

HEALTH SERVICES COMMITTEE
OFFICE FOR THE AGING
May 23, 2023

COMMITTEE MEMBERS: Frasier, McDevitt, Bruno, Runyon, Geraci, Smith and Stec
*- Chair of the Board shall serve as an Ex-Officio member when needed in accordance
with Section C (4) of the Rules of the Board*

- I. Committee meeting called to order by Chair
- II. Approval of minutes of prior Committee Meeting
- III. Privilege of the floor and public comment
- IV. Action Agenda/New Business Items:
 1. Request:
Rationale:
 2. Request:
Rationale:
- V. Discussion Items:
 1. Annual Report
- VI. Referrals/Pending Items:
- VII. Privilege of the floor and public comment
- VIII. Motion to adjourn

Attachments:

1. Annual Report

WARREN/HAMILTON COUNTIES OFFICE FOR THE AGING

ANNUAL REPORT FOR YEAR 2022

This is the 3rd annual report for the Warren/Hamilton Counties Office for the Aging (WHCOFA). 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.

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 it is important to understand that 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 in 2022.

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 program. 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 2022.

Lastly, there will be a fiscal review of our spending for the past year. One thing to note for years 2020-2022 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.

Without the amazing staff at both the meal sites and in the office, none of this would be possible. These individuals continue to put the seniors of Warren and Hamilton counties first and their dedication to this community is commendable.

FUNDING PROGRAMS – NYSOFA 2022

FEDERAL – Program Period: 1/1/22-12/31/22

Title III-B Supportive Services Program 90% Federally Funded[Max \$86,115]

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 (Area Associations on Aging) 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 \$109,460]

The congregate meal settings provide 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 \$67,578]

HDMS 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 \$6,685]

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 \$57,784]

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: 10/1/21-9/30/22 100% Federally Funded[\$109,942.86]

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: 4/1/22-3/31/23

CSE

75% State Funded[Max-\$256,723]

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]

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-\$403,689]

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 \$252,472]

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 \$52,370]

The New York State Health Insurance Information Counseling and Assistance 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 (Department of Social Services, Health Services, Hamilton County) but the money is in OFA budget. Previously referred to as Point of Entry.

MIPPA – Program Period: 9/1/21-8/31/22 **100% Funded Annual Grant[\$28,349]**
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 (MSP), 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: 1/1/22-12/31/22 **100% Annual Grant [\$11,200]**
Used to assist older Americans get to and from medical appointments, social events, etc.

UNMET NEED – Program Period: 1/1/22-12/31/22 **100%[Max-\$150,000]**
This is a new funding stream that began in 2021 for Warren/Hamilton Counties. However, we did not receive these funds until 2022. Over the years, Offices for the Aging have demonstrated the need for extra funding due to wait lists for services. Initially, these monies were only distributed to OFA’s that had a wait list for personal care services. Through advocacy, we were able to demonstrate that without the Counties overmatch, we would have a wait list for the nutrition program.

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

COVID STIMULUS MONIES

CARES Act for Supportive Services
HDC3 - \$38,700 (used in 2020 & 2021)
Aging & Disability Resource Center (ADRC) COVID 19 - \$20,269
Consolidated Appropriations Act
HDC5 - \$40,691 (used in 2020 & 2021)
American Rescue Plan Act [Requires 25% Match]
SSC6 (IIIB) - \$108,219 (\$68, 997.35 carried over from 2021 and used in 2022)
CMC6 (IIC1) - \$64,732
HDC6 (IIC2) - \$107,605
PHC6 (IIID) - \$12,010 (used in 2021)
FCC6 (IIIE) - \$44,241 (used in 2021)
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 2022, we utilized the remainder of our SCC6 funding (\$68,997.35). We specifically left CMC6 and HDC6 funds for 2023 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 our nutrition program. The MDD is set to expire in May of 2023.

Please note that 2020-2022 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 2023, but anticipate expending all of our stimulus monies this year.

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, caregiver 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, Stony Creek, Thurman, Warrensburg, and Wells

Unfortunately, in January of this year, the subcontractor that many of the towns used to provide transportation, Community Action, abruptly stopped their service. We have been trying to get the Board of Community Action to reinstitute this program, advocating on behalf of our seniors. WHCOFA has proposed reimbursing Community Action directly for its portion of the service as well as to ease the burden on the towns.

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 until the spring of 2022.*

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

Unfortunately, we currently have a wait list for personal care services, as it has been difficult for many agencies to find aides to provide these much needed services. This is a state wide issue, but it is the first time in over 10 years that we have had a wait list for this service in Warren County. In the fall of 2022, through advocacy by many different agencies, NYS raised the wages for home care workers by \$2 hour. While this was amazing, the minimum wage for health care workers remains extremely low for the level of care that is provided. We will continue to advocate on behalf of home care workers to get a higher wage.

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 2022, 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. All of our meal sites in Hamilton County are now open five days 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.* **In March of 2023 we increased the cost per meal for those under 60 years of age from \$5.00 to \$7.00 due to rising costs of goods after approval from the Advisory Council.**

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 and 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. *For those meal sites 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 provides older individuals and individuals with disabilities of all ages a 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 2022, 29 clients were assisted

under our contract and 120 units of service (hour) were provided. Legal Aid Society also provided two articles that were included in our newsletter, and numerous educational programs offered via zoom. Since changing to the Legal Aid Society, we have not had to turn away anyone needing legal assistance due to lack of funds.

