

## WARREN/HAMILTON COUNTIES OFFICE FOR THE AGING

### ANNUAL REPORT FOR YEAR 2021

This is the second annual report for the Warren/Hamilton Counties Office for the Aging (WHCOFA). Again, we welcome any suggestions for future content. We hope this will be informative and welcome you to send any requests for additional information to: [parkd@warrencountyny.gov](mailto:parkd@warrencountyny.gov).

In order to understand what we do in the Office for the Aging, we felt it would be beneficial to give a breakdown of the different funding sources we receive from the New York State Office for the Aging (NYSOFA), and the corresponding description used by NYSOFA to indicate what these funds should be used for. NYSOFA does afford leeway in how funding can be utilized, so no two Office for the Aging's are set up the same.

Next, we will give a brief overview of the various programs we offer through our Office for the Aging. This is similar to what you will find on our website, although the website will have much more detail and links to valuable resources outside of our agency. While some of these services are provided directly by staff in our office, there are others that we have contracted with various entities to provide, and some that we both provide ourselves and through others.

The third thing we wanted to share in this report, is a breakdown of the different services that we contract out and let you know who provides those services, along with some figures so you can see how many clients are being served. Unfortunately, because we were still in the pandemic, things continued to be run a little differently, however, all of our vendors were resourceful with how they provided services.

Due to the fact that the largest part of our budget is the nutrition program, we dedicated the next part of the report to this. Instead of just providing figures, we utilized charts to show the trends in the number of congregate (on site) and home delivered meals (HDMs) provided for each meal site, as well as the amount of congregate and HDM contributions received for each meal site since 2016. Please note that contributions are voluntary. You will then find a graph showing the average reimbursement received in contributions per meal site since 2016, and finally, a breakdown of the average cost per meal for each meal site for 2021.

Lastly, there will be a fiscal review of our spending for the past year. One thing to note for both 2020 and 2021 is that during the major disaster declaration (MDD), we were allowed to use any funding source for any service. This allowed us to optimize our funding from NYSOFA and reduce our County share drastically.

I would like to stress how amazing both the meal site staff and office staff continued to perform in 2021. As for the meal site staff, they came in every day, without complaint to prepare meals for the seniors, as they knew this was vitally important during this time. For the office staff, we shifted from getting back to our normal day to day tasks in the beginning of the year, to assisting our seniors with getting access to the COVID vaccine.

## **FUNDING PROGRAMS – NYSOFA 2021**

### **FEDERAL – Program Period: 1/1/21-12/31/21**

#### **Title III-B Supportive Services Program 90% Federally Funded[Max \$64,451]**

Title III-B links many older New Yorkers with a wide range of services to help them remain independent in their homes and communities. Under Title III-B, AAAs can provide a wide variety of services (anything but nutrition). There is a statutory priority for Title III-B services placed upon three categories: Access Services (information, referral, transportation, outreach and other access services); In-home Services, PC I (housekeeper, chore) and PC II (homemaker, personal care) hours, supportive services for families of elderly victims of Alzheimer's disease, friendly visiting, and telephone reassurance); and Legal Assistance. As required by statute, NYSOFA has assigned minimum percentages of III-B services expenditures to Access (20%), Legal (7%) and In-home (2.5%).

#### **Title III-C-1 Congregate Nutrition Services 90% Federally Funded[Max \$121,041]**

The congregate meal settings provides the opportunity for social interaction and the delivery of support services such as recreation, nutrition education, shopping assistance, counseling and information and referral to other needed services. Congregate programs are also coordinated with community based long term care efforts. Transportation and escort services are provided to allow older people to participate. \*\*County provides more than the 10% match required.\*\*

#### **Title III-C-2 Home Delivered Nutrition Services 90% Federally Funded[Max \$75,288]**

Home-delivered meals are the most economical long term care service and can often substitute for or delay the need for more extensive services. A home-delivered meal is often providing the principal or initial contact with the service delivery system for many chronically or temporarily impaired elderly. \*\*County provides more than the 10% match required.\*\*

#### **Title III-D Disease Prevention/Health Promotion 90% Federally Funded[Max \$6,816]**

Provides disease prevention and health promotion services and information at multipurpose senior centers, at congregate meal sites, through home delivered meals programs or at other appropriate sites. Must be evidenced based.

#### **Title III-E National Family Caregiver Support Program 75% Federally Funded[Max \$57,503]**

Helps family members provide care for the elderly at home, who are 60(+). Services provided include information and assistance, counseling, support groups and training, respite services so that the caregiver can get a short break when needed, and supplemental services that complement care provided by informal caregivers, such as PC I(housekeeper, chore) and PC II (homemaker, personal care) hours. The program also assists grandparents raising grandchildren and older individuals providing care to children with mental retardation and developmental disabilities (no more than 10% of budget).

#### **NSIP Program Period: 10/1/20-9/30/21 100% Federally Funded[\$109,634.31]**

Nutrition Services Incentive Program provides additional funds to the nutrition program at all sites. Covers food items that are grown or produced in the United States, such as milk and dairy products, bread, fresh fruits and vegetables.

**STATE – Program Period: 4/1/21-3/31/22**

**CSE** **75% State Funded[Max-\$232,149]**

Community Services for the Elderly Program (CSE) provides community-based, supportive services to frail, low-income elderly who need assistance to maintain independence in their home. CSE provides a wide range of services including but not limited to: case management, personal care, home delivered meals, information and assistance, referral, social adult day care, transportation, respite, telephone reassurance and friendly visiting, health promotion and wellness activities, senior centers and other congregate programs, personal emergency response systems, minor residential repairs, escort and other services.

**CSI** **75% State Funded[Max W-\$1,722, H-\$1,000]**

Congregate Services Initiative (CSI) services provided in community settings at which elderly people come together for services and activities that respond to their diverse needs and interests, enhance their dignity, support their independence, and encourage their involvement in and with the community and which seek to prevent the well elderly from requiring more intensive services.

**EISEP** **75% State Funded[Max-\$400,842]**

Expanded In-home Services for the Elderly Program (EISEP) provides only non-medical in-home services, case management, respite, ancillary services(PERS), and PC I(housekeeper, chore) and PC II(homemaker, personal care) hours. Services are provided to functionally impaired elderly who are in need of community-based long-term care but who are not eligible for similar services under Medicaid. EISEP is not an entitlement program and, thus, does not serve all older individuals in need. This program operates under a fixed, capped budget and requires client cost-sharing. Although targeted to low income elderly, clients who are financially able may receive needed services, provided they pay for the services.

**WIN** **100% State Funded[Max \$213,070]**

Wellness In Nutrition program is targeted to those who are economically disadvantaged and hard to reach.

**\*\*County provides funding even though no match is required.\*\***

**HIICAP** **100% State Funded[Max \$51,704]**

The New York State Health Insurance Information Counseling Program (HIICAP) provides free, confidential, accurate and unbiased health insurance information, counseling and assistance. Trained volunteer counselors and staff explain the coverage, costs and options of Medicare, Managed Care, Medigap, and prescription drug insurance. HIICAP educates and empowers Medicare beneficiaries and their families to choose and use their health insurance wisely.

**NY CONNECTS** **100% State Funded Annual Grant[\$203,636]**

Funding for a single point of entry for people to access services from multiple departments. Program is interdepartmental (DSS, Health Services, Hamilton County) but the money is in OFA budget. Previously referred to as Point of Entry. This year, NYSOFA has combined the NY Connects ADRC grant with the Expansion and Enhancement or Balancing Incentive Program.

