

HEALTH SERVICES COMMITTEE  
OFFICE FOR THE AGING  
March 19, 2024

COMMITTEE MEMBERS: Strainer, Runyon, Gilligan, Bruno, Patchett, Wild, and Thomas  
*- 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: Increase EISEP contract with American Medical Alert (Connect America) from \$7,000 to \$15,000 due to increased requests for services.  
Rationale: American Medical Alert provides PERS (Personal Emergency Response Systems) to seniors for safety reasons. There is funding in the current budget for this. EISEP services are 75% reimbursable.
  2. Request: Enter into contract with Blooming Health, Inc. to improve older adults' awareness of community-based aging services and benefits.  
Rationale: This is currently being offered at no cost to OFA's within New York State through a grant from the New York State Office for the Aging (NYSOFA) and the Association on Aging in New York, Inc.
- V. Discussion Items:
  1. Association on Aging Spring Leadership Institute April 16-18, 2024
  2. 2024 New York State Caregiving & Respite Coalition May 21-23, 2024
  3. ACUU (Aging Concerns Unite Us) Conference June 25 & 26, 2024
  4. Annual Report for 2023
- VI. Referrals/Pending Items:
- VII. Privilege of the floor and public comment
- VIII. Motion to adjourn

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Attachments:

1. 04 Amend Existing Contract – American Medical Alert (EISEP)
2. 03 New Contract – Blooming Health, Inc.
3. Annual Report for 2023

## ***RESOLUTION REQUEST FORM NO. 4***

### ***Request for Extending, Rescinding or Amending Existing Contract***

**DEPARTMENT NAME: OFA**

**DATE: March 7, 2024**

- (a) Purpose of Contract Change: **Amend EISEP contract with American Medical Alert, a subsidiary of Connect America, to increase contract amount from \$7,000 to \$15,000, effective 4/1/2024.**
- (b) Resolution Number, or Numbers if Amended, which Authorized the Original Contract: **75 of 2018; 62 of 2019; 121 of 2019; 286 of 2022**
- (c) Name of Contractor: **American Medical Alert, a subsidiary of Connect America**
- (d) Address of Contractor: **30-30 47<sup>th</sup> Avenue, Long Island City, NY, 11101**
- (e) Contractor's Contact Person and Telephone Number:
- (f) Commencement Date of Extension: **4/1/2024**
- (g) Termination Date of Extension: **3/31/25 (with option to renew annually)**
- (h) Payment Provisions:
  - i) lump sum amount
  - ii) hourly rate amount **\$30/set up; \$28/monthly rental fee**
  - iii) total amount not to exceed **\$15,000**
  - iv) how will payments be made (i.e. monthly, quarterly, upon completion of the project, etc.
- (i) Where are the Funds for this Contract? List Budget Code, Object Code, Full Title\* and Amount: **OR Capital Project OR Capital Reserve Project Number, and Title, and Amount: A.6771.470 Hamilton County Contracts \$3,000; A.6772.470 Warren County Contracts \$12,000**

**Sample: A.1010 470 Legislative Board – Contract Sxx.xx  
Capital Project No. H289.9550 480 – Old Jail Renovations Sxx.xx**

\*as listed in budget and LOGOS

# ***RESOLUTION REQUEST FORM NO. 3***

## ***Request for New Contract***

**DEPARTMENT NAME: Office for the Aging**

**DATE: 03/11/2024**

- (a) Is this a Result of a Bid or Request for Proposal? No
  
- (b) Purpose of Contract: Authorizing an agreement with Blooming Health, Inc. to improve older adults' awareness of community-based aging services and benefits through a grant from the New York State Office for the Aging (NYSOFA) and the Association on Aging in New York, Inc.
  
- (c) Name of Contractor: Blooming Health, Inc.
  
- (d) Address of Contractor: 501 W 123<sup>rd</sup> Street, Apt 5D, New York, NY 10027
  
- (e) Contractor's Contact Person and Telephone Number: Kavitha Gnanasambandan, kavitha@gobloominghealth.com
  
- (f) Has or will the Contract be provided, if so, please attach: Provided to County Attorney's Office
  
- (g) Commencement Date of Contract: 3/19/24
  
- (h) Termination Date of Contract: 12/31/2024, with option for annual renewals
  
- (i) Payment Provisions:
  - i) lump sum amount No cost to County
  - ii) hourly rate amount
  - iii) total amount not to exceed
  - iv) how will payments be made (i.e. monthly, quarterly, upon completion of the project, etc. N/A
  
- (j) Where are the Funds for this Contract? List Budget Code, Object Code, Full Title\* and Amount: **OR** Capital Project **OR** Capital Reserve Project Number, Title, and Amount: N/A

## WARREN/HAMILTON COUNTIES OFFICE FOR THE AGING

### ANNUAL REPORT FOR YEAR 2023

This is the 4th 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](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 it is important to understand that no two Offices for the Aging are set up the same.

Next, we will give a brief overview of the various programs we provide through our Office for the Aging. This is similar to what you will find on our website, although the website will have 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.

In addition, we wanted to share 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. Most of these services are back to pre-pandemic levels.

Due to the fact that the largest part of our budget is the nutrition program, we dedicated the end of this 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 2023.

Lastly, there will be a fiscal review of our spending for the past year. One thing to note for years 2020-2023 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 2023**

### **FEDERAL – Program Period: 1/1/23-12/31/23**

#### **Title III-B Supportive Services Program 90% Federally Funded[Max \$89,010]**

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 \$114,220]**

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 when available.