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 2022. 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 | 68 | 136 | 9 |
| Town of Chester | \$3,771 | - | - | - |
| Town of Horicon | \$2,510 | - | - | - |
| Town of Johnsburg | \$4,048 | 22 | 372 | 4 |
| Town of Lake George | \$3,665 | 43 | 443 | 7 |
| Town of Lake Luzerne | \$2,892 | 12 | 261 | 23 |
| Town of Lake Pleasant | \$1,144 | 5 | 88 | 22 |
| Town of Long Lake | \$4,550 | 33 | 543 | 39 |
| Town of Stony Creek | \$1,680 | 31 | 318 | 6 |
| Town of Thurman | \$1,797 | 20 | 354 | 6 |
| Town of Warrensburg | \$1,630 | 23 | 672 | 8 |
| Town of Wells | \$800 | 2 | 39 | 18 |
| RSVP – New in 2022 | \$5,000 | 22 appts | 43 | 13 |
| Medical Transportation | | 42 appts | 84 | 17 |

Unit of Service = Each One Way Trip

SENIOR RECREATION/EDUCATION

There are two entities that we provide funding for this includes engaging our seniors in recreation and education programs, the Glens Falls Association for the Blind and Greater Glens Falls Senior Center. The Glens Falls Association for the Blind provided 30 units of service (hours) to 6 different clients. The Greater Glens Falls Senior Center provided 281 units of service (hours) to 72 seniors last year.

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 68 units of service (hours) to 28 clients. The Greater Glens Falls Senior Center provided 11 units of service (hours) to nine clients in 2022.

OUTREACH

In the fall of 2022, the Greater Glens Falls Senior Center hosted an event in person, which was then posted on Facebook. This event was attended by 17 individuals in person and has been viewed over 100 times on Facebook since then.

WHCOFA hosted several outreach events in 2022 with both community partners such as SAIL (Southern Adirondack Independent Living Center) and DSS, as well as seniors at Village Green, Solomon Heights and The Glen.

INFORMATION & ASSISTANCE

Information and assistance continued to be services that thrived last year. 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 10 units of service to 8 clients. The Greater Glens Falls Senior Center provided a total of 214 units of service to over 107 individuals in 2022.

PERSONAL EMERGENCY RESPONSE SYSTEM (PERS/MEDICAL ALERT)

In 2022, 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 | 2022 |
|-------------------|------|------|------|------|------|
| Clients | 5 | 3 | 12 | 13 | 19 |
| Units(each month) | 48 | 27 | 89 | 130 | 169 |

RESPITE CARE

Under the Title III E 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 2022 was Greater Adirondack Home Aides. Below is a table showing their data for the past five years. Last year, the total number of hours provided doubled.

| | 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 |
| 2022 | 1,734 | 7 | \$45,084.00 |

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. We are hoping to start evidenced based health promotion in 2023.

NON-EVIDENCED BASED HEALTH PROMOTION

We contract with each County's Public Health department to provide non-evidenced based health promotion services. In 2022, both Hamilton County Public Health and Warren County Public Health worked on starting their programs again. Hamilton County Public Health provided 24 units of service to 12 different clients through educational programs at the Hamilton County meal sites and their new newsletter. They also started the yoga program again, which was attended by 26 seniors, with 140 units of service being provided over each of these six class sessions.

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. 2022 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 aide services to individuals living in the community, which resulted in a \$2/hour increase.

| | PC1 Units | # Clients | PC2 Units | Clients | Funding Used |
|------|-----------|-----------|-----------|---------|--------------|
| 2018 | 3,46.25 | 7 | 4,480.17 | 31 | \$132,746.56 |
| 2019 | 4,66.75 | 5 | 4,960.45 | 32 | \$157,132.36 |
| 2020 | 1,237.25 | 10 | 5,069.83 | 32 | \$179,369.88 |
| 2021 | 1,816.9 | 19 | 4,114 | 32 | \$168,108.00 |
| 2022 | 1,543 | 22 | 4,533 | 32 | \$155,677.10 |

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 2022, 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 five 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 | 1,335.75 | 17 | \$61,889.32 |
| 2020 | 342.5 | 12 | 1,080 | 17 | \$58,915.41 |
| 2021 | 392 | 14 | 1,449 | 17 | \$31,789.92 |
| 2022 | 529.25 | 15 | 1,368 | 17 | \$57,808.43 |

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

HIGHLIGHTS FOR 2022

2022 brought the following highlights and accomplishments for WHCOFA.

The volunteer medical transportation program started again for both Hamilton and Warren County residents in the beginning of 2022. Through this program we coordinate transportation for clients to medical appointments by utilizing our volunteer drivers. Drivers are then reimbursed mileage at the current IRS rate.

In July, our staff began completing in-person assessments on HDM clients. When COVID began, NYSOFA allowed us to conduct these initial and annual assessments over the phone. With the easing concerns over COVID, we felt that going back to in-person assessments where we could meet with the clients and see their homes was important. WHCOFA staff make sure to offer to wear masks so that clients continue to feel comfortable. Overall, clients have been happy to see staff again and welcome the interaction.

Throughout 2022, we gradually reopened the congregate meal sites for in-person dining where we were able to. At this time all of the Hamilton County meal sites are open five days a week, and the following sites in Warren County are open on Mondays, Wednesdays and Fridays - Bolton, Johnsbury, and Lake Luzerne. The Warrensburg meal site remains closed for congregate dining as it is located at Countryside Adult Home and they are currently renovating. The Cedars, Solomon Heights and First Presbyterian meal sites have been closed due to staffing issues, but we are hoping to resolve this when we transition over to the Salvation Army.