**MIPPA – Program Period: 9/1/20-8/31/21                      100% Funded Annual Grant[\$22,259]**

Medicare Improvements for Patients and Providers Act enhance/expand application assistance. Provides funding for SHIP/AAA/ADRC to help low income Medicare beneficiaries apply for programs that make Medicare affordable. These include the Medicare Savings Program, Medicaid, EPIC (Elderly Pharmaceutical Insurance Coverage – NY State’s Prescription Assistance Program), and information on low or no cost Medicare Preventative Services.

**TRANSPORTATION – Program Period: 1/1/21-12/31/21    100% Annual Grant [\$11,200]**

Used to assist older Americans get to and from medical appointments, social events, etc.

**HEAP**

Home Energy Assistance Program. Funding for energy assistance, benefits disbursed by DSS.

**COVID STIMULUS MONIES**

CARES Act for Supportive Services

    HDC3 - \$38,700 (carried over from 2020)

    Aging & Disability Resource Center (ADRC) COVID 19 - \$20,269

Consolidated Appropriations Act

    HDC5 - \$40,691 (carried over from 2020)

American Rescue Plan Act [Requires 25% Match]

    SSC6 (IIIB) - \$108,219

    CMC6 (IIIC1) - \$64,732

    HDC6 (IIIC2) - \$107,605

    PHC6 (IIID) - \$12,010

    FCC6 (IIIE) - \$44,241

VAC5 Funds - \$12,097

COVID-19 ADRC Vaccine Access Funds - \$11,057

    \*As instructed by NYSOFA, these monies were split evenly between both Counties.

In the first quarter of 2021, we utilized the following stimulus funds: HDC3 (\$38,700), ADRC COVID(\$7,623), and HDC5(\$40,91). After that, we did not spend any of the stimulus monies until the last quarter when we used PHC6 (\$12,101) and FCC6(\$44,241). We specifically left SSC6, CMC6 and HDC6 funds for 2022 to help cover the increased expenses due to higher food and supply costs for the nutrition program.

Similar to 2020 when the pandemic began, NYSOFA has continued to allow us to use any funding stream for any service while the federal MDD has remained in effect. Due to this, we continued to shift funding from areas where we were not able to provide services, into on our nutrition program. For the first time ever, and probably the only time, we actually had carry-over funds in IIIC1 and IIIC2 (nutrition program) from 2021, that will be used in 2022.

Please note that 2020 and 2021 have been very unique years for the Office for the Aging, in particular when it comes to the amount of revenue we have received. We will continue to have more revenue than anticipated in 2022, but I expect that in 2023, our revenue and in essence, the County match will return to pre-pandemic levels.

## **PROGRAMS/SERVICES OFFERED**

### **I. ADVISORY COUNCIL**

The WHCOFA Advisory Council meets quarterly to discuss the issues concerning older New Yorkers in Warren and Hamilton Counties. This council is made up of seniors, Office for the Aging staff, and those providing services to our older New Yorkers.

### **II. APPLICATION ASSISTANCE**

The WHCOFA provides assistance to seniors 60 years of age or older with completing and understanding applications for Supplemental Nutrition Assistance Program (SNAP-Food Stamps), Farmers Market Coupons, Home Energy Assistance Program (HEAP), Medicaid/Temporary Assistance (TA), Elderly Pharmaceutical Insurance Coverage (EPIC), Medicare Savings Program (MSP), and Extra Help.

### **III. INFORMATION AND REFERRAL**

Information is available on services and programs for the elderly with a wide variety of subjects, such as home care, transportation, care giver issues and support groups, senior housing, financial, health insurance and prescription drug coverage, legal assistance, nutrition, etc. Where appropriate, referrals are made to other agencies.

### **IV. LEGAL ASSISTANCE**

WHCOFA has a contract with Legal Aid Society of Northeastern New York to provide legal assistance and counseling to seniors 60(+) years of age. This assistance cannot be fee generating in nature. Our program is not income based.

Examples of Assistance are: Landlord/Tenant disputes, Social Security/SSI Assistance, Medicaid, Consumer Fraud, Power of Attorney, Last Will and Testaments, Hospital Patient Rights, Health Care Proxy/Living Wills/DNRs

### **V. TRANSPORTATION**

Transportation is available in certain towns on a scheduled basis by calling the local town's reservation clerk at least twenty-four hours in advance. Currently the WHCOFA has contracts with the following towns for transportation services:

Chester, Horicon, Indian Lake, Johnsbury, Lake George, Lake Luzerne, Lake Pleasant, Long Lake, Stoney Creek, Thurman, Warrensburg, and Wells

WHCOFA also assists with arranging for transportation to medical appointments provided by our dedicated volunteers. \*Please note this service was put on hold in March of 2020 and continued to be on hold in 2021.\*

#### VI. EXPANDED IN-HOME SERVICES FOR THE ELDERLY PROGRAM (EISEP)

This program provides non-medical, in-home services to elderly person (60 years of age or older), who are not eligible for Medicaid, and have one or more disabling conditions which prevents them from performing activities of daily living. Services provided include case management, and may include homemaker/personal care, housekeeping/chore services, non-institutional respite for caregivers, and ancillary services. The WHCOFA contracts with local agencies to provide these services. We currently have contracts with:

Warren County - Greater Adirondack Home Aides

Hamilton County - Hamilton County Public Health; Home Health Care Partners; and Home Aides of the Central Adirondacks

Social Adult Day Care - Countryside Adult Home and Fort Hudson Health System  
Personal Emergency Response System (PERS) - Connect America

#### VII. HEALTH INSURANCE INFORMATION, COUNSELING & ASSISTANCE PROGRAM (HIICAP)

HIICAP is the NY State Health Insurance Program (SHIP) that receives funding from the Centers for Medicare and Medicaid Services (CMS) and New York State to operate a statewide network of local programs.

WHCOFA HIICAP provides recipients of Medicare, their representatives, and those soon to be eligible for Medicare objective, accurate counseling which allows them to make informed decisions about their healthcare benefits.

#### VIII. NEWSLETTERS

WHCOFA publishes a quarterly newsletter providing information related to long term care and community events. This newsletter provides information on recent events affecting our seniors, social events offered by our senior clubs/organizations, the menu for the nutrition program, etc. The newsletter is distributed to those receiving home delivered meals and our full-color newsletter is available for viewing on the WHCOFA website.

#### IX. NUTRITION PROGRAM

CONGREGATE MEALS – Healthy, nutritiously balanced meals are served Monday-Friday at noon, at our meal sites. Meal sites may be located in senior centers, senior clubs, senior housing complexes, town halls and other nearby locations. Any person 60 years of age or older is welcome regardless of income level or resources. A voluntary contribution of \$3.00 is suggested. Individuals under 60 years of age are welcome as well, but are required to contribute

\$5.00. \*Please note, the congregate meal sites were closed in March 2020 due to COVID. Any senior who was going to a congregate site for meals, was able to sign up for HDMs instead. In July of 2021, we re-opened the following congregate sites two days a week (Wells, Long Lake, Indian Lake, Bolton, Johnsbury, and Lake Luzerne), and the Lake Pleasant meal site was re-opened one day a week. Due to staffing concerns, we were unable to open the remainder of the meal sites. Based on COVID numbers and staffing, we will continue to re-open the congregate sites, and/or add additional days.\*

HOME DELIVERED MEALS – Utilizing volunteer drivers, home-delivered meals are provided for any person 60 years or older, who are generally homebound by reason of physical or emotional health, unable to prepare meals for themselves, do not have a support system capable of meeting these needs, and are not able to reasonably get to a congregate location. These are healthy, nutritiously balanced meals that are delivered right to their door, Monday-Friday, excluding holidays. \*Currently we are delivering meals on Mondays, Wednesdays and Fridays.