\*\*County provides more than the 10% match required.\*\*

#### **Title III-C-2 Home Delivered Nutrition Services 90% Federally Funded[Max \$86,833]**

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 \$7,227]**

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 \$56,903]**

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: 10/1/22-9/30/23**

**100% Federally Funded[\$109,667.32]**

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: 4/1/23-3/31/24**

**CSE**

**75% State Funded[Max-\$268,415]**

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-\$2,722]**

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-\$450,736]**

Expanded In-home Services for the Elderly Program (EISEP) provides only non-medical in-home services, case management, respite, ancillary services(PERS or Personal Emergency Response System), 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 \$268,970]**

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 \$68,320]**

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[\$224,678]**

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: 9/1/22-8/31/23**

**100% Funded Annual Grant[\$26,321]**

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: 1/1/23-12/31/23 100% Annual Grant [\$11,200]**

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

## **UNMET NEED – Program Period: 1/1/23-12/31/23**

**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 County’s overmatch, we would have a wait list for the nutrition program.

## **COVID STIMULUS MONIES**

### **CARES Act for Supportive Services**

HDC3 - \$38,700 (used in 2020 & 2021)

Aging & Disability Resource Center (ADRC) COVID 19 - \$20,269 (used in 2021 and remainder in 2023)

### **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 (\$30,067.78 remains)

HDC6 (IIC2) - \$107,605 (used in 2023)

PHC6 (IIID) - \$12,010 (used in 2021)

FCC6 (IIIE) - \$44,241 (used in 2021)

VAC5 Funds - \$12,097 (used in 2023)

COVID-19 ADRC Vaccine Access Funds - \$11,057 (used in 2023)

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

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 was in effect until May of 2023. Due to this, we continued to shift funding from areas where we were not able to provide services, into our nutrition program.

## **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 2023, the subcontractor that many of the towns used to provide transportation, Community Action, abruptly stopped their service. We worked very hard to try to get the Board of Community Action to reinstitute this program, advocating on behalf of our seniors. WHCOFA even proposed reimbursing Community Action directly for its portion of the service as well as to ease the burden on the towns. WHCOFA requested to include social transportation for these towns in its' 2024 budget and this was graciously approved by the board. In partnership with Warren County Veterans' Agency, we are now offering social transportation services to various towns in Warren County bi-monthly\*

WHCOFA also assists with arranging transportation to medical appointments provided by our dedicated volunteers. In 2023, we entered into a contract with RSVP (Tri-County United Way) to assist us with providing transportation to seniors in the Glens Falls/Queensbury area as well.

#### 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 in our meal sites Monday-Friday at noon. 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 \$7.00. With the exception of our Solomon Heights and Salvation Army locations, all of the meal sites in both Warren and Hamilton Counties are now open five days a week for congregate meals. We hope to have these two locations open very soon.

**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 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.

#### 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 the residents of Warren and Hamilton Counties. Legal Aid provides an unlimited number of hours of service for an annual amount of \$17,950. In 2023, 39 clients were assisted under our contract and 135 units of service (hour) were provided. Since contracting with 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 2020, we did have one senior that was participating in the program. The day care program re-opened at Countryside Adult Home in January 2024 and we are currently working on completing the necessary paperwork to have the previously mentioned senior start back up.

## TRANSPORTATION

WHCOFA provides transportation for medical appointments, as well as contracts with the Glens Falls Association for the Blind, RSVP (Tri-County United Way) 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 appointments. The towns use these monies in various ways. Some towns provide the transportation directly, others subcontract with another agency 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 2023. Please keep in mind that the sub-contractor for many of the towns stopped providing transportation in January of 2023.

PROVIDER	AMOUNT OF CONTRACT	TRIPS	UNITS OF SERVICE	CLIENTS SERVED
Association for the Blind	\$2,000	56	112	11
Town of Chester	\$3,771	-	-	-
Town of Horicon	\$2,510	-	-	-
Town of Johnsbury	\$4,048	-	-	-
Town of Lake George	\$3,665	42	509	6
Town of Lake Luzerne	\$2,892	6	84	17
Town of Lake Pleasant	\$1,144	4	98	31
Town of Long Lake	\$4,550	-	-	-
Town of Stony Creek	\$1,680	-	-	-
Town of Thurman	\$1,797	-	-	-
Town of Warrensburg	\$1,630	-	-	-
Town of Wells	\$800	2	24	9
RSVP	\$5,000	113 appts	226	27
Medical Transportation		163 appts	326	34

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 67 units of service (hours) to 7 different clients. The Greater Glens Falls Senior Center provided 198 units of service (hours) to 143 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 87 units of service (hours) to 27 clients. The Greater Glens Falls Senior Center provided 3 units of service (hours) to three clients in 2023.

### 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 3 units of service to 2 clients. The Greater Glens Falls Senior Center provided a total of 219 units of service to over 83 individuals in 2023.

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

In 2023, WHCOFA had contracts with Connect America for this service. This program has grown tremendously, as can be evidenced by the following chart:

	2018	2019	2020	2021	2022	2023
Clients	5	3	12	13	19	32
Units (each month)	48	27	89	130	169	302

### 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 2023 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
2023	1,060	6	\$32,200.00

### 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 working to provide these programs directly to clients in 2024.

### NON-EVIDENCED BASED HEALTH PROMOTION

We contract with each County's Public Health department to provide non-evidenced based health promotion services. In 2023, Hamilton County Public Health started their yoga program

again which was attended by 162 seniors, with 786 units of service being provided over each of these six class sessions, during a total of 74 classes. Warren County Public Health provided over 239 blood pressure checks to 103 clients at various locations in Warren County.

#### 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
2023	1,160.25	13	4,584.25	26	\$160,846.00

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 2023, 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 six 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
2023	637.75	20	1,254.5	17	\$57,354.00

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

## **HIGHLIGHTS FOR 2023**

2023 brought the following highlights and accomplishments for WHCOFA.