With the reopening of the congregate meal sites, our Registered Dietitian has started holding in-person education programs and nutritional outreach events. This has also assisted with various other outreach and educational events being hosted at the meal sites.

In February of this past year, we entered into an MOU (Memorandum of Understanding) with the Independent Living Center of the Hudson Valley (ILCHV), enabling them to have a staff member co-locate in our office. This has allowed us to formulate a great partnership working together to assist those in need of long-term care services and supports. Not only can we collaborate on clients, but we also conduct outreach and educational events together.

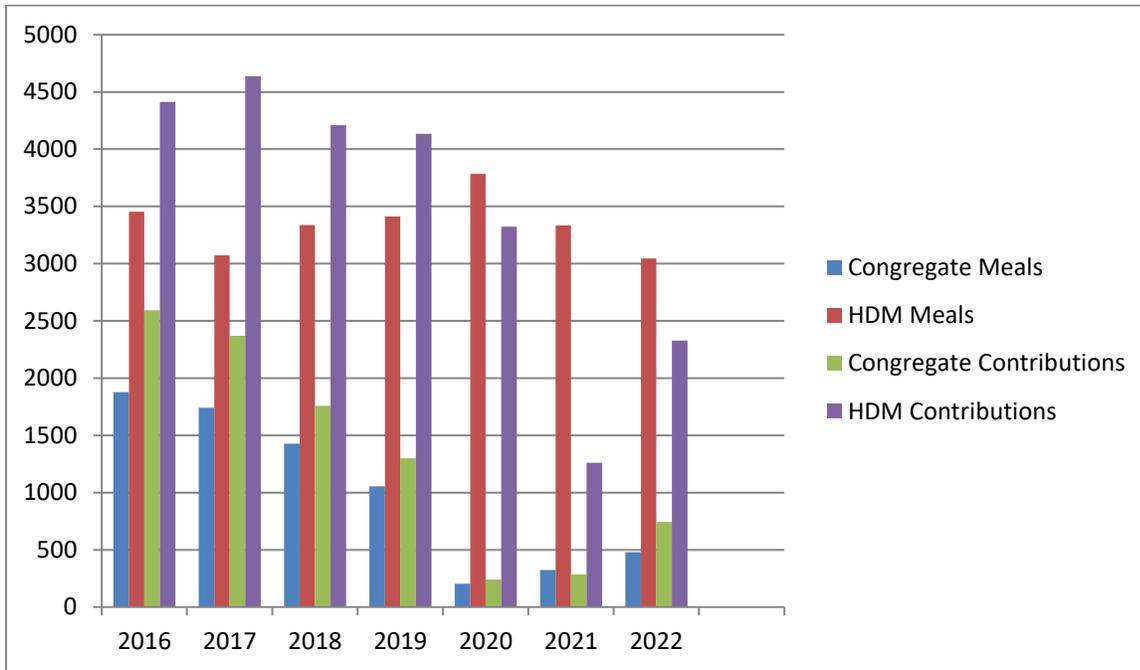
Through the NYSOFA, we continued to offer animatronic pets to seniors. These cats, dogs and now birds, provide companionship to seniors at a time when social isolation continues to be an issue. For more information on these animatronic pets, please visit the following website: <https://joyforall.com/> If you know of a senior 60(+) that could benefit from one, please reach out to us. We would also be happy to provide a demonstration at a future meeting if you would like.

New this year, NYSOFA introduced us to ElliQ, a robotic friend for seniors or what I like to refer to as “Alexa for Seniors.” ElliQ is an interactive tablet that engages seniors on a regular basis, providing reminders, checking on health status, trivia, jokes, exercise programs, etc. The link for ElliQ can be found here: <https://www.elliq.com/> . Again, if you would like a demonstration of ElliQ or know someone that might be interested, please let us know.

