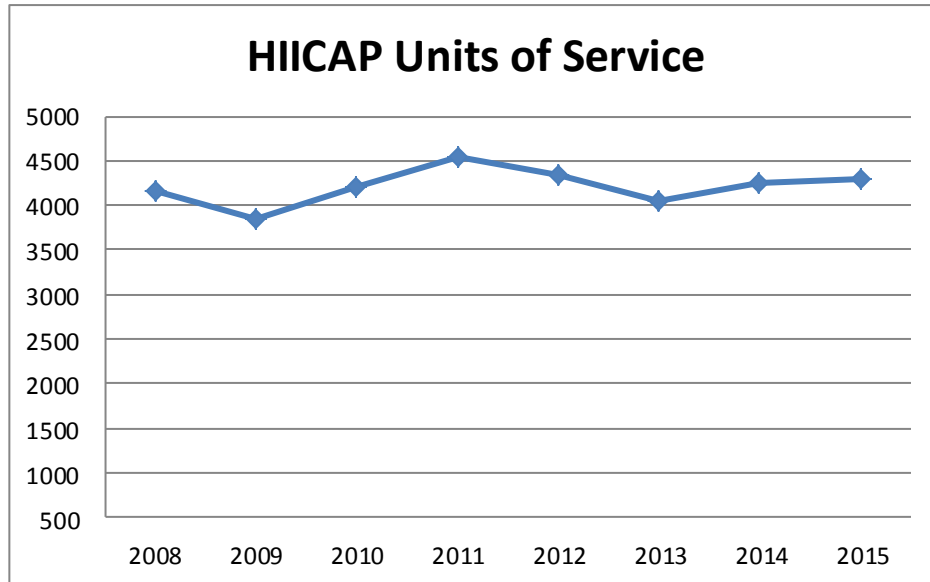
Clients utilize HIICAP services in the areas of:

- New to Medicare counseling
- Review and comparison of Medicare health and prescription drug plan options
- Advocacy
- Medicaid application assistance
- New York State Elderly Pharmaceutical Insurance Coverage Program (EPIC)
- Billing issues
- Medicare/Medicaid fraud and abuse
- Insurance company decision appeals
- Application assistance for programs that lower health care costs
- Retiree insurance
- Educational events

Two Aging Services Specialists serve as full-time New York State Certified HIICAP Counselors. The remaining five Aging Services Specialists and all three Program

Coordinators are also New York State Certified HIICAP Counselors and are able to assist in meeting the increased requests for services during periods of high demand such as the Medicare Annual Enrollment Period.

HIICAP counselors present health care insurance information, write articles for a variety of media outlets, and regularly send informational flyers to pharmacies and medical provider offices.



A HIICAP unit of service equals one hour of time spent providing counseling, assistance, education or training.

HIICAP Activity	2014	2015
Phone Calls	1599	1553
Office Visits	1481	1622
Home Visits	241	329
Presentations/Outreach Events	69	66
Articles	19	22
Medicare Annual Enrollment Period - Clients Served	644	548
Dollars Saved	\$1,001,294	\$1,032,154
Units of Service	4,256	4,306
Client Contacts	3,550	3,670

The Medicare Annual Enrollment Period (October 15 - December 7) is a time of high demand for the agency. HIICAP counselors review options and assist clients and/or family members in making informed insurance choices for the following year. Contributing factors to the decrease in clients served in 2015 included restructuring, retirement and the time needed to train new staff to serve in the HIICAP role. The demand on counseling service during this specific time period remains very high. As an effort to meet the high demand in 2015, the dedicated HIICAP staff and the supervisor worked three Saturdays and extended work days to help meet requests for service. In spite of this, 46 individuals were referred out to the NYS Office for Aging for counseling, due to the demand exceeding the time available for local HIICAP staff to counsel.

RSVP volunteers donated hours towards HIICAP, particularly during Open Enrollment. In 2014, 9 volunteers donated 280 hours of service, and in 2015, 11 volunteers donated 194 hours of service. This volunteer time allowed staff to dedicate more time to counsel individuals, on sometimes very complex issues.

Cost Saving Programs

The agency assists people 60 and over with the application process for programs that help to keep the costs of daily living down. In most cases clients must meet age and income guidelines. Public education and application assistance responsibilities primarily are assigned to one Aging Services Specialist. Cross training in the Aging Services and NY Connects Units allows for all Aging Services Specialists to be knowledgeable of eligibility guidelines and have the ability to assist clients in their respective roles. This streamlines access to supports to the client and more effective service delivery for the agency.

- Real Property Tax Exemption (RPTE) and Credit Programs (Basic STAR, Enhanced STAR, Tax Credit and IT-214).
- Lifeline Discount
- Time Warner Cable Discount
- Farmer's Market Coupons

Food Stamp Application Assistance

The Supplemental Nutrition Assistance Program (SNAP) helps seniors put healthy food on the table. Agency staff screen and provide application assistance to adults age 60 and older. The role of outreach throughout the county to increase public knowledge of this support is primarily assigned to one Aging Services Specialist. All Aging Services Specialists are trained in eligibility guidelines and are able to assist with application assistance.

	2014		2015	
	Application Assistance	Dollars Saved, Returned, or Distributed	Application Assistance	Dollars Saved, Returned, or Distributed
RPTE/STAR	23	Unable to calculate	23	Unable to calculate
IT-214	31	\$4,045	49	\$5,204
Lifeline Discount	24	\$2,880	32	\$4,080
Time Warner Cable Discount	25	\$3,000	13	\$1,560
Farmers' Market Coupons	543	\$10,860	481	\$9,670
Food Stamps	27	Unable to calculate	44	Unable to calculate

The decrease in Farmers' Market distribution has been disappointing as the agency has seen a gradual decline over the past several years. In spite of aggressive outreach, the agency has returned coupons to the NYS Department of Agriculture and Marketing for the past several years. The agency plans to place greater focus on community awareness through media sources in 2016 as an effort to improve the placement of fresh fruits and vegetables on the tables of individuals 60 and older with income at or below 185% of the Federal Poverty Guidelines, or currently receiving or eligible to receive Supplemental Security Income, public assistance or Section 8 housing subsidy.

Home Energy Assistance Program - HEAP

HEAP is a federally funded program that helps people with limited income meet the cost of heating their homes during the winter months. This program serves as a gateway for screening clients for eligibility for other cost saving programs including the Medicare Savings Program.

Under contract with the Cortland County Department of Social Services, the agency provides outreach and education about HEAP eligibility and benefits to individuals age 60 and older and their caregivers. The agency also processes HEAP applications for and provides application assistance to individuals age 60 and older.

One Aging Services Specialist is assigned to this program. The HEAP program requires review and sign off on all applications by the Aging Services Coordinator. The period of high demand for this program begins in September and continues through late December. All Aging Services Specialists are knowledgeable about eligibility guidelines

and are able to screen and offer application assistance for HEAP benefits. The HEAP Specialist and Coordinator processed 480 HEAP applications in 2014 and 449 in 2015.

Repair and Safety Assistance

Handyman Program

The Handyman Program is state funded and assists clients age 60 and over with minor home repairs and the installation of safety devices and equipment such as grab bars and handrails. This program serves as a means to promote independent living in a safe environment.

The agency contracts with Cortland Housing Assistance Council to provide minor home repairs to Cortland County adults age 60 and older. Funds are sometimes leveraged with Cortland County Community Action Program (CAPCO) to assist clients with home repair needs. Health and safety repairs are given priority. In 2014, twenty-one seniors received home repairs totaling \$3,780. In 2015, twenty seniors received home repairs totaling \$2,793.

Make -A-Ramp®

The Agency sponsors the Make-A-Ramp® program to help people age 60 and over who have mobility problems. Ramps are installed for short term or long term use and help to promote independence, quality of life and safety for people who are unable to leave their homes for appointments, socialization and emergencies such as a fire. The program has also been successful with assisting individuals in returning back to their homes following a hospital and/or nursing home stay.

The agency retains ownership of the ramps. When a ramp is no longer needed by a household, it will be removed, reconfigured and installed for use by another mobility impaired household.