Our contract with The Salvation Army to provide meals to seniors in the Queensbury/Glens Falls area started in July of this year. This partnership has been going very well and the seniors have been very happy with the meals. The Salvation Army welcomed any of our employees that wanted to join them and this, coupled with The Salvation Army remaining at the Cedars location, enabled for a smooth transition.

In September, WHCOFA hosted it's first senior picnic since 2019. Our staff and volunteers made sure it was one to remember. There were over 250 people in attendance, with plenty of activities for the seniors to participate in, vendors passing out information, and baskets to win. This was the first year that we charged vendors for space (a small fee) and as a result there was no cost to host this event. It was also the first time that we asked all of our meal site employees to join us. What a great opportunity for everyone to come together and have fun. We are very thankful to the Warren County Fish Hatchery for letting us use their space, and the Warren County Building & Grounds staff for their help.

All of our congregate meal sites with the exception of Solomon Heights and The Salvation Army location, opened in 2023 five days a week Monday – Friday. We are hoping to have these two remaining sites open as soon as staffing allows.

In December of 2023, with the support of the Warren County Board of Supervisors, we entered into a partnership with the Warren County Veterans Service to initiate social transportation services to seniors of Warren County beginning in January of 2024. This service allows seniors who do not have transportation the ability to get to the grocery store, pharmacy, shopping, etc. in the Glens Falls/Queensbury area. We are very pleased to be able to provide this service to our seniors again.

With stimulus funding received from NYSOFA we purchased supplies that were distributed to seniors and the disabled population. These supplies included first aid kits, blood pressure cuffs, pulse oximeters, and thermometers. Along with SAIL (Southern Adirondack Independent Living Center), Warren County Public Health, and Hamilton County Public Health, we distributed these kits throughout Warren and Hamilton Counties.

There were two other programs that saw major changes in 2023. These were the MIPPA and HIICAP programs, which deal with insurance counseling for our seniors.

In 2023 NYS announced a significant increase to income eligibility for the Medicare Savings Program (MSP). The impact of this increase was potential savings of thousands of dollars per year for Medicare beneficiaries on premium, medical, and prescription costs. The eligibility

change allowed some Medicare recipients who were previously denied accessing the MSP program and others already in the program to increase their benefits.

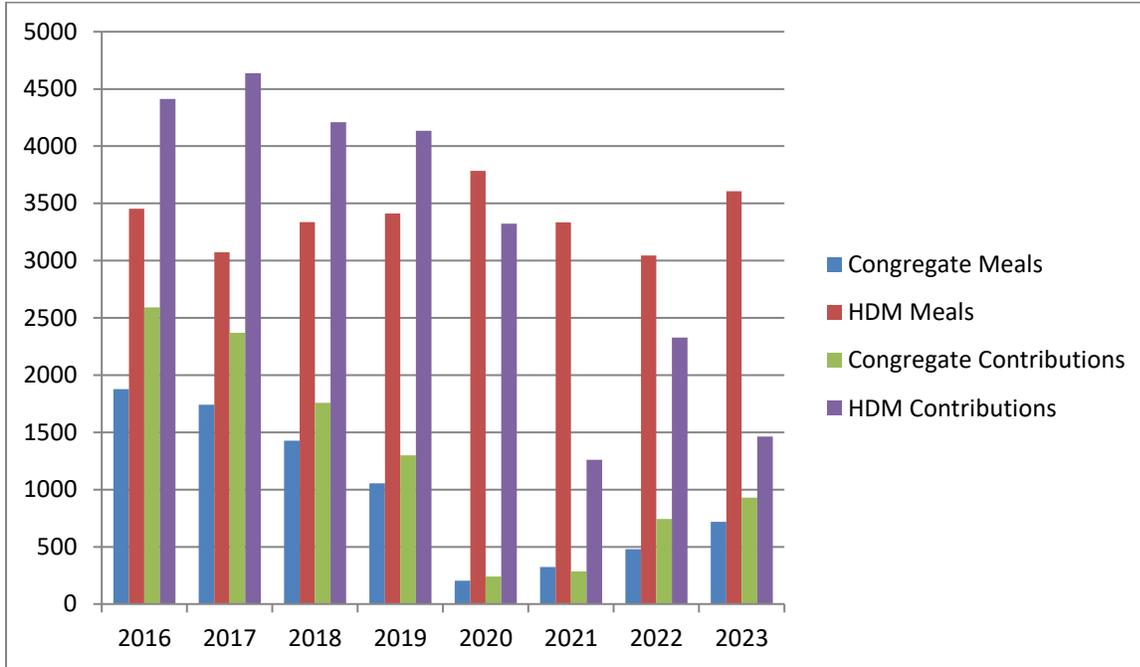
Because of this increase, the HIICAP program, with the help of WHCOFA staff, made a dedicated task of notifying as many potential beneficiaries as possible. This resulted in a 47% increase of client contacts in the early part of the year and sustained higher contacts throughout 2023. Efforts resulted in a 281% increase of applications for this vital program.

Annually, HIICAP counselors assist Medicare beneficiaries with reviewing and understanding their coverage options during the Open Enrollment Period, along with clients becoming new to Medicare throughout the year. In 2023, two significant Medicare Advantage Plans opted out of contracts with the Albany Medical Health System (Albany Medical Center, Columbia Memorial, Saratoga Hospital, Glens Falls Hospital, and all affiliate providers). There was poor communication by the providers and none from the plans which left beneficiaries confused, frustrated, and scared. There were (and still are) thousands of enrollees effected, including our Warren County Retirees. The HIICAP department has worked on providing education and options to those impacted by this decision through calls, newsletters, social media, and partner agencies. This will continue to have a significant impact on Medicare beneficiaries into 2024 and we will continue to provide objective, informed options to our clients.