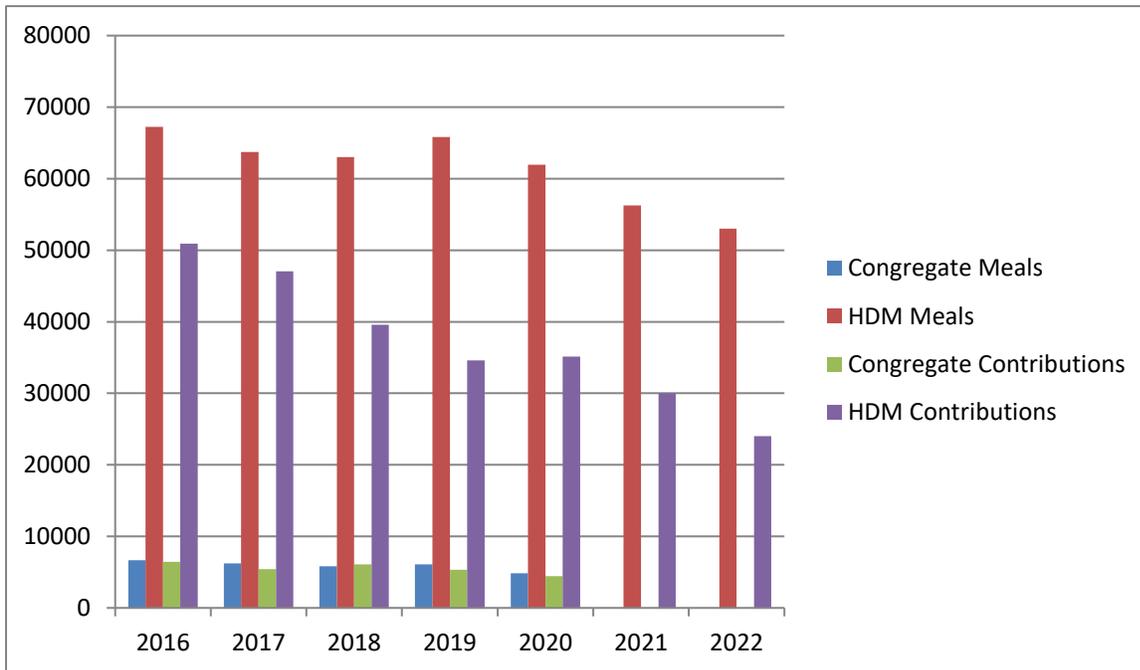
NUTRITION PROGRAM

The next few pages are comparisons of the number of congregate and home delivered meals served at each meal site from 2016 – 2022, as well as the contributions received for both.