2014 Activity			
Ramp Recipients	Active Ramps	Funds Used	Waiting List
18	14	\$7,317.57	5

2015 Activity			
Ramp Recipients	Active Ramps	Funds Used	Waiting List
23	14	\$9,626.55	4

Assessment for eligibility for both the Handyman and Make-A-Ramp® programs fall under one Aging Services Specialist with final eligibility determination by the Aging Services Coordinator.

Home Delivered Meals (Meals on Wheels)

The Home Delivered Meals program is coordinated by both the NY Connects unit and the Nutrition Unit. Meals are available to homebound seniors age 60 and older who meet eligibility guidelines, and their caregivers. Depending on the need, the program is able to provide a hot nutritious lunch, bag suppers and frozen weekend meals. An important benefit of this program is the wellness check provided by Meals on Wheels drivers when meals are delivered. Drivers are able to identify and report concerns ranging from individuals not acting themselves to more serious issues such as falls and unconsciousness. In some cases the drivers and staff have been credited by family members for saving the life of their loved one.

Referrals are received from family members, health care providers, human service agencies or individuals themselves. Aging Services Specialists conduct assessments to determine program eligibility. Specialists also screen clients for programs or supports that may help reduce costs of daily living, improve health and wellness and address home safety concerns such as hoarding or broken stairs. Information, assistance, and referrals to assist clients in accessing additional supports are important activities in this program.

Home Delivered Meals clients are contacted every six months for a status review and every twelve months for a full reassessment. One full-time Aging Services Specialist is assigned to this program and is responsible for eligibility assessments. Additional responsibilities for the coordination of this program fall under the full-time Aging Services Worker and Aging Services Coordinator.

The agency also contracts with three Managed Long-Term Care Plans to provide home delivered meals. Though clients receiving meals under contract are not assessed for eligibility, tracking authorizations and payments requires significant staff time of both the Aging Services and fiscal staff.

The Nutrition Unit is responsible for menu development, meal preparation and delivery, nutrition education and counseling. See additional information on Home Delivered Meals in the Nutrition Program section of this report.

Home Delivered Meals Client Summary

	2014	2015
Clients Served	346	331
Low Income	142	135
Frail	299	278
Age 60-74	126	123
Age 75-84	97	88
Age 85 and older	108	105
Live Alone	226	208
Meals Served	78201	82936

Consumer Assistance

The Area Agency on Aging serves as an advocate and provides assistance to seniors who request help in resolving consumer issues, including mail and telephone fraud. In this role, a staff member might assist with calling the company and resolving a misunderstanding, assist in the completion of paperwork or work with the client in filing a complaint. This service falls under the responsibilities of one Aging Services Specialist.

Transportation

Funding received from the New York State Office for the Aging enables the agency to provide tokens to seniors to use for the Cortland Transit bus system. Tokens were distributed for individuals to use for both the fixed-route system and the Dial-A-Ride (door to door) component. This funding also enabled the agency to provide transportation to participants of the Vision Support Group to attend monthly meetings.

On April 1, 2015, changes to public transportation were implemented, including rate increases for First Transit bus trips and revision of the Dial-a-Ride service. This led to an increase in requests for bus tokens.

Transportation Statistics

	<u>2014</u>	<u>2015</u>	<u>Increase</u>
Unduplicated Count	115	124	+8%
Tokens Distributed	4808	6537	+36%

Caregivers Resource Center (CRC)

In November of 2009, the National Alliance for Caregiving, in collaboration with AARP and funded by MetLife Foundation, presented a study entitled *Caregiving in the U.S.* The study shows that family caregivers are the primary source of care for frail, older adults and that their work provides an enormous saving of government dollars for the health care system. The primary objective of the Area Agency on Aging's Caregivers Resource Center (CRC) is to provide information, support, counseling and referrals to local services to caregivers of adults age 60 and over who live in Cortland County.

The Caregivers Resource Center provides information and assistance in obtaining services provided by the Area Agency on Aging and other community service agencies. In addition, the CRC offers a resource library of books, DVDs and videos and respite programs to provide in-home care and caregiver relief. *Grab and Go* notebooks are

available through the CRC and are used by individuals and caregivers to organize and maintain important medical information and documentation.

One Aging Services Specialist position is responsible for this program and also carries an EISEP caseload.

Caregiver Program Activity	2014	2015
Grab and Go notebooks distributed	44	57
Caregiver Counseling	265 individuals	297 individuals
Monthly Family Caregiver Support Group attendees	8	13
Public presentations and outreach events	29	32
Respite grants	7	11
Personal Emergency Response Units	13	12

Project Lifesaver Cortland County

Cortland County Area Agency on Aging Cortland County Sheriff's Department

Project Lifesaver is a public safety program to locate missing persons who are at risk for wandering due to Alzheimer's disease or related dementia, autism or Down's syndrome. The program is collaboration between the Area Agency on Aging and the Sheriff's Department. A transmitting device, similar to a watch, is worn on the wrist or ankle. Upon notification to 911 that the client is missing, the Sheriff's Department will activate the tracking device.

- An individual is appropriate for the program if:
 - he or she is at risk to wander or has displayed a tendency to wander
 - he or she is willing to wear a wristband/ankle band at all times
 - there is a 24 hour a day caregiver attending him or her who would be able to quickly notify 911 if the individual is missing—a quick alarm and response is critical to finding the client

- the caregiver is willing and able to do a daily check of the transmitter and work with the Area Agency on Aging to replace the battery monthly
- There is a \$75 refundable deposit and a \$10 monthly fee for the battery.
- In 2014 this program served three families and one family in 2015.

The responsibility for this program falls under the Aging Services Specialist over the Caregiver Resource Center program.

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

The Expanded In-Home Services for the Elderly Program (EISEP) is instrumental in providing services and support to individuals age 60 and over who wish to remain in their own homes rather than move to a long term care residential facility. These clients need assistance in their activities of daily living at a level for which limited support will allow them to be safe and independent. All EISEP clients receive person-centered case management from an Aging Services Specialist. Aging Services Specialists provide options counseling and assistance to empower individuals in the formation of care plans that meet their unique needs. The care plan may include housekeeping, personal care and a Personal Emergency Response System (PERS). EISEP case managers provide referrals to other assistance and support programs such as home delivered meals, health insurance counseling, ramps, home modifications, cost savings programs, financial assistance programs and programs to help lower costs of daily living.

The decline in hours and funding for this program in 2015 as shown below is a result of the shortage of home health aides in the public service area. This issue is not unique to Cortland County and is a struggle throughout the state. The AAA is working to increase the number of providers for this program in addition to exploring the implementation of Consumer Directed EISEP as an effort to meet the growing demand for this service.

One Aging Services Specialist serves this program on a full-time basis and one in a part-time capacity.

EISEP Statistics for 2014

- 65 clients were served by the program.
- 1673 units of case management service were provided to clients by Aging Services Specialist staff.
- 5,632 hours of aide service were provided with a value of \$132,472.
- 32 clients were provided with PERS units with a value of \$9,933.

EISEP Statistics for 2015

- 72 clients were served by the program.
- 1,740 units of case management service were provided to clients by Aging Services Specialist staff.
- 4,390 hours of aide service were provided with a value of \$99,044.
- 32 clients were provided with PERS units with a value of \$9,013.

- RSVP's Shopping Assistance program saved nearly \$7,000 in EISEP funds by utilizing RSVP volunteers to assist EISEP clients with their shopping needs. 280 total volunteer hours were donated.

EISEP Service History

	2011	2012	2013	2014	2015
Clients served	55	59	67	65	72
Hours of aide service	6053	6362	5652	5631	4389
Value of Assistance	\$139,880	\$144,007	\$131,374	\$132,472	\$99,043
Number of clients with PERS units	44	39	36	32	32
Value of PERS units	\$11,505	\$11,635	\$11,505	\$9,933	\$9,013

	2014 Profile of EISEP Clients		2015 Profile of EISEP Clients	
	Number of Clients	Percent of Total	Number of Clients	Percent of Total
Low Income	47	72%	49	68%
Lives Alone	48	74%	59	82%
Rural	65	100%	72	100%
Frail/Disabled	58	89%	72	100%
60-74	14	20%	17	21%
75-84	13	20%	15	21%
85+	38	57%	40	56%
High Nutritional Risk	24	37%	19	26%

NY Connects: Choices for Long Term Care

NY Connects was established in 2006 by the New York State Office of Aging in collaboration with the New York State Department of Health. NY Connects was recognized by the Administration on Aging (AOA) and the Administration on Community Living (ACL) as an Aging and Disability Resource Center in 2007.