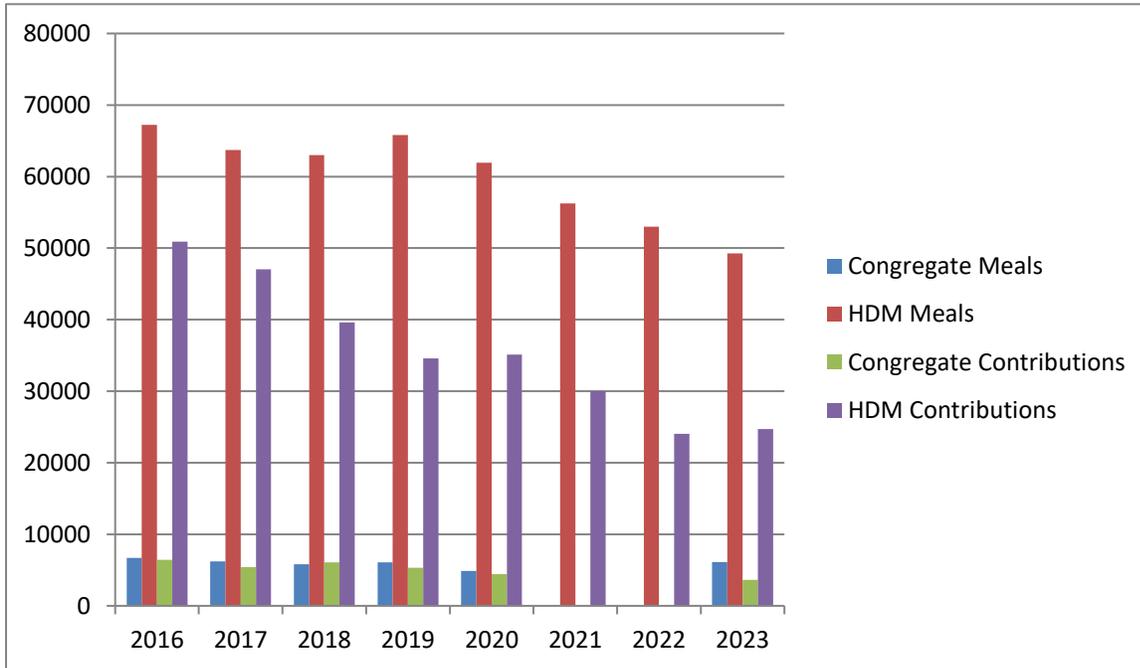
**NUTRITION PROGRAM**

The next few pages are comparisons of the number of congregate and home delivered meals served at each meal site from 2016 – 2023, as well as the contributions received for both.