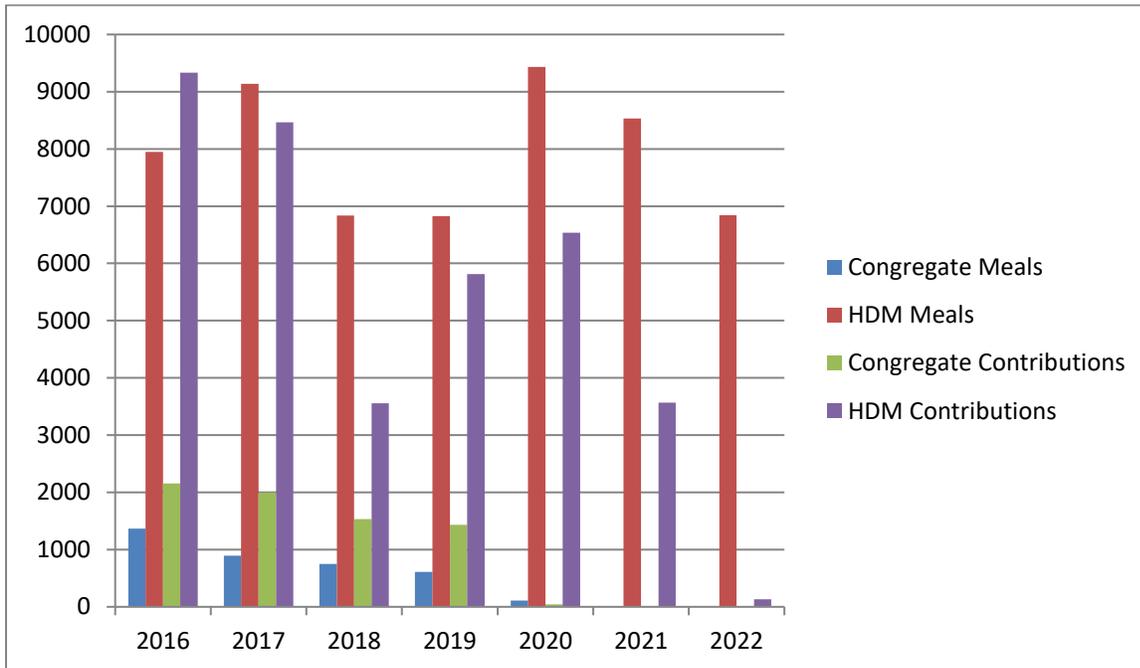
Bolton Meal Site



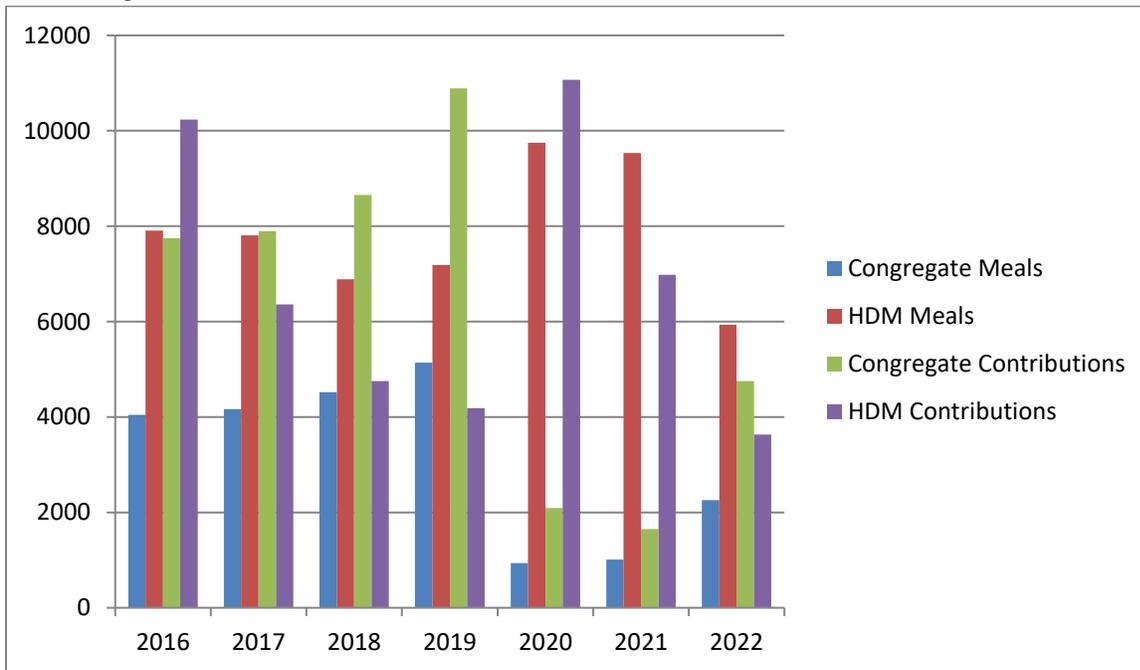
Cedars Meal Site



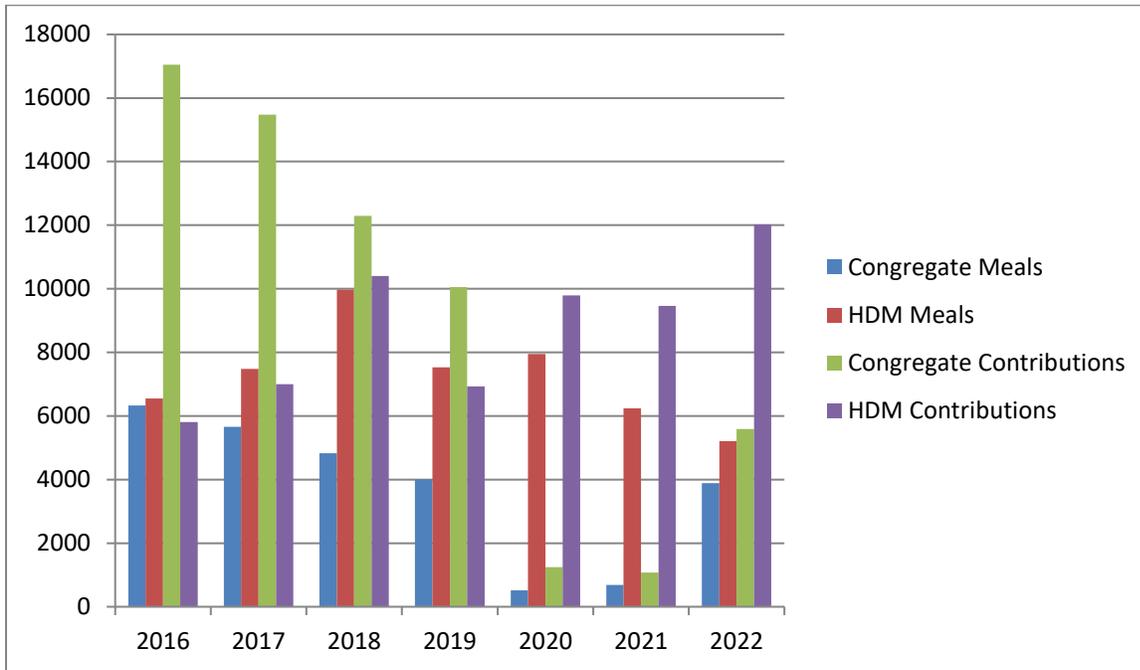
Chestertown Meal Site



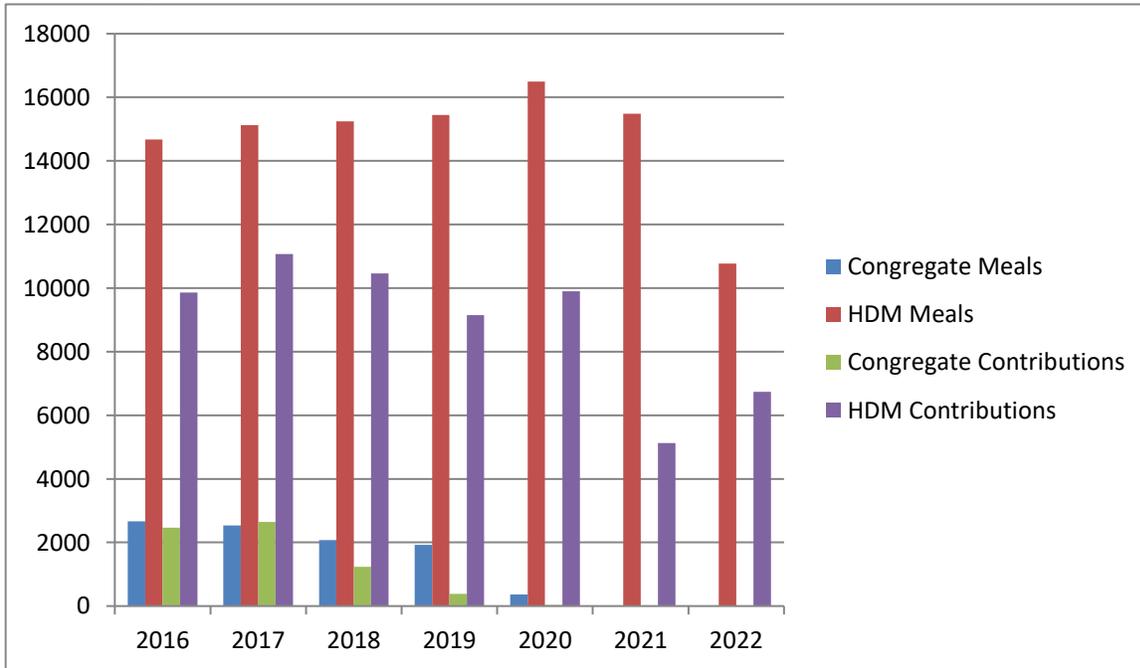
Johnsburg Meal Site



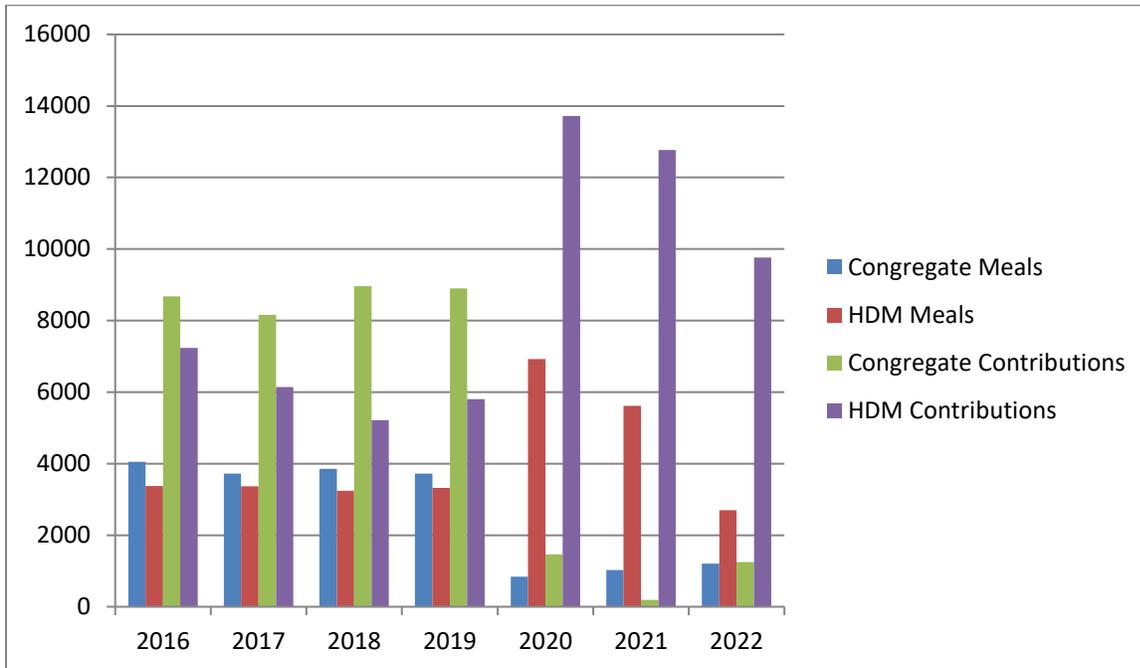
Lake Luzerne Meal Site



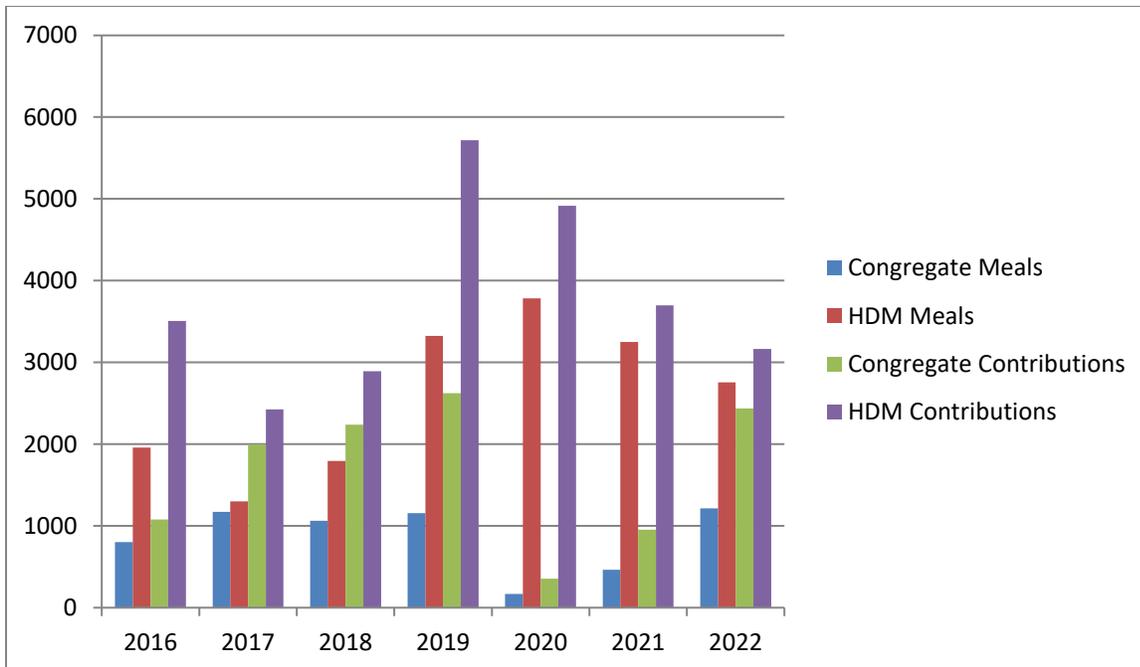
Warrensburg Meal Site



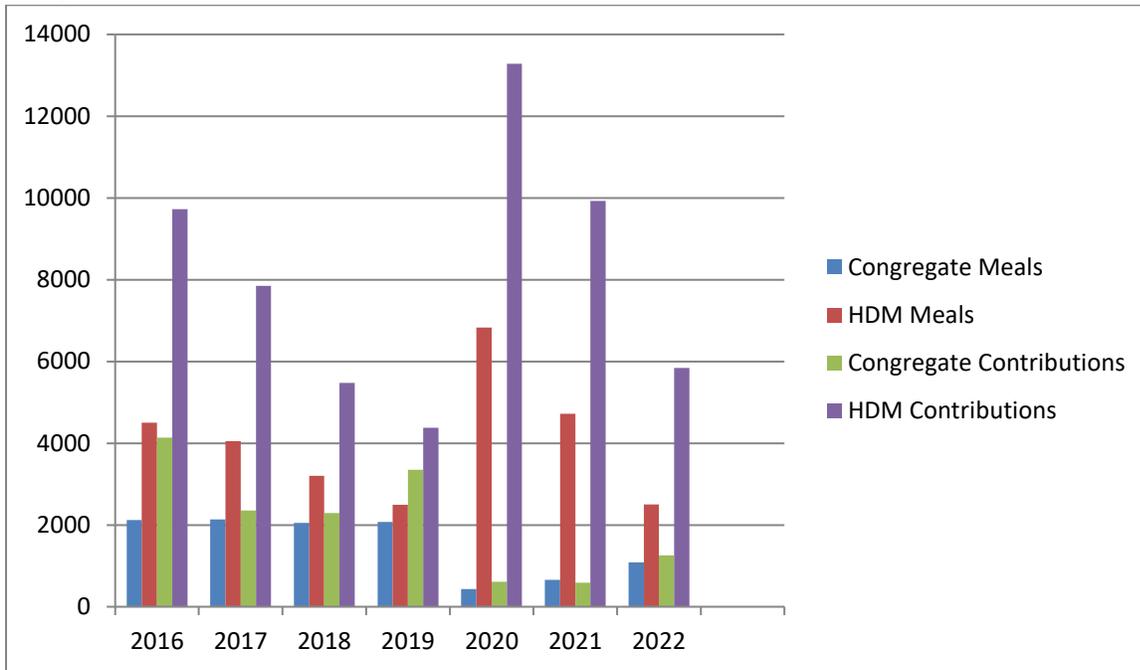
Indian Lake Meal Site



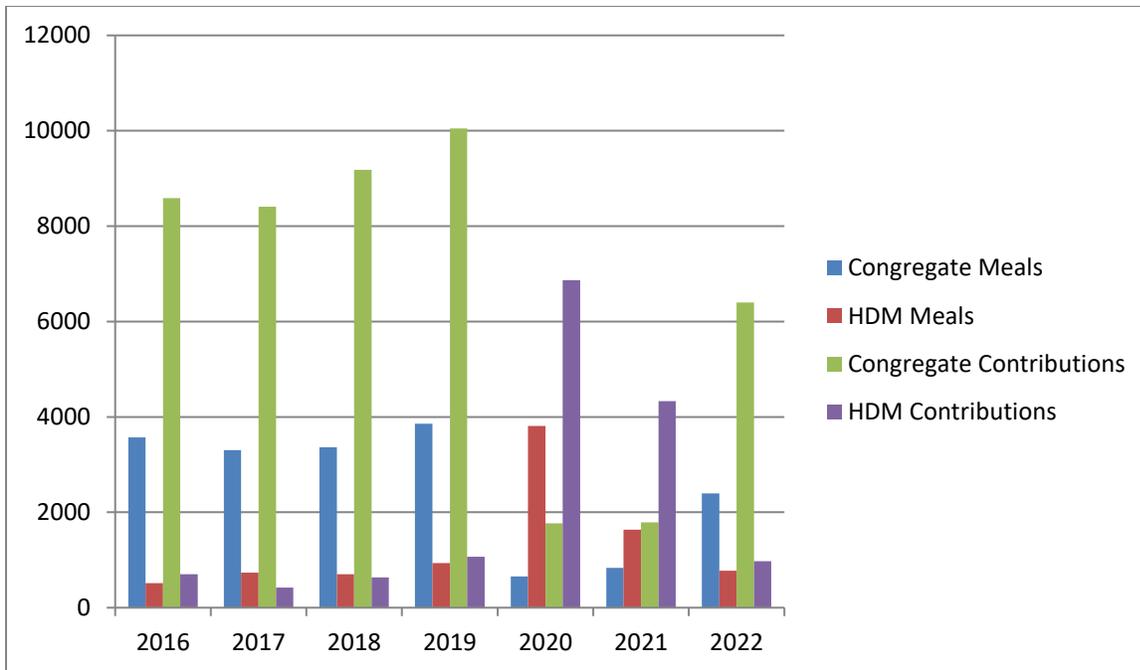
Lake Pleasant Meal Site



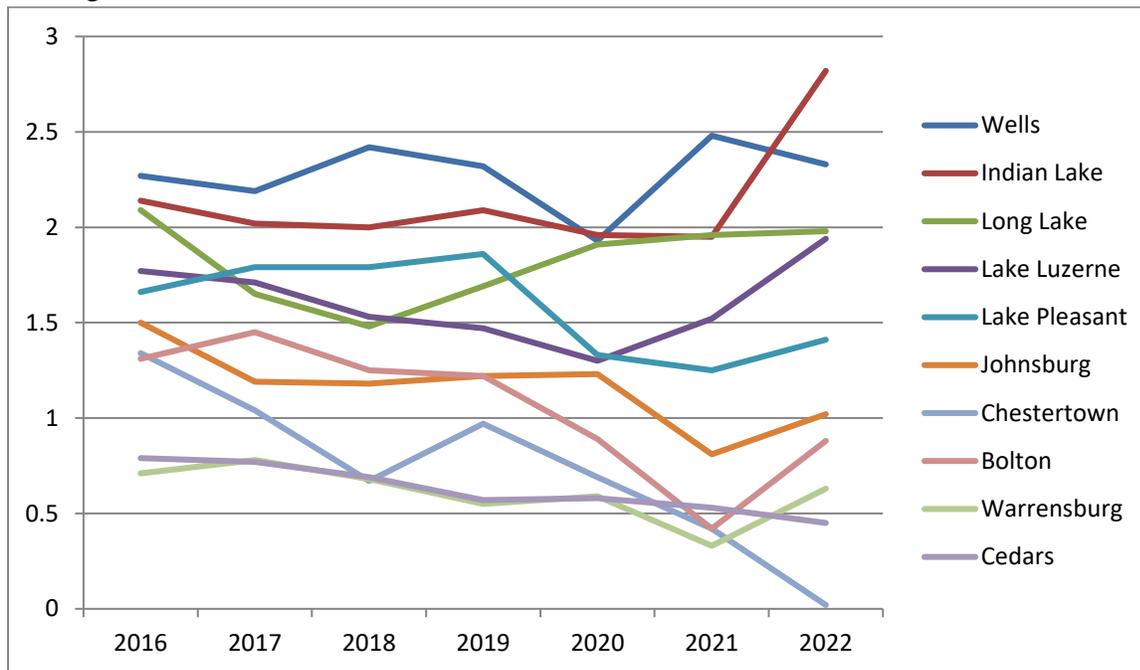
Long Lake Meal Site



Wells Meal Site



Average Reimbursement Received in Contributions Per Meal At Each Site



Average Cost Per Meal for 2022 (2021)

Warrensburg/Chestertown = \$7.65 (6.03)

Lake Luzerne = \$7.71 (6.23)

Cedars = \$7.18 (6.83)

Johnsburg = \$15.74 (11.55)

Bolton = \$16.49 (13.77)