NY Connects consists of the following fundamental components:

- Information and Assistance - Through a standardized comprehensive screening process, an Aging Services Specialist provides options

- counseling to help clients and their caregivers make informed decisions, and can assist in accessing available long term services and supports.
- Public Education and Outreach - to increase the visibility of the program and alter the misconception that long term care services and supports can be delivered only in institutionalized settings.
- Long Term Care Councils (LTCC) - made up of consumers, caregivers, providers, advocates, government representatives and agencies who provide long term care services in the community. LTCC's analyze local long term care services and supports, identify gaps in services and barriers in accessing services, and work in collaboration to make improvements on a local level. The Councils use their findings to work toward a system that helps consumers safely remain at home and in the community.
- Options Counseling - Options Counseling is an interactive, person centered process where individuals are supported in making informed long term support decisions based on their preferences, strengths, values, abilities and resources.

NY Connects Activity	2014	2015
Phone Calls	1,160	1,859
Presentations and Outreach Events	42	57
Articles	8	12

NY Connects Expansion and Enhancement

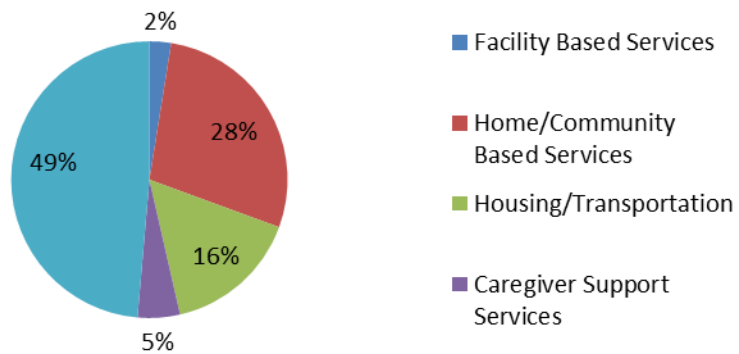
NY Connects is in the midst of a significant expansion as part of New York State's participation in the Balancing Incentive for Payments Program (BIP). New York is one of 21 states participating in BIP under the Patient Protection and Affordable Care Act of 2010. BIP funding is awarded to states committed to rebalancing their system of long term service and supports away from institutionally based care towards home and community based services.

To accomplish the goals of BIP, New York State chose to build on the existing NY Connects infrastructure and capacity. BIP supports strengthened partnerships through formal agreements with key agencies that work in collaboration with the Area Agency on Aging to identify and implement necessary structural changes. These agencies include the Department of Social Services, Office of Mental Health, Access to Independence, the Office of Persons with Developmental Disabilities, and other community-based organizations who assist individuals with disabilities. These agencies work in collaboration to serve as the No Wrong Door. It is expected that once fully implemented, changes under BIP will provide greater support and options to consumers, improve

access to home and community based services, streamline eligibility determinations, and reduce Medicaid costs for long term care.

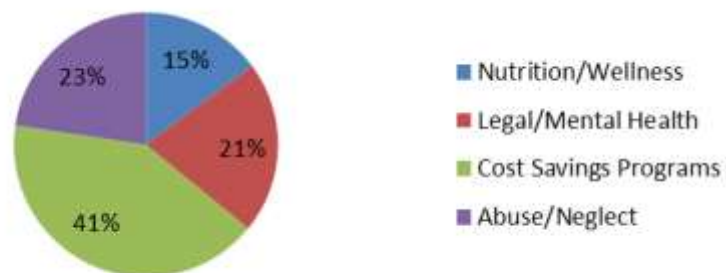
NY Connects Activity 2015

Information & Assistance/ In Home Services & Supports

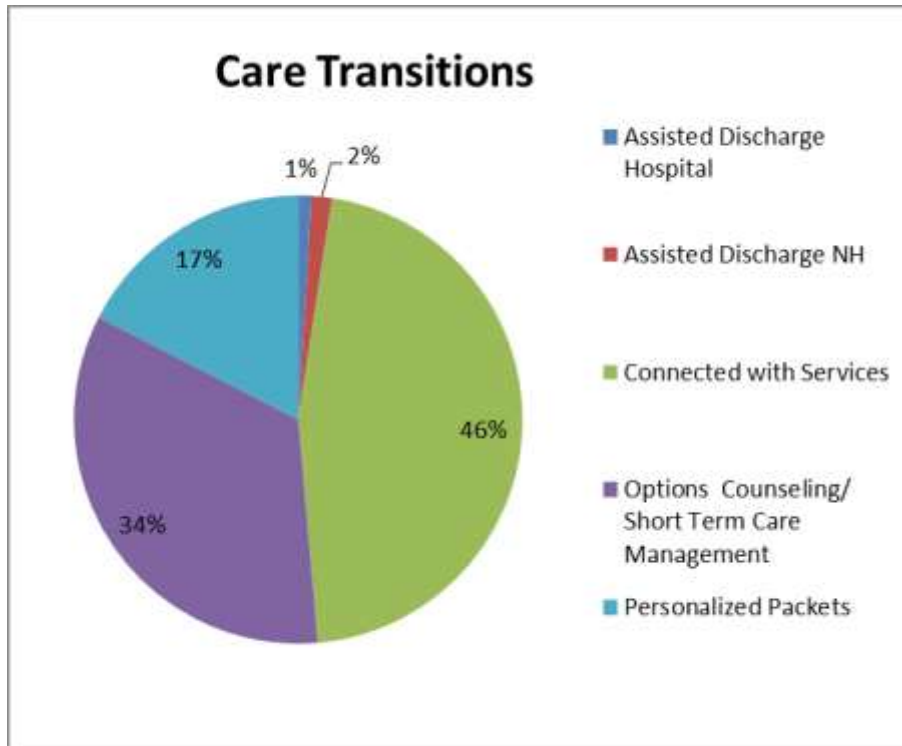


Facility Based Services	46
Home/Community Based Services	510
Housing/Transportation	288
Caregiver Support Services	90
HIICAP	884

Information & Assistance/ Other Supports



Nutrition/Wellness	19
Legal/Mental Health	27
Cost Savings Programs	53
Abuse/Neglect	29



Assisted Discharge Hospital	5
Assisted Discharge NH	8
Connected with Services	249
Options Counseling/ Short Term Care Management	183
Personalized Packet dissemination	94

Legal Services

The Legal Services Program provides advice and representation to individuals age 60 and older. Issues related to income, healthcare, housing, guardianship cases, abuse, neglect and age discrimination.

2010	2011	2012	2013	2014	2015
81	76	55	75	58	78

One unit of service represents one hour.

Employment Services

The Senior Community Services Employment Program (SCSEP), funded under Title V of the Older Americans Act, is a training program that promotes and provides part-time training opportunities for low-income individuals age 55 and older. To be eligible for this program, an individual must meet income and other guidelines. Income guidelines for 2014 were \$14,588 yearly for one person and \$19,663 for a family of two. The 2015 limits were \$14,713 per year for one person, and \$19,913 for a family of two. Participants work an average of twenty hours per week in public or not-for-profit host agencies such as the Cortland Works! Career Center, Cortland Free Library, Cortland County Area Agency on Aging (AAA) and the AAA Nutrition Program. Other services provided include information and referral, counseling, assessment, job search assistance and placement, as well as any supportive services necessary to assist the older worker.

The SCSEP, subcontracted to the County Office of Employment and Training, is a training program with the goal of enhancing an individual's skills in order for them to transition to unsubsidized employment. There is a maximum lifetime enrollment limit of 48 months in the program; it is not considered permanent employment.