NUTRITIONAL EDUCATION & COUNSELING – WHCOFA has a contract with a registered/certified dietitian, who is available to promote better health by providing nutrition education programs at the meal sites. This individual will also provide nutrition counseling to clients on nutritional issues and healthy eating habits to improve their health, as well as evaluate and plan for adequate and balanced meals. \*Nutritional Education programs resumed at the congregate meals sites that have re-opened starting in July. For those that are still closed, educational materials are being distributed with HDMs.\*

## X. NY CONNECTS

The purpose of the NY Connects program is to provide consistent, comprehensive, locally based information and assistance on long term services and supports (LTSS) to individuals, caregivers and families. The program allows recipients to make informed choices and give assistance in accessing such services and supports, regardless of age or finances (public benefit programs or private pay). Our goal is to help individuals remain in their homes as long as possible. NY Connects serves older individuals and individuals with disabilities of all ages link to long term care services and supports, such as home care, transportation and meals.

### LONG TERM CARE COUNCIL

NY Connects is the first program of its kind to initiate long term services and supports reform through the creation of Local Long Term Care Councils. Long Term Care Councils in each participating county are made up of consumers, caregivers, providers, advocates, government representatives (AAA Directors, DSS Commissioners), and key stakeholders who come together to analyze the local long term services and supports system, identify gaps, duplication and barriers in the system and make recommendations for improvements. The Councils use their findings to work toward a system that is more streamlined, efficient, and responsive - a system

that helps consumers remain at home and in the community. WHCOFA has joined with Washington County to offer one Long Term Care Council in this area.

## **CONTRACTS WITH PROVIDERS**

WHCOFA has several contracts with different entities to provide services to clients of Warren and Hamilton Counties. Some entities provide more than one service and some have contracts under more than one funding source. It is the goal of WHCOFA to both distribute funds equally to providers based on population size, as well as serve as many clients as we can with the amount of money that is available. WHCOFA does complete program monitoring on an annual basis to assess that each provider is adhering to the requirements of the contract and fulfilling NYSOFA guidelines. We also complete satisfaction surveys with all clients who have received services on an annual basis.

## **LEGAL ASSISTANCE**

WHCOFA has a contract with the Legal Aid Society of Northeastern NY to provide legal assistance to residents of Warren and Hamilton Counties. Legal Aid provides an unlimited number of hours of service for an annual amount of \$17,950. In 2021, 31 clients were assisted under our contract and 132.4 units of service (hour) were provided. Legal Aid Society also provided eight articles that were included in our newsletter, and one educational program that was offered via zoom. Since changing to the Legal Aid Society, we have not had to turn away anyone needing legal assistance.

## **SOCIAL ADULT DAY CARE [SADC]**

In 2019, we entered into contracts to offer Social Adult Day Care services to seniors in Warren and Hamilton Counties with Countryside Adult Home and Fort Hudson Health Systems. We have not utilized the contract with Fort Hudson to date and unfortunately, the program at Countryside was placed on hold in March of 2020. Prior to that, we did have one senior that was participating in the program. We are hoping this program will resume in the near future, but understand the need to exercise caution.

## **TRANSPORTATION**

WHCOFA provides transportation for medical appointments, as well as contracts with the Glens Falls Association for the Blind and several towns to provide transportation for seniors. With regards to the Glens Falls Association for the Blind, these funds are used to provide transportation to medical transportation. The towns use these monies in various ways. Some towns provide the transportation directly, others subcontract with Community Action and some utilize larger tour bus companies for bigger events. We allow the towns flexibility with how they utilize these funds. Below is a breakdown of the provider, funding amount, number of trips taken, and number of clients served in 2021. Please keep in mind that COVID continued to have

an impact on whether or not services were offered and the number of clients that participated in the service.

PROVIDER	AMOUNT OF CONTRACT	TRIPS	UNITS OF SERVICE	CLIENTS SERVED
Association for the Blind	\$2,000	97	194	13
Town of Chester	\$3,771	-	-	-
Town of Horicon	\$2,510	-	-	-
Town of Johnsburg	\$4,048	20	416	7
Town of Lake George	\$3,665	47	387	6
Town of Lake Luzerne	\$2,892	20	476	22
Town of Lake Pleasant	\$1,144	7	138	25
Town of Long Lake	\$4,550	18	320	25
Town of Stony Creek	\$1,680	16	344	4
Town of Thurman	\$1,797	23	406	6
Town of Warrensburg	\$1,630	24	583	6
Town of Wells	\$800	-	-	-
Medical Transportation		-	-	-

Unit of Service = Each One Way Trip

#### SENIOR RECREATION/EDUCATION

There are two entities that we provide funding to, to engage our seniors in recreation and education programs, the Glens Falls Association for the Blind and Greater Glens Falls Senior Center. In 2021 these entities were able to offer this service, but on a limited basis due to continued COVID restrictions compared to previous years. The Glens Falls Association for the Blind provided 19 units of service (hours) to 4 clients, starting in June. The Greater Glens Falls Senior Center provided 13 units of service (hours) to 13 seniors during the month of June. While these entities were not able to provide services in-person as much as they would have liked, they continued to offer assistance over the phone and via zoom.

#### IN-HOME CONTACT & SUPPORT

The two entities that we contract with for this service are also the Glens Falls Association for the Blind and Greater Glens Falls Senior Center. The Glens Falls Association for the Blind provided 92 units of service (hours) to 37 clients. The Greater Glens Falls Senior Center provided 11 units of service (hours) to eight clients in 2021.

#### OUTREACH

During 2021 there was only one outreach event offered by WHCOFA, at Solomon Heights, while COVID levels were very low. The entity that WHCOFA has a contract with for outreach, the Greater Glens Falls Senior Center, did not offer any outreach events during 2021 due to COVID restrictions and concerns.

## INFORMATION & ASSISTANCE

Information and assistance continued to be a service that thrived last year, especially during the beginning of the year when the vaccine came out. We have one contract with the Glens Falls Association for the Blind and three with the Greater Glens Falls Senior Center to provide information and assistance. The Association for the Blind reported 58 units of service to 20 clients. The Greater Glens Falls Senior Center provided a total of 206 units of service to over 96 individuals in 2021.

## PERSONAL EMERGENCY RESPONSE SYSTEM (PERS/MEDICAL ALERT)

In 2021, WHCOFA had contracts with Connect America for this service. This program has expanded, as can be evidenced by the following chart:

	2018	2019	2020	2021
Clients	5	3	12	13
Units(each month)	48	27	89	130

## RESPIRE CARE

Under the Title IIIIE Respite Caregivers Program, we have contracts with three entities: Hamilton County Public Health, Fort Hudson Health System and Greater Adirondack Home Aides. The only entity that we had seniors enrolled in for 2021 was Greater Adirondack Home Aides. Below is a table showing their data for the past three years, which has been consistent.