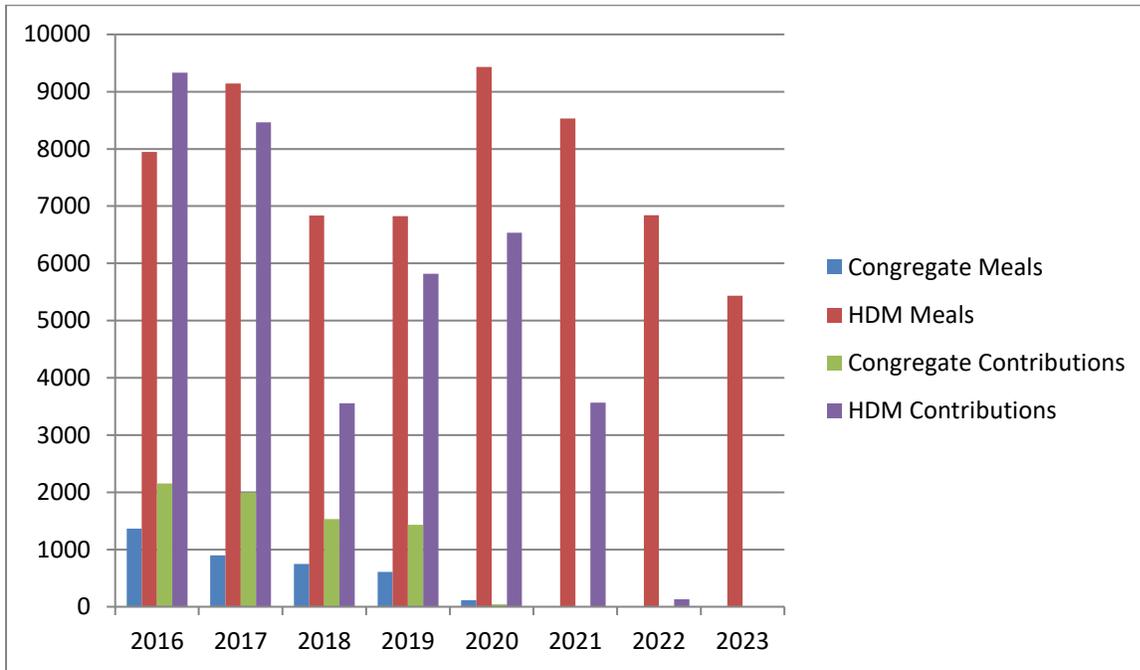
Bolton Meal Site



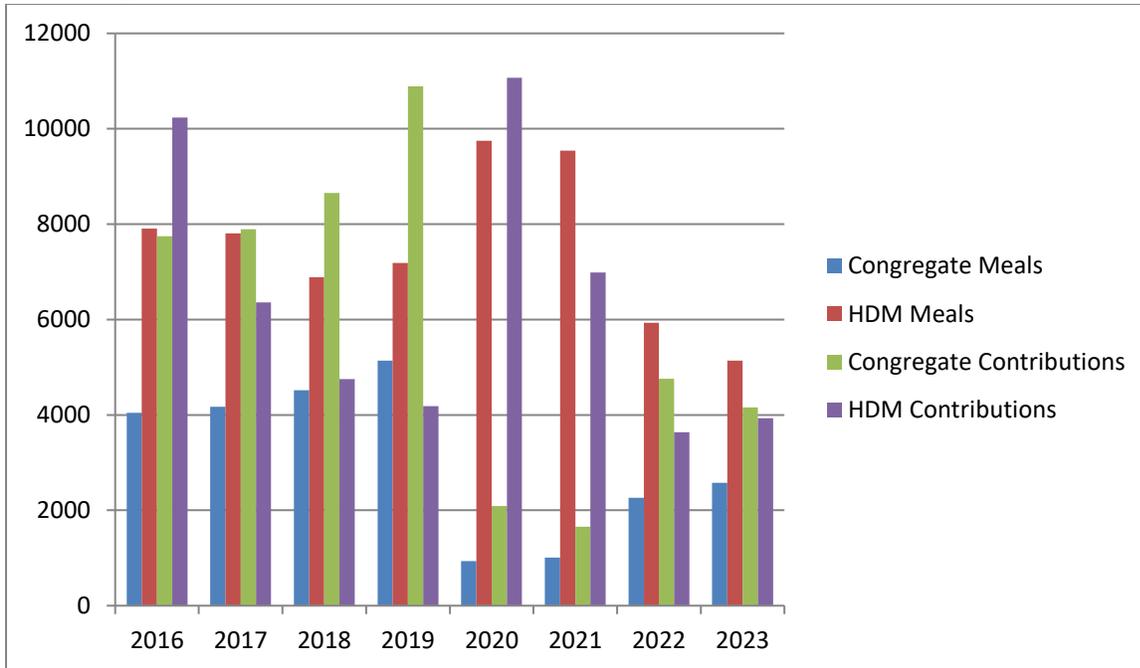
Cedars Meal Site



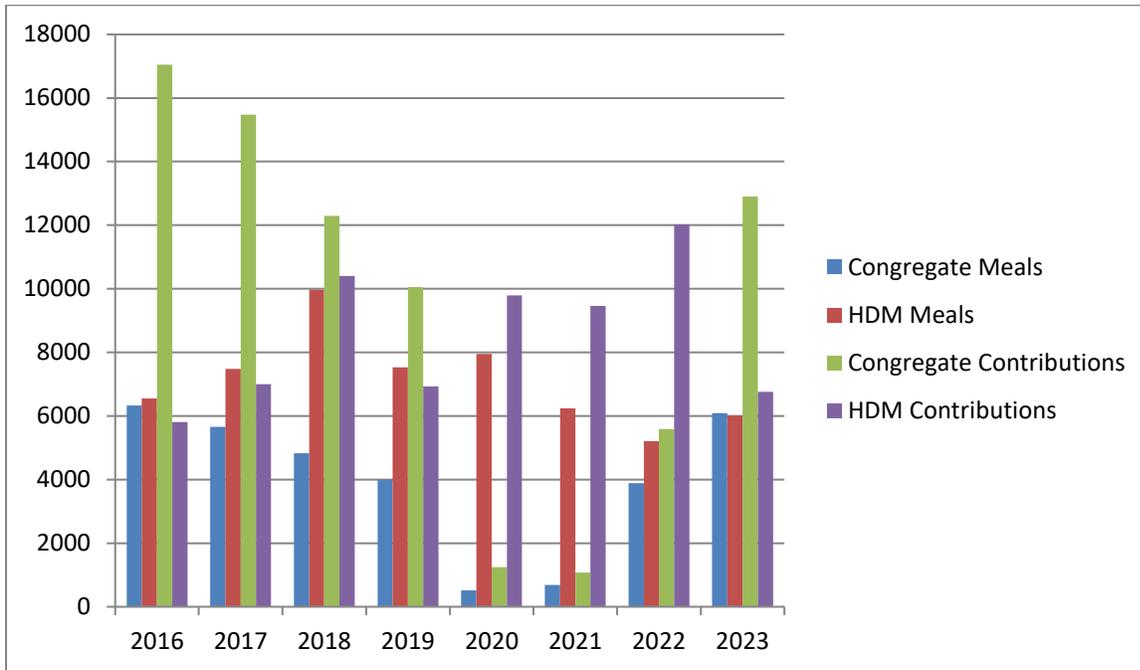
### Chestertown Meal Site



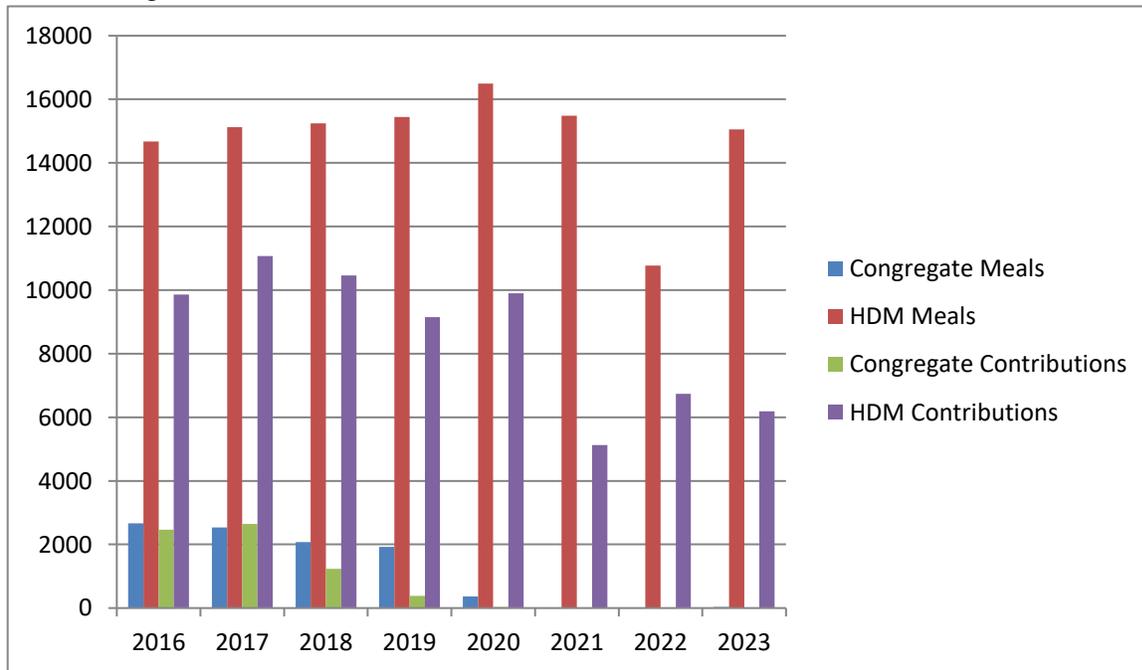
### Johnsburg Meal Site



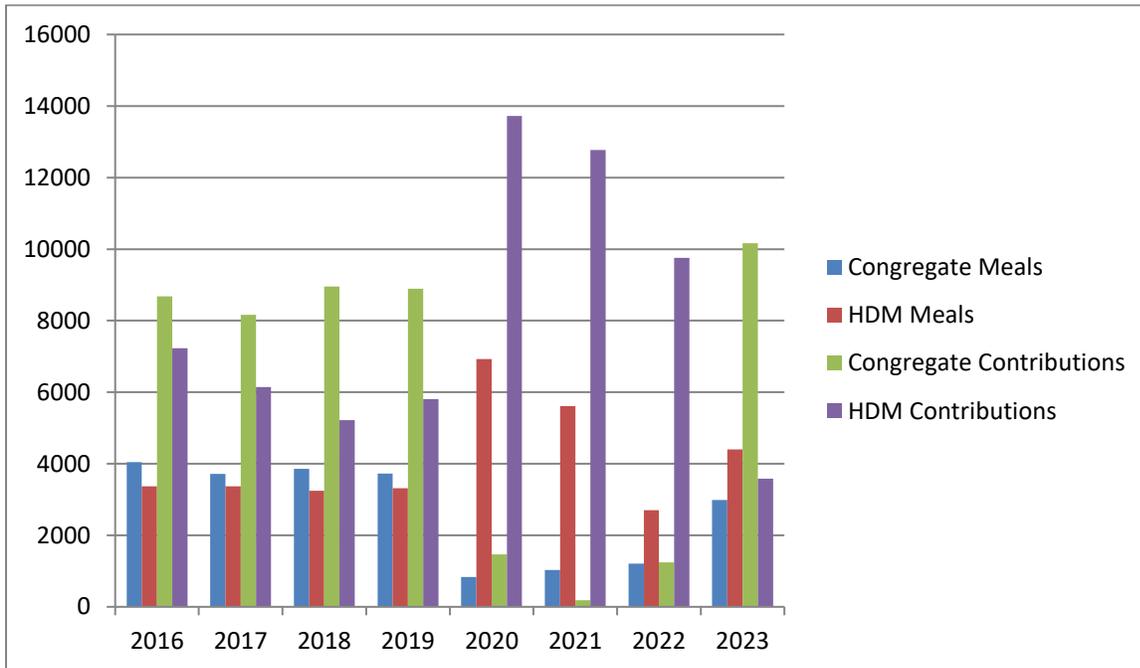
### Lake Luzerne Meal Site



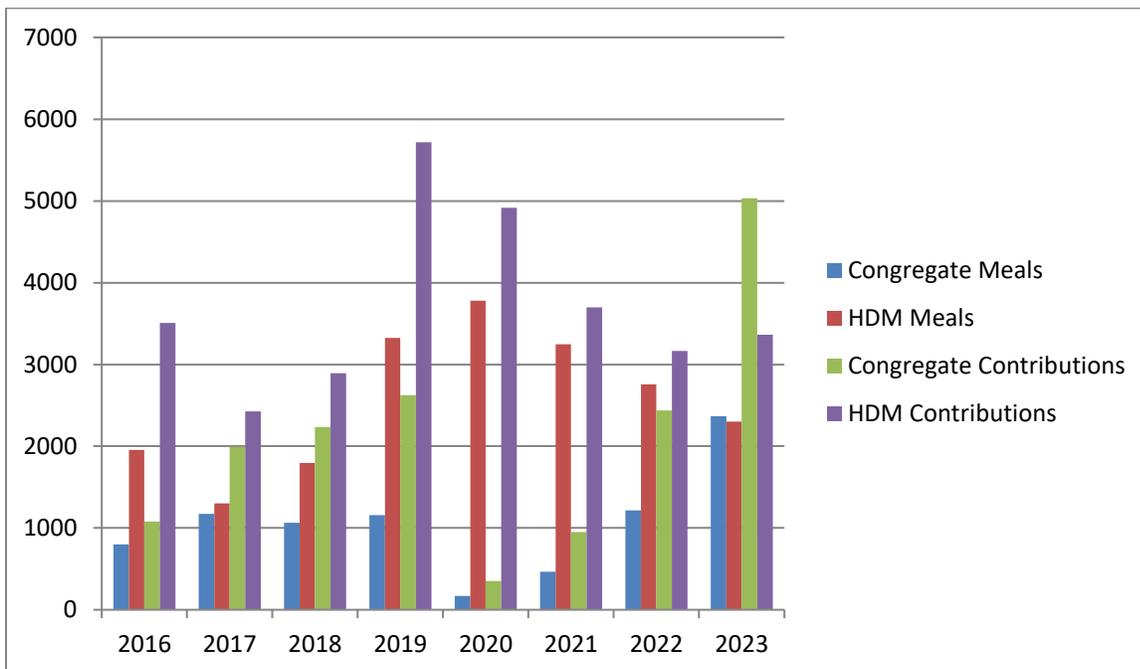
### Warrensburg Meal Site



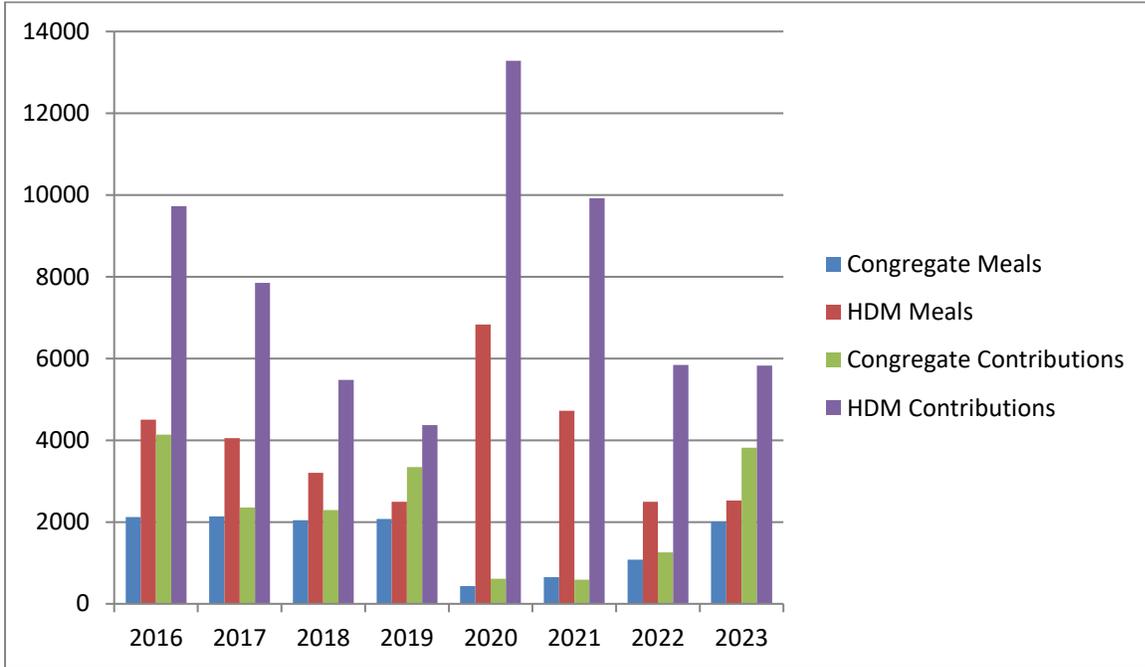
### Indian Lake Meal Site



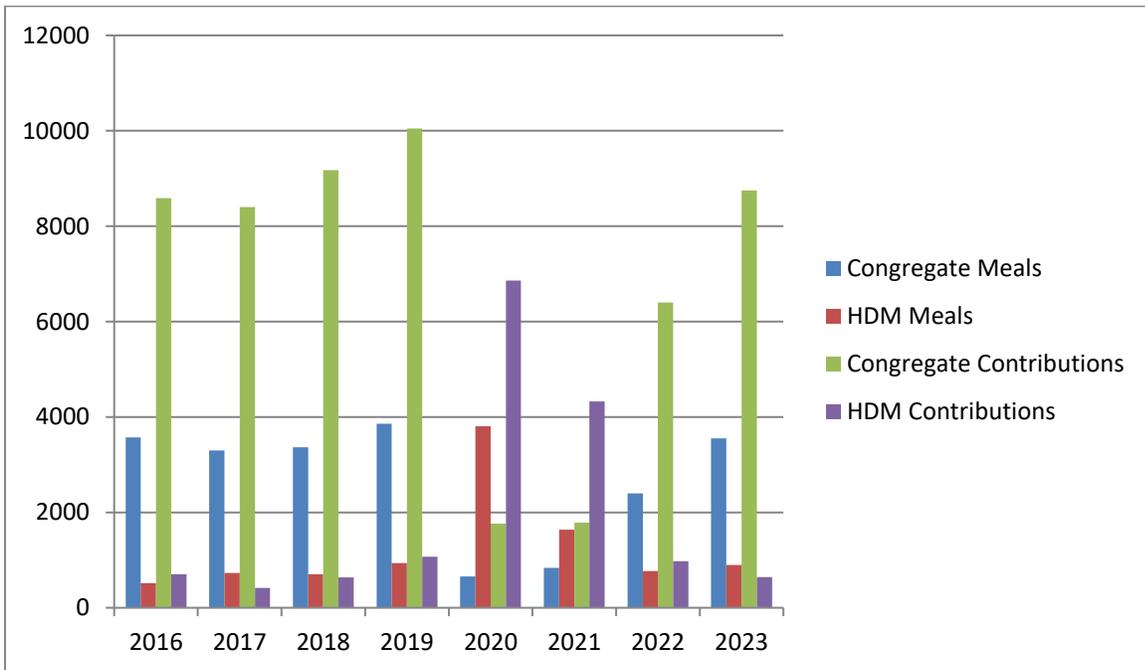
### Lake Pleasant Meal Site



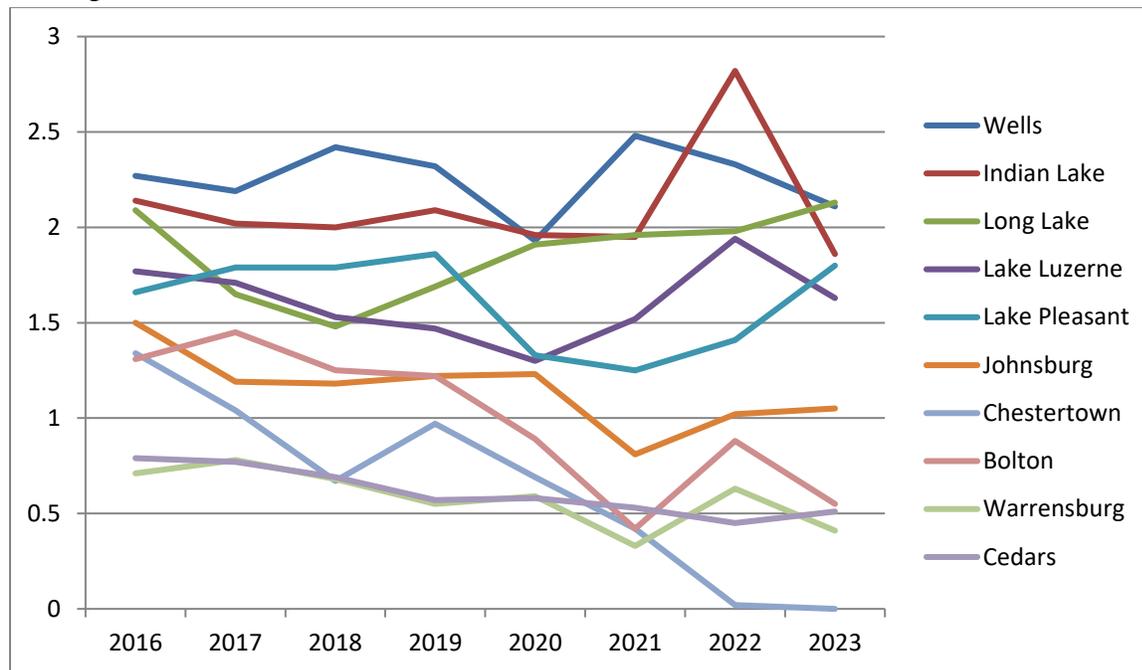
### Long Lake Meal Site



### Wells Meal Site



Average Reimbursement Received in Contributions Per Meal At Each Site



**Average Cost Per Meal for 2023 (2022)**

Warrensburg/Chestertown = \$6.53 (7.65)