Program statistics for 2014 include:

- 1992 hours of service (1972 by E&T enrollees and staff, 20 by AAA staff)
- 1 intake appointment
- 1 new individual enrolled in the Title V program

Program statistics for 2015 include:

- 1080 hours of service (1070 by E&T enrollees and staff, 10 by AAA staff)
- 1 intake appointment
- 1 new individual enrolled in the Title V program

THE NUTRITION PROGRAM

The mission of the Nutrition Program is to provide Cortland County residents age 60 and older and their caregivers with nutritious affordable meals and to offer supportive services through education, health and wellness, fitness and exercise, recreation and socialization. Senior nutrition services are available through a network of senior centers, home delivered meals, and food pantries.

The impact of services on the participants, their families and the community is significant:

- Social interaction, conversation, camaraderie, support and friendship
- Individualized nutrition education and counseling by a Registered Dietician
- Access to well-balanced meals that meet 1/3 of Recommended Dietary Allowance

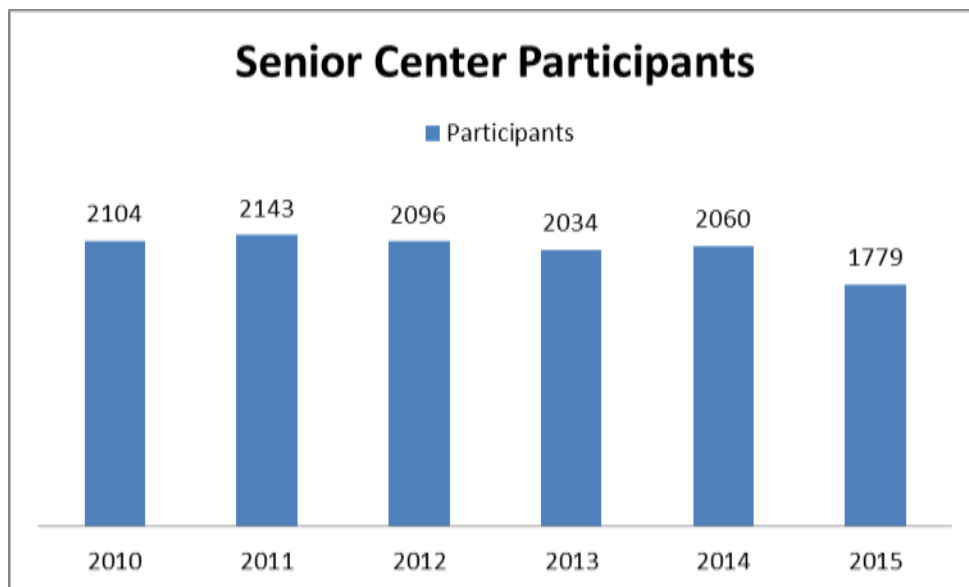
- Information and Assistance for programs and services available to senior age 60 and older and their caregivers
- Access to health and wellness programs
- Caregiver support through nutritious meals and weekday wellness checks

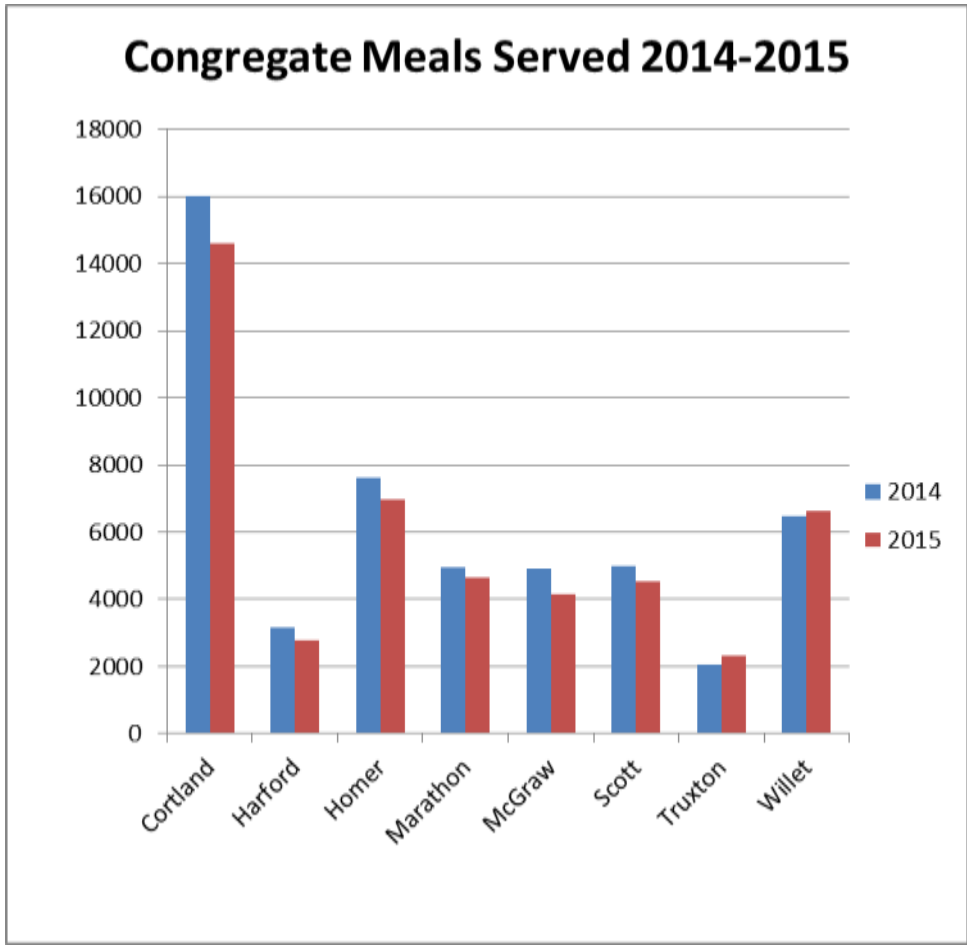
Senior Centers

The Nutrition Program operated eight senior centers during 2014 & 2015, serving a total of 2060 and 1,779 participants respectively. Centers are located in Cortland, Harford, Homer, Marathon, McGraw, Scott, Truxton, and Willet. The Area Agency on Aging relies on the support of towns, villages, faith-based communities and Sepp management to provide senior center services and programming to Cortland County residents, particularly in the outermost areas of the county.

In addition to a well-balanced meal, senior centers offer health screenings, nutrition and health education, nutrition counseling, exercise/fitness, emergency preparedness education, recreational activities, i.e. interactive Wii games, cards, billiards, shuffleboard, bingo, holiday parties, evening events with entertainment, summer picnics, line dancing, and information on topics of interest to seniors.

Centers hold a variety of special interest programs including intergenerational programs with local schools and town recreational programs. Senior Center staff and center councils promote their centers by participating in community events with fundraising projects and outreach material.

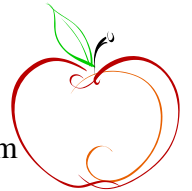




CORTLAND SENIOR CENTER

Location: County Office Building
 60 Central Avenue
 Cortland, NY 13045
 (607) 753-5061

Hours: Monday-Friday 7:00am-3:00pm
 Thursday 7:00 am-7:30pm
 Breakfast: Monday & Thursday 7:00-9:00am



CREAMERY HILLS SENIOR CENTER - HARFORD

Location: Creamery Hills Living Center
 355 Creamery Road
 Harford, NY 13784
 (607) 844-3808

Hours: Monday-Thursday 9:00am-2:30pm



THE DAVID HARUM SENIOR CENTER - HOMER

Location: Homer Town Hall
 31 North Main Street
 Homer, NY 13077
 (607) 749-2362

Hours: Monday 2:00-7:00pm
 Tuesday-Thursday 9:00am-2:30pm





THE MAPLE LEAF SENIOR CENTER – MARATHON

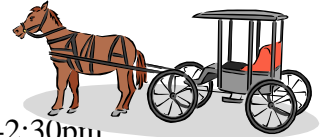
Location: Civic Center - Lovell Field
Brink Street
Marathon, NY 13803
(607) 849-3884

Hours: Monday-Friday 8:00am – 3:00pm

MCGRAW SENIOR CENTER

Location: McGraw Community Hall
Clinton Street
McGraw, NY 13101
(607) 836-8916

Hours: Monday-Thursday 9:00am-2:30pm
Brunch: 1st Wednesday 8:30am – 11:30am



SCOTT SENIOR CENTER

Location: United Methodist Church
Route 41
Homer, NY 13077
(607) 749-7973

Hours: Monday-Thursday 9:00am-2:30pm
Friday: 7:30-11:30am
Friday Breakfast: 7:30-9:30am



TRUXTON SENIOR CENTER

Location: United Methodist Church
3670 Route 13
Truxton, NY 13158
(607) 842-6253

Hours: Mon, Wed, Thurs 9:00am-2:30pm
Tuesday: 4:00-7:00pm
Brunch: 1st/₃rd Thursday 8:00-11:00am



WILLET/CINCINNATUS AREA SENIOR CENTER

Location: Willet Town Hall
Route 41
Willet, NY 13863
(607) 863-4887

Hours: Monday-Friday 8:00am-3:00pm
Brunch served 8:00-10:00am every Friday



Home Delivered Meals: Meals on Wheels

The Home Delivered Meal program, also known as Meals on Wheels, is provided through the Aging Services and Nutrition programs of the Area Agency on Aging. The Nutrition Unit is responsible for meal preparation and delivery. For more information please see the Home Delivered Meals previously included in this report.