	Units of Service (hour)	Clients Served	Funding Used
2018	929.75	4	\$24,112.49
2019	869.25	6	\$24,081.00
2020	904	6	\$24,696.00
2021	867.75	6	\$23,826.00

## EVIDENCED BASED HEALTH PROMOTION

WHCOFA was excited to finally be able to enter into contracts for evidenced based health promotion contracts with two entities, SAIL (Southern Adirondack Independent Living Center) and Hamilton County Public Health in 2019, but unfortunately, these programs were also placed on hold due to COVID in 2020.

## NON-EVIDENCED BASED HEALTH PROMOTION

We contract with each County's Public Health department to provide non-evidenced based health promotion services. In 2021, both Hamilton County Public Health and Warren County Public Health continued to be focused on addressing the pandemic, and starting in February when the vaccine came out, this was a top priority. As the vaccine is promoting health, we allowed both counties to utilize the full amounts of their contracts for health promotion of vaccine clinics for the 60(+) population.

## PERSONAL CARE/CASE MANAGEMENT

WHCOFA has contracts in place to provide personal care services, as well as case management to monitor the individuals receiving personal care services. For Warren County residents, we have a contract with Greater Adirondack Home Aides (GAHA). As mentioned before, we tried to contract with Interim Health Care and Fort Hudson Health Systems, but were not able to finalize a contract. 2021 was the first year that we experienced having to put clients on a wait list for aid services in Warren County and this was primarily due to the shortage of aides. As a way to try to minimize this, we agreed to increase our hourly rate with GAHA so they could pay their aides more. NYSOFA (New York State Office for the Aging), the Association on Aging, as well as various other organizations, have also been advocating for “fair pay for home care” for those who provide aid services to individuals living in the community.

	PC1 Units	# Clients	PC2 Units	Clients	Funding Used
2018	346.25	7	4480.17	31	\$132,746.56
2019	466.75	5	4960.45	32	\$157,132.36
2020	1237.25	10	5069.83	32	\$179,369.88
2021	1816.9	19	4114	32	\$168,108.00

PC1 = Housekeeping, laundry, shopping, etc.; PC2 = bathing, dressing (hands on); Unit = Hour

In Hamilton County, we have contracts with Hamilton County Public Health, Hamilton County DSS (case management piece only), Home Health Care Partners and Home Aide Services of Central Adirondacks. During 2021, we did not have clients that wished to have services through Home Health Care Partners or Home Aide Services of Central Adirondacks. Typically in Hamilton County, most clients prefer to utilize the services of Hamilton County Public Health. The units of service, number of clients served and amount of funding used for the past four years can be found in the table below.

	PC1 Units	# Clients	PC2 Units	Clients	Funding Used
2018	110	5	757.25	16	\$40,424.38
2019	274.5	8	1335.75	17	\$61,889.32
2020	342.5	12	1080	17	\$58,915.41
2021	392	14	1449	17	\$31,789.92

PC1 = Housekeeping, laundry, shopping, etc.; PC2 = bathing, dressing (hands on); Unit = Hour

## **SERVICES PROVIDED BY OFA STAFF**

2021 was a big year for the WHCOFA, and both the office staff and meal site staff should be commended for the amazing job that they did!!!

With the announcement of the COVID vaccine, we initiated wait lists for our seniors in Warren County and Hamilton County. Unlike other counties who limited these lists to seniors who were not able to access the internet or able to register on their own, we allowed any senior, 60(+) years

of age, who resided in Warren or Hamilton County to be placed on the wait list. When a clinic was announced, every available staff member in the office began reaching out to those on the list to notify them of the clinic and/or assist them with registering for the vaccine. While the vaccine was easily accessible in Hamilton County, we found it a little more complicated in Warren County due to limitations of who could administer the vaccine.

However, in March of 2021, with the assistance of the Association on Aging and Kinney Drugs, we were able to host the **first** mass vaccination clinic for the 60(+) population in NY State. Initially, we planned a two-day event with the goal of administering over 2,400 1<sup>st</sup> doses of the vaccine. Just prior to the clinic, the vaccine became more readily available in Warren County, and we scaled back our efforts. This was still a huge undertaking for the staff in WHCOFA, but with help from Warren County Public Health and various other County entities, as well as several community agencies, we were able to provide the 1<sup>st</sup> and then 2<sup>nd</sup> dose of the Pfizer vaccine to over 1,100 seniors in our area. To this day, I am completely in awe of how well every member of my team performed, the other Warren County departments and staff that pitched in to provide support, and the unprecedented community support we had.

In the end, Hamilton County had over 1,090 seniors who were on our wait list. With the assistance of Hamilton County Public Health, the WHCOFA team signed up 1,059 of those seniors for their first dose of the vaccine. Over 3,400 seniors were placed on the Warren County wait list. We are extremely grateful to the IT department in Warren County for setting up the COVID sign-up link, Warren County Public Health, Hamilton County Public Health, Hudson Headwaters Health Network, and all other departments and agencies that supported with efforts to get the seniors in Warren and Hamilton County vaccinated against COVID.

Over the summer of 2021, we began to see the effects that COVID's shutdown of our country's production industry had, as our main supplier of food products informed us that they would no longer be delivering to us. The Warren County Purchasing Department undertook a tremendous endeavor to find a different supplier of food, while our office initiated the process of finding any options available of continuing our nutrition program. Ultimately, thanks to the efforts of the County Administrator, Warren County Purchasing Department, and a temporary band aid (Mom's Meals), WHCOFA was able to continue to provide meals to all of our seniors. We recognize that this was a stressful time for our meal site staff and we apologize for this. We were extremely pleased that our meal sites were able to continue to provide meals, and thank the staff for continuing to be there for our seniors!!!!

In 2021 WHCOFA HIICAP counselors were able to increase their client contacts from 1,393 to 1,599. We attribute this improvement to the slow introduction of in person sessions and the increased comfort of staff and clients to communicate effectively by phone, email, and mail.

Additionally, we were able to present at the annual health fair conducted by the Glens Falls Senior Center. They had limited in person attendance but streamed the session live via Facebook

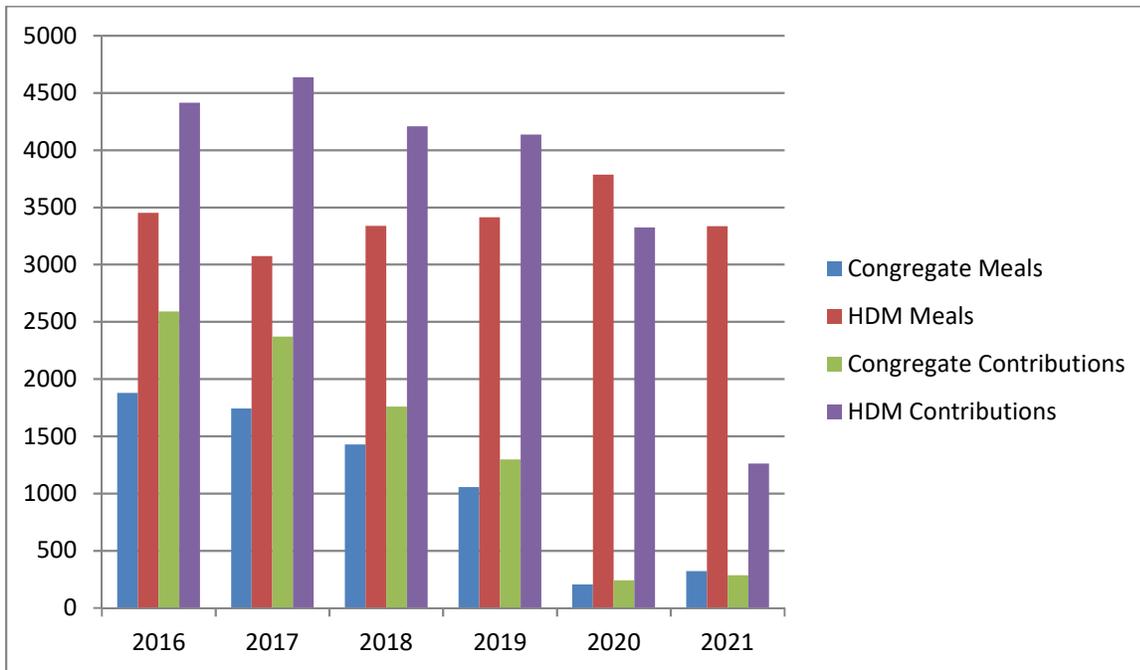
which allowed us to reach more participants safely. We also attended an outdoor gathering for the Solomon Heights senior living community in October. Both events were well attended overall and complied with the COVID rules and restrictions.