Indian Lake = \$22.69 (11.04)

Long Lake = \$26.05 (14.89)

Wells/Lake Pleasant = \$18.10 (16.27)

These are the true costs, as the average contribution amounts were subtracted from the original figures. All Sites = \$15.82 (10.83) [Warren County = \$10.40 (8.88); Hamilton County = \$21.24(14.07)].

FISCAL REVIEW

HAMILTON COUNTY

| Total Expenses | 2019 | 2020 | 2021 | 2022 |
|-------------------------|---------------------|---------------------|---------------------|---------------------|
| 1 st Quarter | \$124,117.71 | \$111,633.47 | \$92,844.77 | \$98,019.55 |
| 2 nd Quarter | \$114,517.33 | \$81,357.84 | \$90,950.16 | \$109,254.55 |
| 3 rd Quarter | \$133,665.27 | \$111,477.24 | \$116,422.22 | \$112,795.61 |
| 4 th Quarter | <u>\$140,070.61</u> | <u>\$134,656.74</u> | <u>\$136,307.80</u> | <u>\$190,563.93</u> |
| | \$512,370.92 | \$439,125.29 | \$436,307.80 | \$510,633.64 |

| County Share | 2019 | 2020 | 2021 | 2022 |
|-------------------------|--------------------|--------------------|--------------------|--------------------|
| 1 st Quarter | \$53,314.02 | \$12,037.43 | \$10,417.62 | \$13,910.48 |
| 2 nd Quarter | \$42,822.14 | \$7,735.08 | \$7,527.26 | \$14,375.58 |
| 3 rd Quarter | \$43,355.23 | \$17,235.59 | \$14,408.01 | \$5,753.86 |
| 4 th Quarter | <u>\$59,322.01</u> | <u>\$16,602.16</u> | <u>\$22,432.08</u> | <u>\$23,171.30</u> |
| | \$198,813.40 | \$53,610.26 | \$54,784.97 | \$57,211.22 |

WARREN COUNTY

| Total Expenses | 2019 | 2020 | 2021 | 2022 |
|-------------------------|---------------------|---------------------|---------------------|---------------------|
| 1 st Quarter | \$479,639.99 | \$505,012.84 | \$337,508.84 | \$350,360.84 |
| 2 nd Quarter | \$450,406.33 | \$417,087.17 | \$382,282.63 | \$435,060.32 |
| 3 rd Quarter | \$511,685.67 | \$437,108.23 | \$459,126.94 | \$500,293.60 |
| 4 th Quarter | <u>\$505,904.04</u> | <u>\$561,969.41</u> | <u>\$499,062.02</u> | <u>\$555,699.04</u> |
| | \$1,947,636.03 | \$1,921,177.65 | \$1,677,980.43 | \$1,841,413.80 |

| County Share | 2019 | 2020 | 2021 | 2022 |
|-------------------------|---------------------|--------------------|--------------------|--------------------|
| 1 st Quarter | \$110,975.80 | \$24,563.76 | \$35,697.42 | \$38,438.76 |
| 2 nd Quarter | \$209,449.9 | \$95,009.38 | \$44,042.46 | \$51,716.21 |
| 3 rd Quarter | \$146,092.40 | \$52,893.01 | \$38,696.09 | \$46,813.37 |
| 4 th Quarter | <u>\$210,839.70</u> | <u>\$78,497.91</u> | <u>\$43,708.38</u> | <u>\$77,216.54</u> |
| | \$677,357.70 | \$250,964.10 | \$162,144.35 | \$214,184.88 |

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