The central kitchen prepares the meals that are delivered to all areas of the county by seven paid drivers. The program provides homebound, disabled and/or frail individuals age 60 and older who are unable to cook or are without someone to cook for them, a hot lunch, cold supper meal, and frozen weekend meals. Individuals and their spouses age 60 and over, meeting eligibility criteria are able to participate.

The Meals on Wheels program enables seniors to extend their independence and stay connected to their surroundings and communities, providing them needed comfort and happiness. The resulting effect from seniors remaining independent means they stay out of nursing facilities and hospitals, an outcome that saves taxpayers billions of dollars in Medicaid expenses. For every \$1 invested in Meals on Wheels, \$50 is saved in Medicaid spending (source: www.mowaa.org/marchfor-meals-mow).

Total Meals Served

	2010	2011	2012	2013	2014	2015
Congregate (Senior Centers)	63466	63629	57378	59493	50150	46650
Meals on Wheels	59489	62202	54073	52104	54997	60428
LTHHCP/MLTC Contracts	23628	24898	21965	24096	22354	21715
Mealtime Express	160	83	57	18	71	0
Horizon House	258	1801	916	705	692	849
Total Meals Served	147001	152613	134389	136416	128264	129642

Nutrition Counseling

The agency contracts with a Registered Dietitian to provide individualized and group nutrition counseling and education to seniors age 60 and older and their caregivers. During this time, meal patterns are reviewed including snacking and fluid intake. Factors that might increase a client’s risk for poor nutrition are identified and discussed including drug interactions and medication’s effect on nutrition status. In 2014, the Registered Dietitian provided 29.4 hours of nutrition counseling to 59 consumers. In 2015 the Registered Dietitian provided 20 hours of nutritional counseling to 31 consumers.

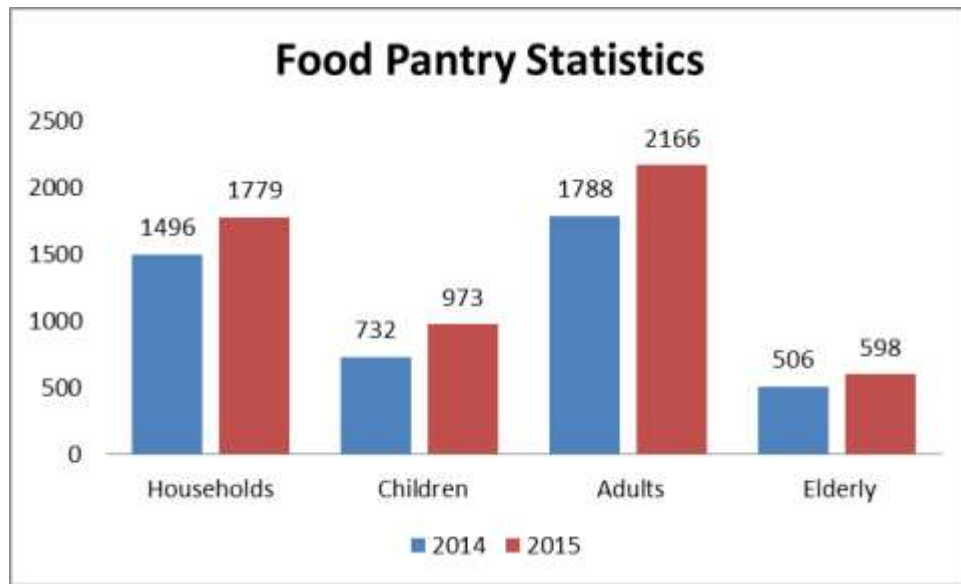
An office visit with a Registered Dietitian can be costly to individuals depending on the type of insurance coverage they have. Nutrition counseling available through the Area Agency on Aging is a valuable resource that is available on a donation basis. The agency plans to place greater emphasis on this service in 2016 as an effort to increase the awareness and utilization of this important support.

Food Pantries

The Nutrition Program operates three food pantries serving individuals and families of all ages. The agency’s Helping Hands food pantries are located in the Cortland County Office Building, Truxton Senior Center and Willet Senior Center.

The pantries rely heavily upon the support of food and monetary donations received from the community and community based organizations. In addition, the program applies for grant funding under the Hunger Prevention and Nutrition Assistance Program (HPNAP).

The three food pantries provided a total of 27,234 meals in 2014 and 33,633 in 2015.



Fundraising, Grant Opportunities and Resources

Fundraising continues to be a priority during the year due to the increasing cost of equipment repair and replacement. Fundraising monies are used to supplement the agency budget lines for kitchen equipment, training, and supplies to provide our services. Individual food and monetary donations were received throughout the year to enhance our services.

Fundraising Activities for 2014 and 2015:

- **Friendly's FUNraiser:** As part of the March for Meals campaign, the agency partnered with Friendly's Restaurant on Clinton Ave. Proceeds from this event were \$361.62 in 2014 and \$146.57 in 2015.
- **Bake Sale:** A bake sale is incorporated into the annual Strike Out Hunger Bowl-a-Thon. In 2014, this event brought in \$81.00 and \$114.60 in 2015.
- **Basket Raffle:** Local business generously donate a variety of services and items to be raffled as part of the March for Meals campaign. Proceeds were \$754 in 2014 and \$815 in 2015.
- **50/50 Raffle:** The program received \$134 in 2014 and \$192 in 2015.

- **Strike out Hunger Bowl-a-Thon:** The agency partnered with Cort-Lanes Bowling Alley to support this event. In 2014 participants helped raise \$3,989 and \$3,263 in 2015.
- **Breakfast Pizza Day:** A new event for 2015 raised \$272

RSVP

Retired and Senior Volunteer Program

- ❖ RSVP is a program that provides opportunities for persons 55 or over to volunteer in a national service program that improves lives, strengthens communities and fosters civic engagement.
- ❖ There are several non-profit, government or public agencies that an individual may choose from, based on their interests and expertise.
- ❖ RSVP volunteers address a full spectrum of community needs: teaching adults to be safer drivers (AARP Smart Driver Program), distributing food at a food pantry, or mentoring youth, to name a few.
- ❖ RSVP completed its 43rd year of existence in Cortland County in 2015.
- ❖ Based on the current minimum wage, the 58,480 & 36,106 hours donated in 2014 & 2015 by RSVP volunteers valued at \$827,628, nearly 1 million dollars.
- ❖ Since its beginning in 1972, Cortland County RSVP volunteer hours now total close to 2.4 million hours given back to the Cortland Community.
- ❖ In 2013, new federal requirements went into effect, requiring all RSVPs concentrate their volunteer efforts in six focus areas and capacity-building. This will produce measurable key outcomes across the country, enhancing the capacity of partnering non-profit organizations. Evidence-based programming is critical in providing the measurable outcomes needed to meet the new requirements.

Required Six Focus Areas

Education	Healthy Futures
Veterans & Military Families	Environmental Stewardship
Economic Opportunity	Disaster Services

By the year 2015, 70% of all registered Cortland RSVP volunteers were required to be placed at a volunteer job that meets the criteria to be considered a focus-area outcome or a capacity building outcome.