As 2022 progresses we hope to increase our outreach both in person and through media sources to continue reaching beneficiaries with information regarding Medicare basics, coverage options, and most importantly cost saving programs and strategies.

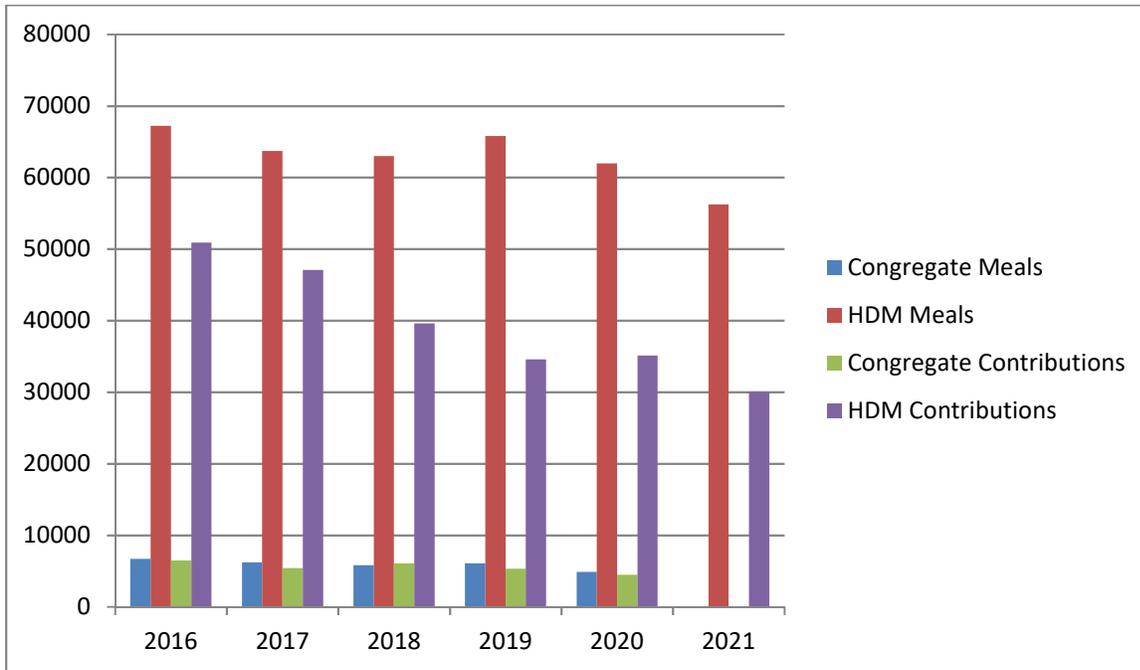
**NUTRITION PROGRAM**

The next few pages are comparisons of the number of congregate and home delivered meals served at each meal site from 2016 – 2021, as well as the amount of contributions received for both. Please note that from January until July of 2021, the congregate meal sites were closed and most of these individuals were receiving HDMs.