Lake Luzerne = \$6.84 (7.71)

Cedars = \$7.67 (7.18)

Johnsburg = \$16.57 (15.74)

Bolton = \$13.94 (16.49)

Indian Lake = \$12.88 (22.69)

Long Lake = \$28.66 (26.05)

Wells/Lake Pleasant = \$13.85 (18.10)

These are the true costs, as the average contribution amounts were subtracted from the original figures. All Sites = \$11.73 (15.82) [Warren County = \$7.68 (10.40); Hamilton County = \$14.81(21.24)].

## **FISCAL REVIEW**

### HAMILTON COUNTY

Total Expenses	2019	2020	2021	2022	2023
1 <sup>st</sup> Quarter	\$124,117.71	\$111,633.47	\$92,844.77	\$98,019.55	\$122,197.29
2 <sup>nd</sup> Quarter	\$114,517.33	\$81,357.84	\$90,950.16	\$109,254.55	\$121,981.27
3 <sup>rd</sup> Quarter	\$133,665.27	\$111,477.24	\$116,422.22	\$112,795.61	\$152,332.89
4 <sup>th</sup> Quarter	\$140,070.61	\$134,656.74	\$136,307.80	\$190,563.93	\$156,474.62
	\$512,370.92	\$439,125.29	\$436,307.80	\$510,633.64	\$552,986.07

County Share	2019	2020	2021	2022	2023
1 <sup>st</sup> Quarter	\$53,314.02	\$12,037.43	\$10,417.62	\$13,910.48	\$15,079.61
2 <sup>nd</sup> Quarter	\$42,822.14	\$7,735.08	\$7,527.26	\$14,375.58	\$19,642.66
3 <sup>rd</sup> Quarter	\$43,355.23	\$17,235.59	\$14,408.01	\$5,753.86	\$17,929.55
4 <sup>th</sup> Quarter	\$59,322.01	\$16,602.16	\$22,432.08	\$23,171.30	\$24,314.79
	\$198,813.40	\$53,610.26	\$54,784.97	\$57,211.22	\$76,966.61

### WARREN COUNTY

Total Expenses	2019	2020	2021	2022	2023
1 <sup>st</sup> Quarter	\$479,639.99	\$505,012.84	\$337,508.84	\$350,360.84	\$456,552.38
2 <sup>nd</sup> Quarter	\$450,406.33	\$417,087.17	\$382,282.63	\$435,060.32	\$408,951.02
3 <sup>rd</sup> Quarter	\$511,685.67	\$437,108.23	\$459,126.94	\$500,293.60	\$500,780.69
4 <sup>th</sup> Quarter	\$505,904.04	\$561,969.41	\$499,062.02	\$555,699.04	\$656,052.26
	\$1,947,636.03	\$1,921,177.65	\$1,677,980.43	\$1,841,413.80	\$2,022,336.35

County Share	2019	2020	2021	2022	2023
1 <sup>st</sup> Quarter	\$110,975.80	\$24,563.76	\$35,697.42	\$38,438.76	\$32,390.61
2 <sup>nd</sup> Quarter	\$209,449.9	\$95,009.38	\$44,042.46	\$51,716.21	\$70,728.48
3 <sup>rd</sup> Quarter	\$146,092.40	\$52,893.01	\$38,696.09	\$46,813.37	\$61,261.02
4 <sup>th</sup> Quarter	\$210,839.70	\$78,497.91	\$43,708.38	\$77,216.54	\$74,066.90
	\$677,357.70	\$250,964.10	\$162,144.35	\$214,184.88	\$238,447.01

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.