Examples of volunteer jobs that meet federal requirements:

Food Pantries	Thrift Stores
Meals on Wheels	Transportation
Bloodmobiles	Drug Take-Back Days
Headstart	Mentoring

2014 statistics for Cortland County RSVP

48% of unduplicated registered volunteers were currently in the required focus areas. (Federal requirement is at least 70%)

53% of unduplicated registered volunteers were currently in the category of Community Priorities. (Federal requirement is no more than 30%)

Transition for RSVP in 2015

Because the above percentages did not meet federal requirements, Cortland County RSVP had to re-align our partnering agencies and volunteers and ended partnerships with 34 volunteer stations/agencies as well as 191 RSVP volunteers. These were major changes affecting many local non-profit agencies/schools and long-time volunteers, all based on federal law and the federal grant, which helps to support our local RSVP program.

VOLUNTEER & STATION PROFILE

Number of volunteers: 2014 - 565
2015 - 468

Number of new volunteers: 2014 - 40
2015 - 35

Number of volunteer stations: 2014 - 59
2015 - 45

Year End 2015 following full implementation of federal changes:

Number of volunteers: 2015 - 374
Volunteer Stations: 25

Volunteers Meeting Community Needs

- 2014 - 22 AARP Smart Driver Program classes with 357 students attending.
2015 - 20 classes with 381 students.
Area residents save approximately \$40/year on their insurance as a result of attending these classes, which amounts to over \$29,520 of savings for local drivers annually. The classes teach safe driving skills.
- 2014 - 82 RSVP volunteers assisted at local Food Pantries and FoodSense.
2015 - 91 volunteers assisted at these food distribution sites.
A total of 4169 hours of service given. Approximately 3800 area households utilized these services. Within the FoodSense program, over 1600 units of food were delivered, providing a savings of over \$24,000 to those ordering food through the program.
- 2014 - 34 RSVP volunteers assisted at 96 American Red Cross Blood Drives.
2015 - 32 volunteers assisted at 91 Blood Drives.
A total of 4,000 units of blood collected for our region. Statistically this helped over 12,000 hospital patients in our region.
- 2014 - 2100lbs. of drugs were collected during two Drug Take-Back Days.
2015 - 1760lbs. of drugs were collected during two Drug Take-Back Days.
8 RSVP volunteers assisted during these events.

- 21 RSVP volunteers were involved in evidenced-based programming, A Matter of Balance (fall prevention) and Bonesaver Exercise Program (osteoporosis prevention). Three A Matter of Balance class series were offered each year, reaching 57 participants. Bonesaver Exercise Program was initiated in 2015. Three class sites started in Harford, Cincinnati, and Homer. A total of 73 participants have accessed this strengthening program.
- 11 RSVP volunteers were involved in the Shopping Assistance Program, a program that helps to keep people safe in their homes by providing necessary grocery shopping. A total of 13 clients were served through the program. 112 volunteer hours were given during 2014, and grew to 280 volunteer hours given in 2015, saving a total of \$9,800 hours of aide service for EISEP.
- Expanded use of volunteers in the Meals on Wheels Program was developed in 2014. 27 volunteers were utilized in the program in 2014 & 2015, providing 1,091 hours of service.

Long Term Care Ombudsman Program - LTCOP

The Long Term Care Ombudsman Program is a federally mandated program with a mission to protect the rights, health, safety, and welfare of people living in nursing homes, adult care homes, and family type homes. LTCOP is a coordinated system of state and local advocacy services that receives, investigates, and works to resolve complaints and concerns of residents living in long term care settings. Primary goals of this program are to ensure that residents are treated with respect and dignity, to empower residents to have a voice, and to give a voice to those who cannot speak for themselves. Ombudsman are state certified volunteers and agency staff who have successfully completed the required 36 hour training program. The agency had five volunteers and two staff ombudsman covering Cortland County's 600 long term care beds through September 30, 2015.

On October 1, 2015, New York State officially regionalized LTCOP. This program transferred to ARISE, Inc. on this date, as they became the Regional Coordinator for LTCOP. This region includes Cortland, Cayuga, Onondaga, and Oswego counties.

Through September 30, 2015, ombudsman volunteers logged a total of 252 units of service, and staff ombudsman logged a total of 201 units of service. A LTCOP unit of service represents one hour of activity related to advocacy, training and community education.

Social Media Launch

The Cortland County Area Agency on Aging placed greater focus on social media as an effort to inform clients, caregivers and the community at large of events and important information affecting the aging population. The website was updated and is more "user friendly" and provides a better explanation of the programs available through the agency. The site also includes links to helpful references including the NY Connects Resource Directory, NY State Office for the Aging, Cortland County website, Administration for Community Living, Social Security Administration, and Medicare. We also launched our Facebook account in April 2015 which posts weekly and continues to reach more people each month. The Facebook account began reaching about 20 people per post and by December of 2015 had reached up to 370 people in one post.

Agency Events

March for Meals - The agency participates in the nationwide March for Meals campaign through the Meals on Wheels Association of America. Every year throughout the month of March, the nutrition program staff and RSVP volunteers are busy with food drives, the Strike out Hunger Bowl-a-Thon, bake sale, raffles, Friendly's FUNraiser, and other activities to build support and increase community awareness of the Meals on Wheels program as an invaluable resource to homebound seniors and their caregivers. The agency is very appreciative of the generous support from local businesses and the community at large for this event.

Community Champions Week - Held in March every year, elected officials are invited to work with the central kitchen staff in the preparation of home delivered and congregate meals. The officials also assist Meals on Wheels drivers with delivery and daily wellness checks as they help to provide services to their constituents throughout the county.

Older Americans Month - Each senior center celebrates Older Americans Month in May with a celebration dinner, entertainment, volunteer recognition and the honoring of individuals 90 years of age and older. The agency holds an annual student essay contest open to grades 4, 5, and 6 in elementary schools throughout the county. Essays are judged by an independent group of volunteer retired teachers led by Beth Kanalley. Many thanks to Tompkins Trust Company for sponsorship of this intergenerational activity. First, second and third place winners for each grade receive Barnes and Nobles gift certificates. The Older Americans Act Advisory Board along with the agency takes this time of year to honor the centenarians in the county with gifts of recognition. Older Americans Month is also the month that the Cortland County Senior Citizen of the Year is announced. Nominations are reviewed and judged by an independent group of volunteers led by Nancy Hansen. Congratulations to Michael McGuire, the 2014 Senior Citizen of the Year and to Phyllis Wainman, the 2015 Senior Citizen of the Year.

Volunteer Recognition Week - The RSVP Advisory Council and staff of Area Agency on Aging RSVP program recognize active volunteer efforts every year during National Senior Corps Week. RSVP volunteers are invited to an Open House to receive a gift certificate, compliments of the RSVP Advisory Council's fundraising and the Kiwanis Club.

40th Anniversary - The Agency celebrated 40 years of service in Cortland County. Many thanks to the following who sponsored this event held at the Hathaway House on May 29, 2015: the RSVP Advisory Council, Fidelis, Excellus Blue Cross Blue Shield, MVP, Barbara and Gary Shipman, Paul and Lynn Sypher with Prudential Insurance. The Older Americans Act Advisory Board played a large part in the planning of this event. The agency was honored to have the following individuals in attendance: Donnell Boyden, Chair of the Cortland County Legislature and Gordon Wheelock, Legislator for District 10, Rose Golden, Assistant Director for the Division of Aging Network Operations with the New York State Office for Aging, and Linda Smith, Chief of Staff for Assemblywoman Barbara Lifton. Over 200 people joined the agency in celebrating this milestone.

Senior Games - The Empire State Senior Games have been held at SUNY Cortland for many years. The games are open to individuals age 50 and over from all of New York State. As part of the event, the agency coordinates the annual Wellness Fair to showcase services and products for older adults. RSVP volunteers help to work in several different areas throughout the week of Senior Games. Older Americans Act Advisory Board assists with covering outreach tables for the agency.

Enrichment Day - 2015 marked the 20th Annual Senior Enrichment Day. Sponsored by First Niagara Bank, the agency partners with SUNY Cortland to offer a day filled with educational workshops and a vendor fair. The Older Americans Act Advisory Board assists with planning and coordination of the event throughout the day. This event typically draws close to 175 people.