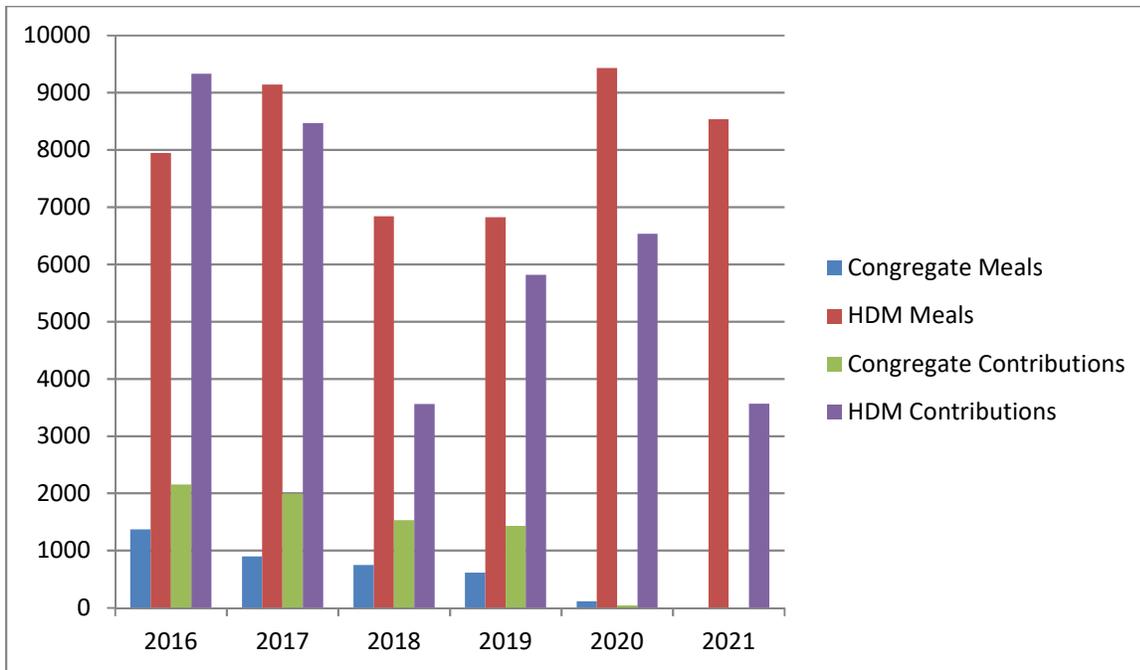
Bolton Meal Site



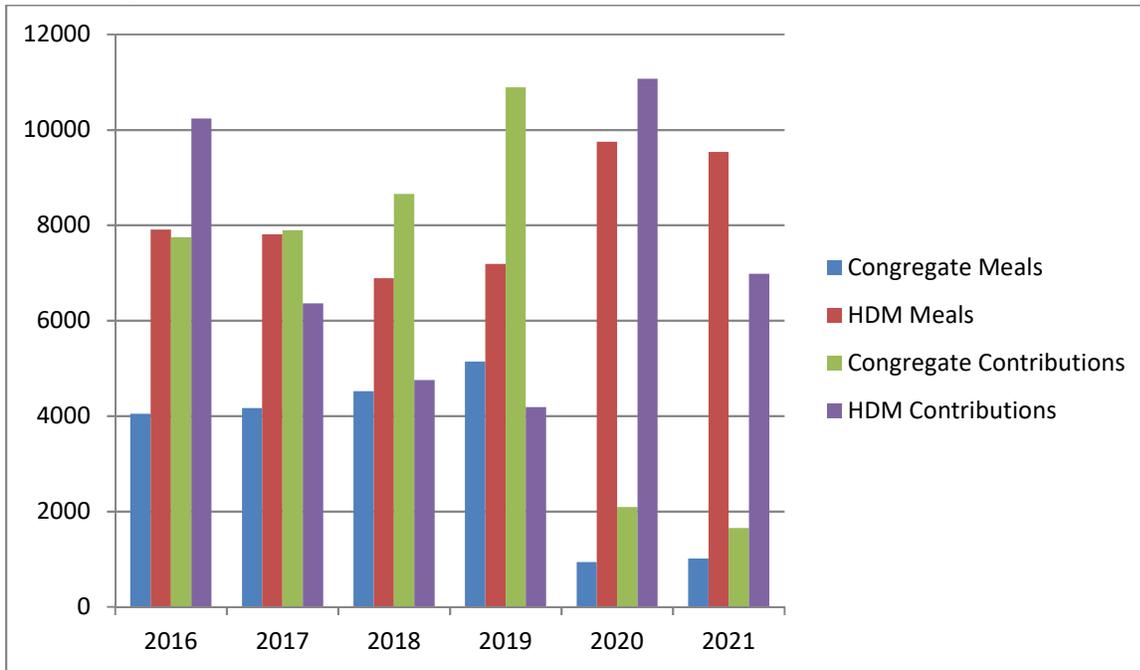
### Cedars Meal Site



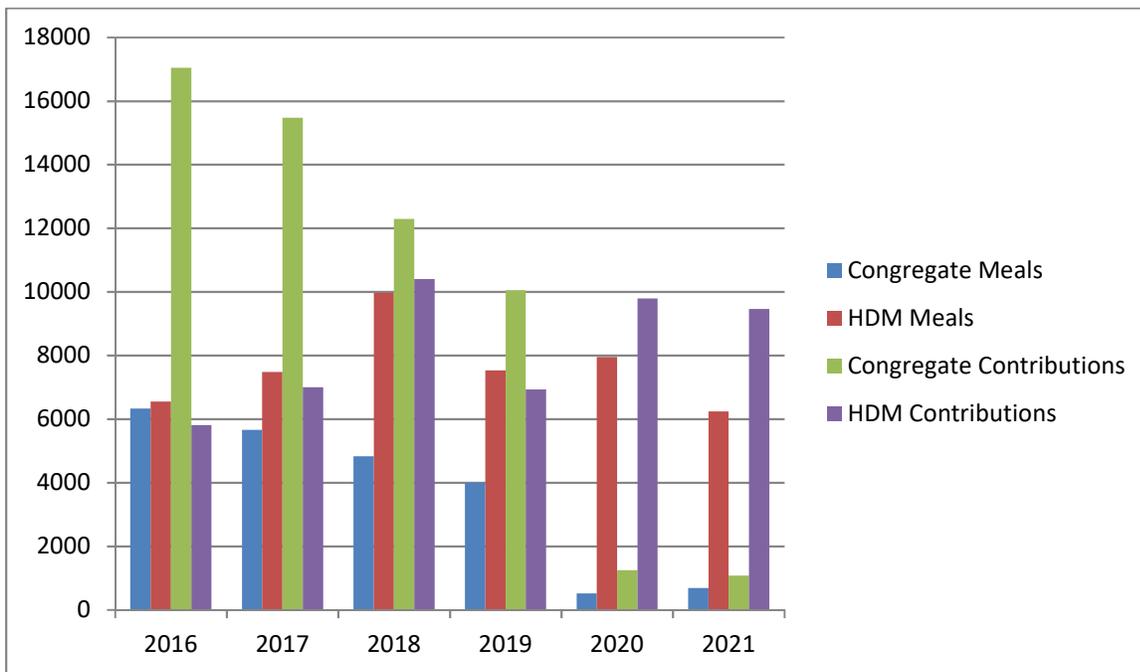
### Chestertown Meal Site



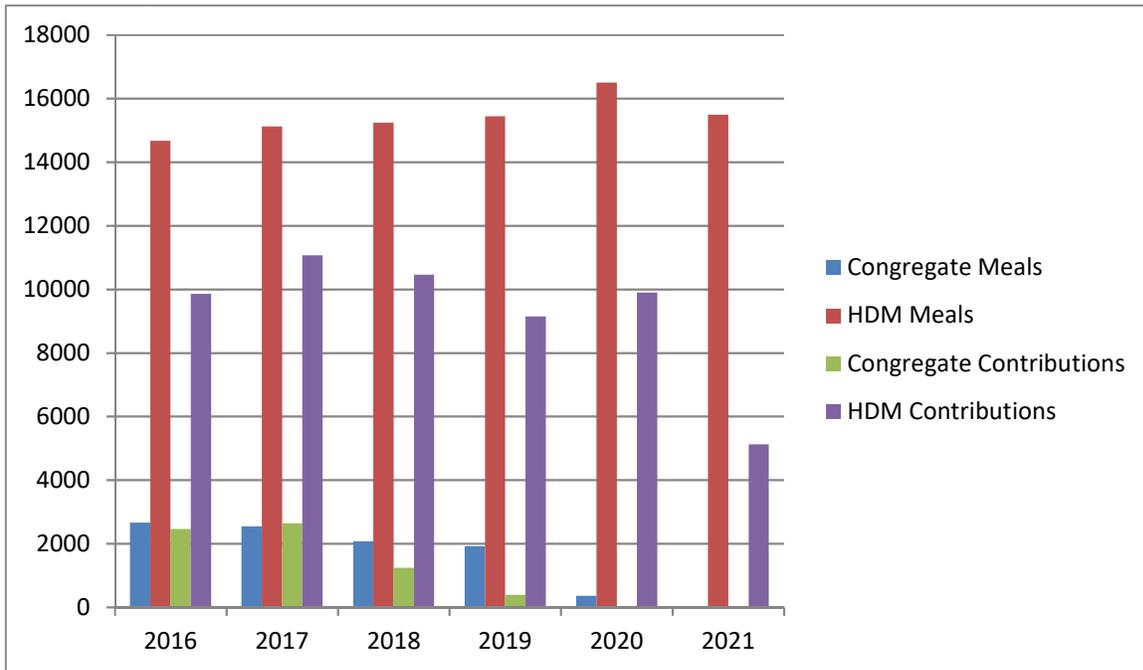
### Johnsburg Meal Site



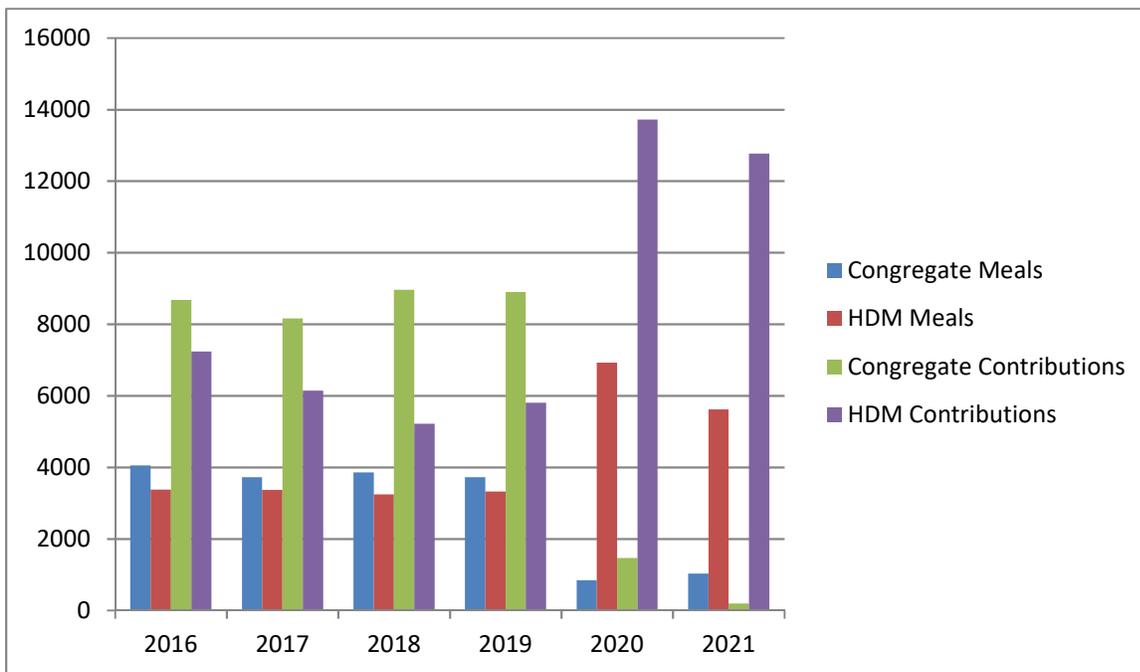
### Lake Luzerne Meal Site



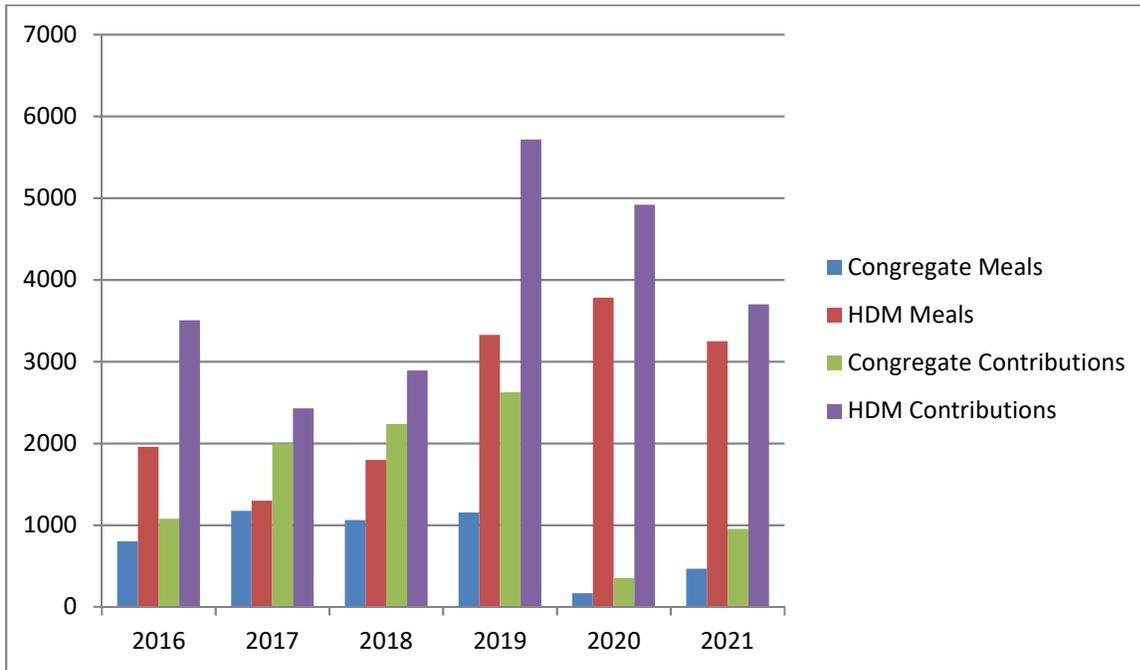
### Warrensburg Meal Site



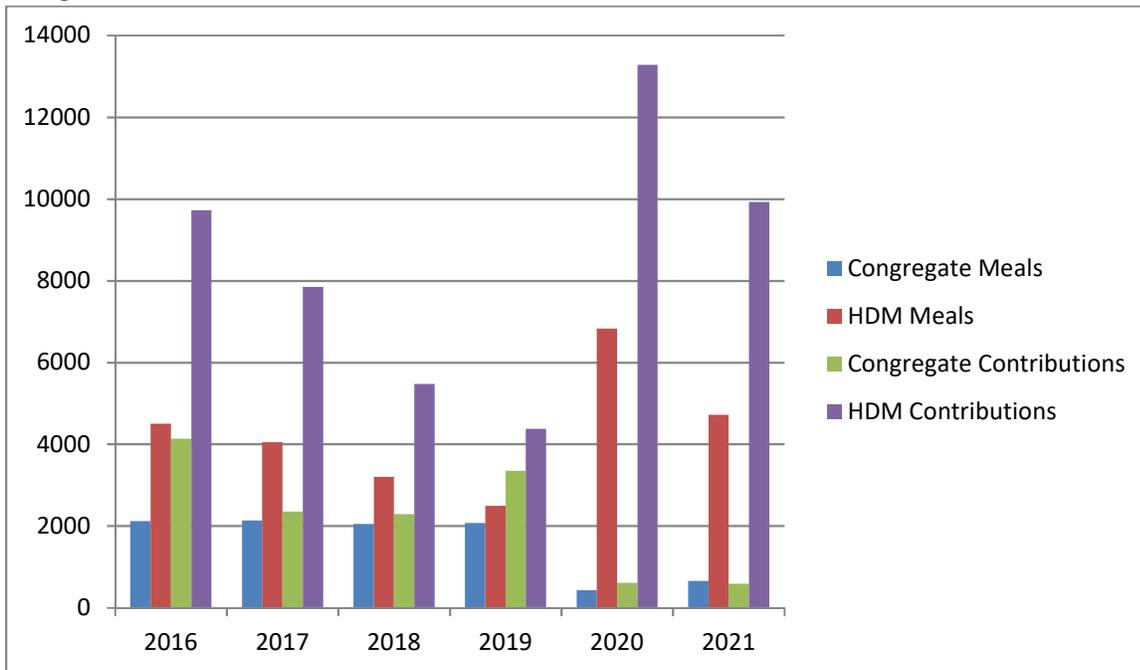
### Indian Lake Meal Site



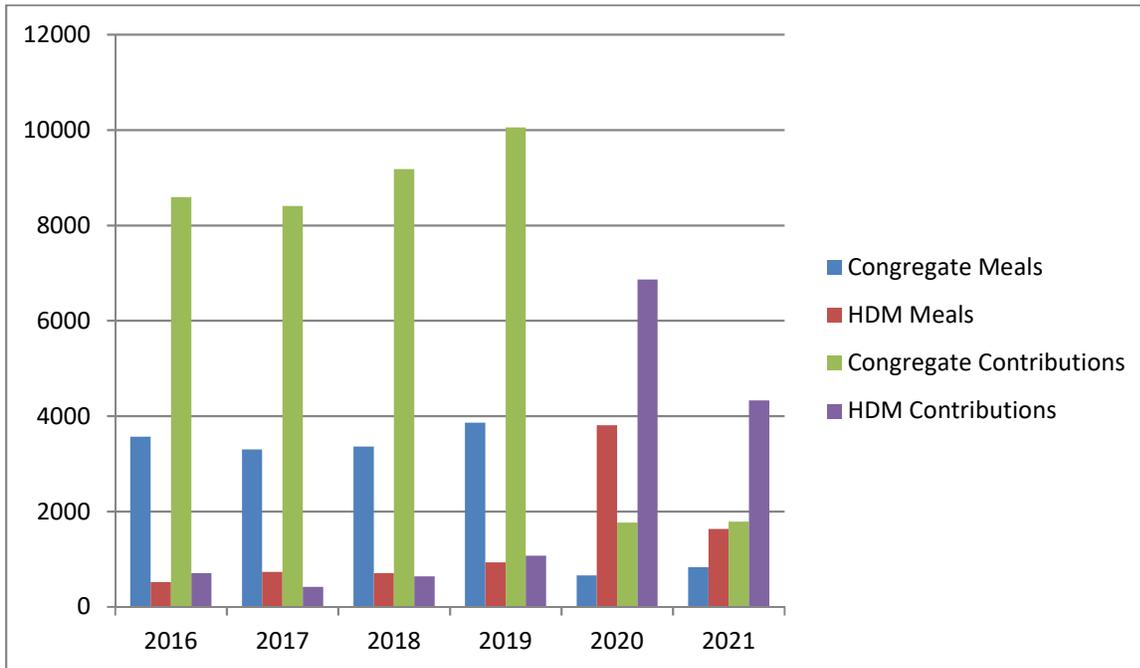
### Lake Pleasant Meal Site



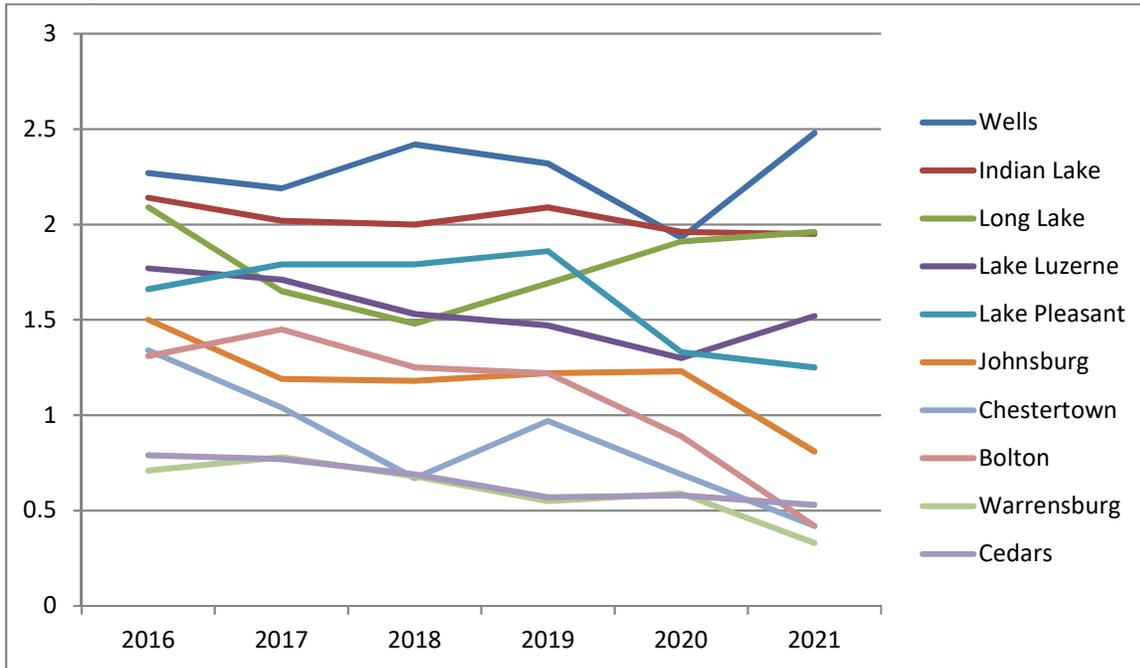
### Long Lake Meal Site



### Wells Meal Site



### Average Reimbursement Received in Contributions Per Meal At Each Site



**Average Cost Per Meal for 2021**

Warrensburg/Chestertown = \$6.03

Lake Luzerne = \$6.23

Cedars = \$6.83

Johnsburg = \$11.55

Bolton = \$13.77

Indian Lake = \$11.04