NY Connects Resource Fair - In response to rapidly changing systems and service delivery for individuals in need of long term services and supports, NY Connects brought agencies that provide support services to Cortland County residents together to network and educate both professionals and the public. Sponsored by Access to Independence and the Long Term Care Coalition of Cortland County, the day was a great success.

County Wide Picnic - The Nutrition Program holds a County wide picnic each year inviting regular senior center participants and the community. Elected officials often join in the festivities. Seniors enjoy a picnic menu, door prizes, games and activities.

Subaru Share the Love Event - The Annual Subaru Share the Love Event gives the Meals on Wheels program an opportunity to grow a valuable funding source that supports Meals on Wheels America members all year long by providing unrestricted grant funds through fundraising and awareness campaign efforts. In 2015, the Cortland Nutrition Program's Share the Love Event took place on December 23. Royal-Nissan Subaru lent the program two Subaru Forrester vehicles which were used to deliver Christmas meals to over 95 city of Cortland and Homer Meals on Wheels clients. In addition, for every new vehicle sold or leased between November 19, 2015, and January 2, 2016, Subaru donated \$250 to the customer's choice of participating charities. Our local Subaru retailer designated Cortland Meals on Wheels as their "hometown" partner agency. The agency is thankful for the long standing support of Royal Subaru in this event.

Making a Difference

The following is a small sample of responses received from satisfaction surveys provided to clients:

Question: How has this service or services helped you remain independent?

Meals on Wheels: "Helps me stay independent. I can't stand up to cook"

"Eating and staying healthy."

"Other than freeing a few more dollars for other needs, they provide me with a more nutritious meal every day."

"I now have healthy meals every day."

HIICAP: "....she helped me get my own insurance after my husband died."

"Changing of health insurance made easier."

"I was given information about healthcare that was untarnished by advertisements or promotions."

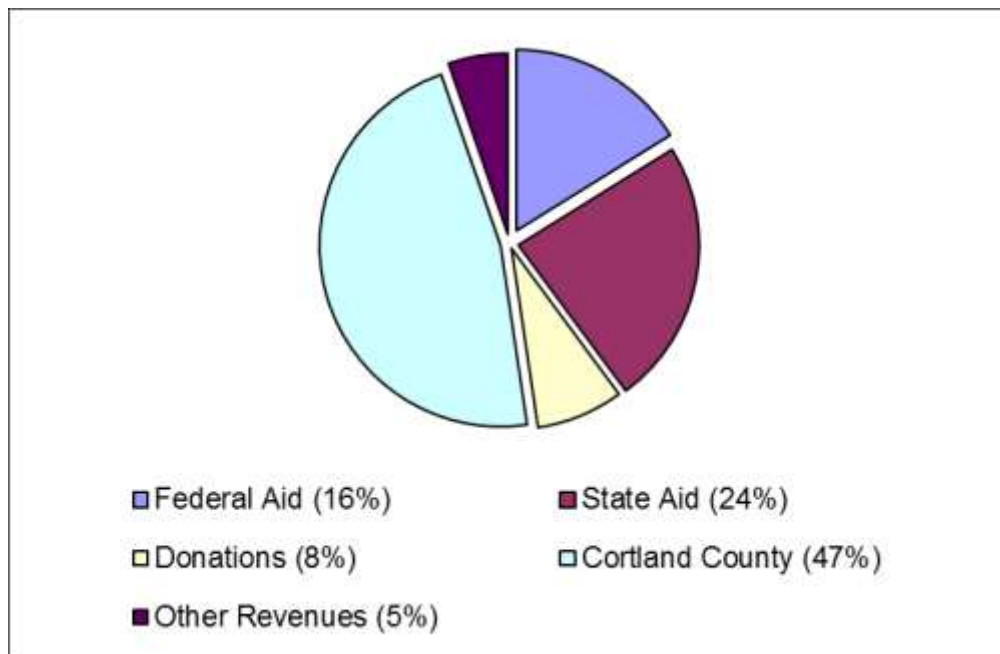
EISEP and Meals on Wheels: "The aides and meals allow me to remain at home like I want."

Caregiver Services: “No worry about weather or getting out - a friendly face and voice. Thankful to be able to stay at home.”

“Yes. Has eased my brother’s and my daughter’s minds - don’t worry as much about me.”

ADMINISTRATION

CORTLAND COUNTY AREA AGENCY ON AGING SOURCES OF FUNDING 2015

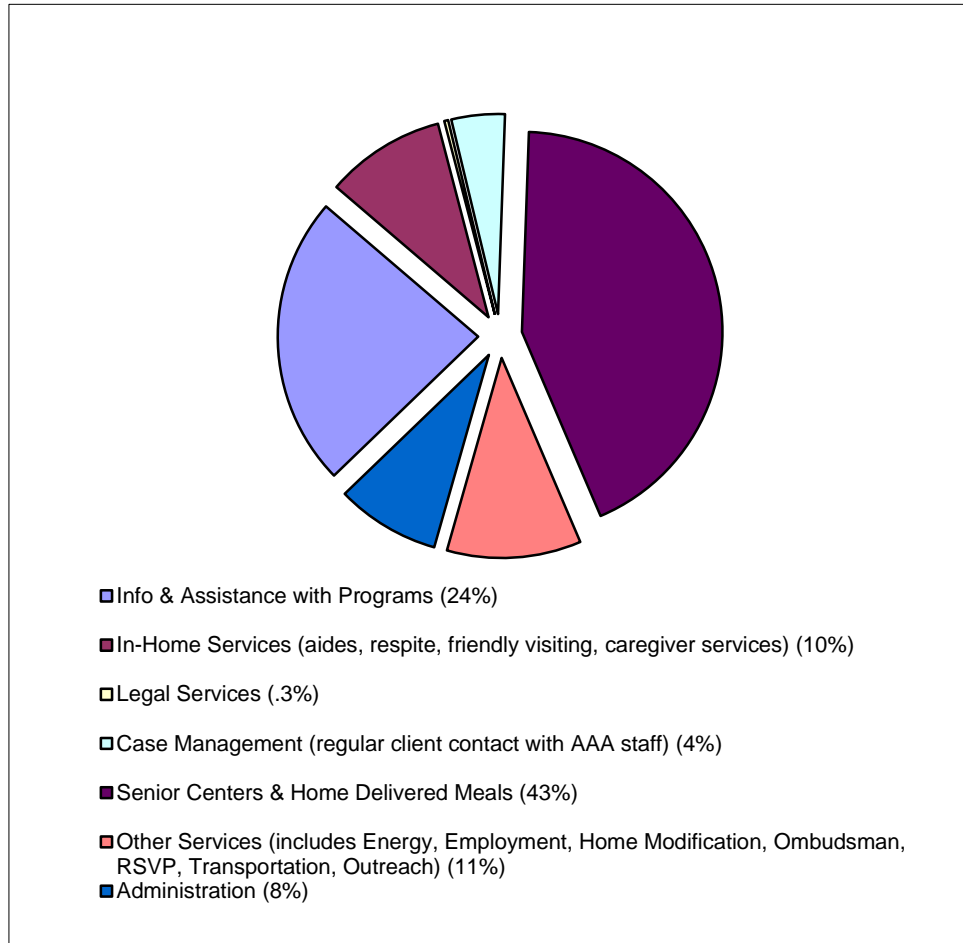


REVENUES:

Federal Aid (16%)	\$360,020
State Aid (24%)	\$528,918
Donations (8%)	\$173,250
Cortland County (47%)	\$1,048,051
Other Revenues (5%)	\$118,638