Long Lake = \$14.89

Wells/Lake Pleasant = \$16.27

This is the true costs, as the average contribution amounts were subtracted from the original figures. All Sites = \$10.83 [Warren County = \$8.88; Hamilton County = \$14.07]

**FISCAL REVIEW**

**HAMILTON COUNTY**

Total Expenses	2019	2020	2021
1 <sup>st</sup> Quarter	\$124,117.71	\$111,633.47	\$92,844.77
2 <sup>nd</sup> Quarter	\$114,517.33	\$81,357.84	\$90,950.16
3 <sup>rd</sup> Quarter	\$133,665.27	\$111,477.24	\$116,422.22
4 <sup>th</sup> Quarter	<u>\$140,070.61</u>	<u>\$134,656.74</u>	<u>\$136,307.80</u>
	\$512,370.92	\$439,125.29	\$436,307.80

County Share	2019	2020	2021
1 <sup>st</sup> Quarter	\$53,314.02	\$12,037.43	\$10,417.62
2 <sup>nd</sup> Quarter	\$42,822.14	\$7,735.08	\$7,527.26
3 <sup>rd</sup> Quarter	\$43,355.23	\$17,235.59	\$14,408.01
4 <sup>th</sup> Quarter	<u>\$59,322.01</u>	<u>\$16,602.16</u>	<u>\$22,432.08</u>