TOTAL REVENUES \$2,228,877

CORTLAND COUNTY AREA AGENCY ON AGING ALLOCATION OF RESOURCES 2015

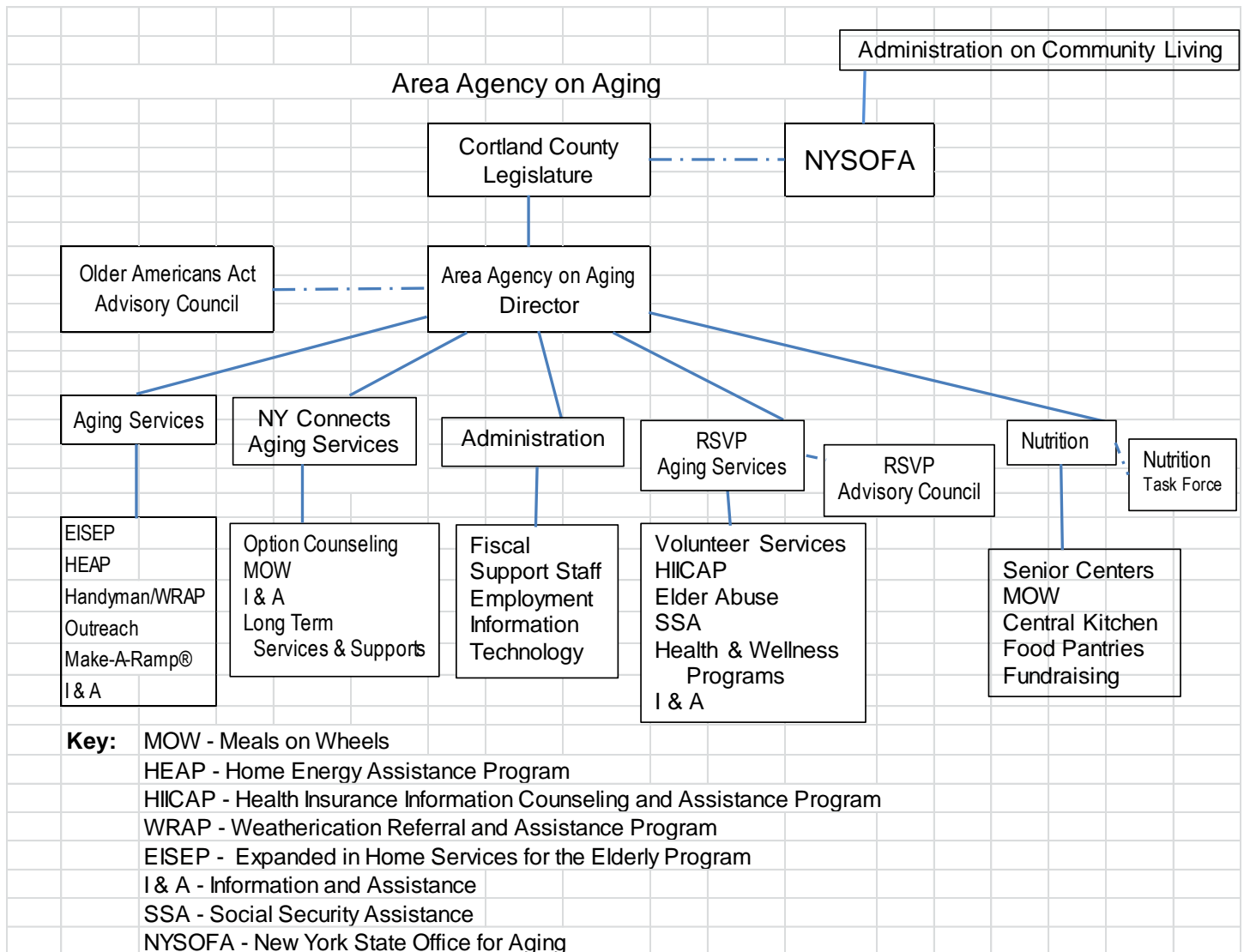


EXPENDITURES:

Info & Assistance with Programs (24%)	\$523,878	24%
In-Home Services (aides, respite, friendly visiting, caregiver services) (10%)	\$215,181	10%
Legal Services (.3%)	\$7,000	0%
Case Management (regular client contact with AAA staff) (4%)	\$95,946	4%
Senior Centers & Home Delivered Meals (43%)	\$959,060	43%
Other Services (includes Energy, Employment, Home Modification, Ombudsman, RSVP, Transportation, Outreach) (11%)	\$241,117	11%
Administration (8%)	<u>\$186,695</u>	8%
TOTAL EXPENDITURES	\$2,228,877	

STAFF

The Area Agency on Aging retains the services of 19 full time employees, 30 part-time employees and one employee from the Experience Works program. In all areas the Agency relies heavily on the assistance of volunteers.



Social Assistance Management Software (SAMS)

The Area Agency on Aging contracts with Harmony Information Systems for the computer database system called Social Assistance Management Software (SAMS), which collects and centralizes data and information on all services provided by the agency.

This program is a case management and information and assistance tool which allows staff to share information and avoid duplication of effort. SAMS is also used to gather data for required reporting to the New York State Office for the Aging. Demographic information on service recipients must be transmitted to NYSOFA on a quarterly basis. Staff has been working to ensure that all consumer data is accurate and complete, in order to comply with updated NYSOFA reporting requirements.

Administrative staff uses SAMS to gather and analyze statistical information. Reports can be generated for any service provided, and SAMS has the ability to filter this information and sort it in almost any way imaginable.

As of December 31, 2015, there were 7,394 active consumers (including callers) in the SAMS database.

Advisory Boards

The Area Agency on Aging has three groups of citizens serving on advisory boards: the Older Americans Act Advisory Board, the Nutrition Task Force and the RSVP Advisory Council. These groups are citizens of this community serving in a voluntary capacity and they provide information, guidance, advice and support to the three components of the agency. They assist in the development, coordination and administration of services to the older population in this county. These councils serve as a critical linkage between the Area Agency on Aging and the local senior community. Council members' participation in programs, communications with recipients of service, relationships with community groups, senior organizations and oversight groups play an important part in enhancing the members' ability to effectively represent the older population in this area.

2015 Advisory Boards

Older Americans Act Advisory Council

The Advisory Council is a key link between the community and the Area Agency on Aging in communicating the needs and concerns of older individuals and their families in Cortland County

Mickey McHugh
Mary Ann Gambitta

Meredith Wells
Ron Bailer

Gene Signor
Fanny Anthony

Kathy Matson
Barbara Nichols
Chopper Payne
Mary Coye-Robillard
Bev Ryan
Pat Walter
Liz Haskins
Susan Prier

Tim Zeches
Philip Tennant
Dodie Mike
Sharon Zeches
Judy Swartwout
Sue McNeill
Pam Winn
Joann Gorman

Vivian Colongeli
Dick Menapace
Cathy Lee
Bonnie Glazier
Toni Gallagher
Margo Yager
Amber Giamei
Carl Bullock

Legislative Representative: John Troy

RSVP Advisory Council

The RSVP Advisory Council provides support and assistance to the staff of the RSVP program and serves as a means of encouraging maximum participation

Carl Bullock/Arthur Timmins
Sara Earl
Marge Baldassarre
Faye Ferguson
Dolores Mike
Susan McNeill
Sylvia Mace

Pia Tucker
Michael Kilmer
Susan Connelly
Liz Haskins
Leslie Wilkins
Elaine Menapace

Jan Dempsey
Brandy Strauf
Anne Baird
Courtney McCallen-Kim
Cindy Stout
Anita Wright

Legislative Representative: Luke Snyder

Nutrition Task Force

The Nutrition Task Force provides support and assistance to the Nutrition Program staff relating to senior centers, home delivered meals and food pantries

Anne Baird
Joan Stewart
Lenore Schwager
Toni Seamans
Gertrude Orr
Marie Dunn
Ann Maxson
Lanny Padbury

Bill McCandless
Barb Henza
Rochelle Ingraham
Delores Rose
Mary Lamparter
Alice Barned
Rose Wells

Mary Eccleston
Bob Eccleston
Marilyn Stoker
Susan McNeill
Carl Rose
Sylvia Hammond
Malcolm Brown

Legislative Representative: Raylynn Knolls

The Area Agency on Aging wishes to thank members of the Cortland County Legislature, Towns and Villages, participants, volunteers and donors who have helped with the agency's efforts in meeting the needs of the community. Special thanks are given to the following groups for the use of their facilities or their financial assistance in providing a center facility.

Cortland County
Town of Homer
Village of McGraw
Town of Willet
SEPP Management Co.
Town of Scott
Town of Cincinnatus
Scott United Methodist Church
Truxton United Methodist Church
Village of Marathon
Town of Truxton
Town of Marathon
Town of Cuyler
Marathon Civic Center Committee