	\$198,813.40	\$53,610.26	\$54,784.97

WARREN COUNTY

Total Expenses	2019	2020	2021
1 <sup>st</sup> Quarter	\$479,639.99	\$505,012.84	\$337,508.84
2 <sup>nd</sup> Quarter	\$450,406.33	\$417,087.17	\$382,282.63
3 <sup>rd</sup> Quarter	\$511,685.67	\$437,108.23	\$459,126.94
4 <sup>th</sup> Quarter	\$505,904.04	\$561,969.41	\$499,062.02
	\$1,947,636.03	\$1,921,177.65	\$1,677,980.43

County Share	2019	2020	2021
1 <sup>st</sup> Quarter	\$110,975.80	\$24,563.76	\$35,697.42
2 <sup>nd</sup> Quarter	\$209,449.9	\$95,009.38	\$44,042.46
3 <sup>rd</sup> Quarter	\$146,092.40	\$52,893.01	\$38,696.09
4 <sup>th</sup> Quarter	\$210,839.70	\$78,497.91	\$43,708.38
	\$677,357.70	\$250,964.10	\$162,144.35

Again, we welcome any suggestions for future content, and welcome you to send any requests for additional information to: [parkd@warrencountyny.gov](mailto:parkd@warrencountyny.gov). Thank you.