

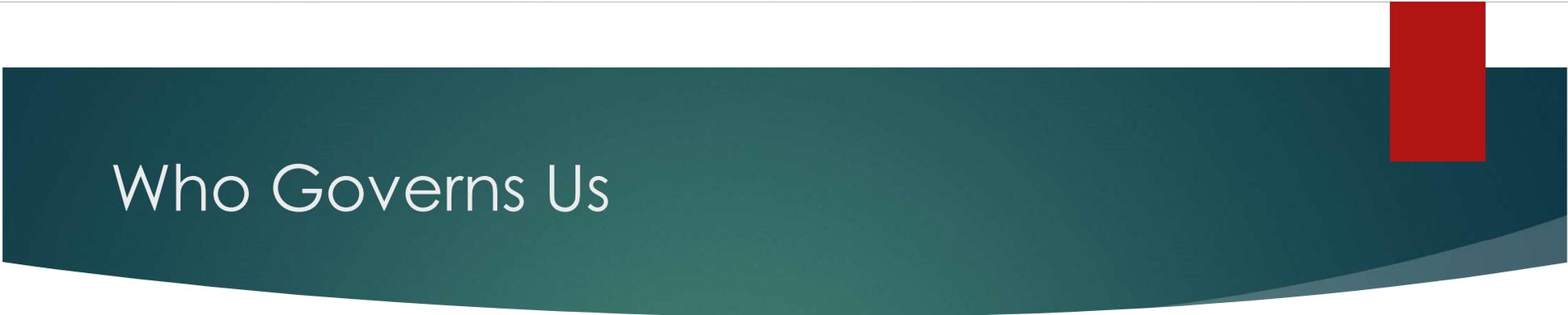


# Warren/Hamilton Counties Office for the Aging & NY Connects

2023 ANNUAL REPORT

# Bi-County Agency

- ▶ Only Bi-County Office for the Aging in New York State;
- ▶ Joined together since 1973;
- ▶ Established by Hamilton County Resolutions 179 & 180 of 1974;
- ▶ Warren County Resolution 48 of 1980;
- ▶ Written Agreement dated January 1<sup>st</sup>, 1981;
- ▶ Funding is appropriated based on NYSOFA guidelines, “number of persons age 60 or older living in each County, the number of persons with incomes below the poverty level, and the number of person who live in isolation, and such other related matters as the Counties may agree upon.”



# Who Governs Us

- ▶ Warren County Board of Supervisors;
- ▶ Hamilton County Board of Supervisors;
  
- ▶ Older Americans Act of 1965;
- ▶ New York State Elder law;
- ▶ New York State Office for the Aging (NYSOFA)
  
- ▶ No two Office's for the Aging in New York State are structured the same

# FEDERAL FUNDING PROGRAMS 1/1/23-12/31/23

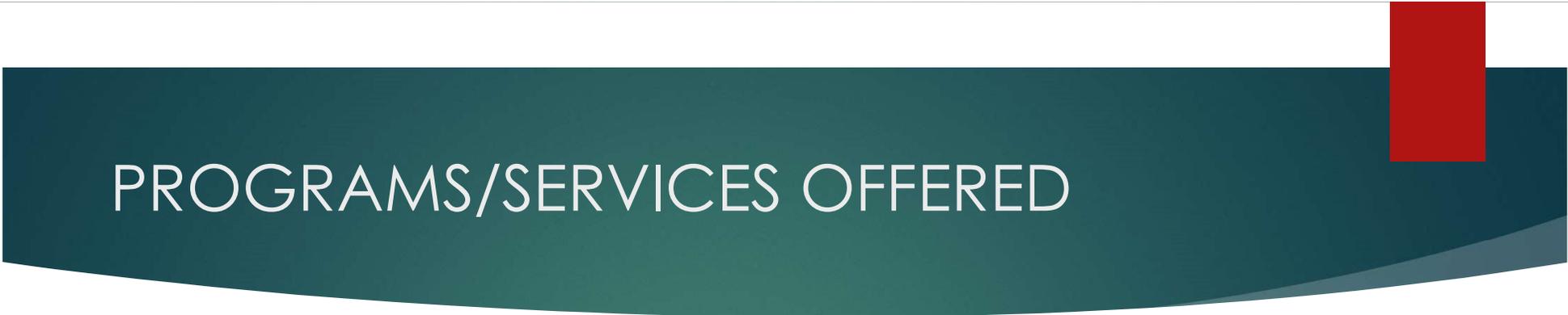
- ▶ Title IIIB – Supportive Services Program 90% Funded [Max \$89,010]
- ▶ Title IIIC1- Congregate Nutrition Services 90% Funded [Max \$114,220]
- ▶ Title IIIC2 – Home Delivered Nutrition Services 90% Funded [Max \$86,833]
- ▶ Title IIID - Disease Prevention/Health Promotion 90% Funded [Max \$7,227]
- ▶ Title IIIE – Family Caregiver Support Program 75% Funded [Max \$56,903]
- ▶ NSIP Nutritional Services Incentive Program 100% Funded [Max \$109,667.32]

# STATE FUNDING PROGRAMS 4/1/23-3/31/24

- ▶ CSE – Community Services For the Elderly Program 75% Funded [Max \$268,415]
- ▶ CSE – Congregate Services Initiative 75% Funded [Max \$2,722]
- ▶ EISEP – Expanded In-Home Services for the Elderly Program 75% Funded [Max \$450,736]
- ▶ WIN – Wellness In Nutrition 100% Funded [Max \$268,970]
- ▶ HIICAP – Health Insurance Information  
Counseling & Assistance Program 100% Funded [Max \$68,320]
- ▶ Transportation 100% Funded [Max \$11,200]
- ▶ Unmet Need 100% Funded [Max \$150,000]
- ▶ NY Connects 100% Funded [Max \$224,678]
- ▶ \*MIPPA – Medicare Improvements for Patients & Providers Act 100% Funded [Max \$26,321]

# COVID Funding Programs

- ▶ 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 (IIIC1) - \$64,732 (\$30,067.78 remains); HDC6 (IIIC2) - \$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)



# PROGRAMS/SERVICES OFFERED

- ▶ Advisory Council
- ▶ Application Assistance
- ▶ Information & Referral
- ▶ Legal Assistance
- ▶ Transportation
- ▶ EISEP [Expanded In-Home Services for the Elderly]
- ▶ HIIICAP [Health Insurance Information, Counseling & Assistance Program] & MIPPA
- ▶ Newsletter
- ▶ Nutrition Program
- ▶ NY Connects
- ▶ Disease Prevention/Health Promotion
- ▶ Family Caregiver Support Program/Respite

# 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)
- ▶ Provided By: WHCOFA staff
- ▶ Funded With: IIIB, CSE, NY Connects, HIICAP, MIPPA, County



# Information & Assistance

- ▶ 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.
- ▶ Provided By: WHCOFA Staff & Contracts with Greater Glens Falls Senior Center & Association for the Blind
- ▶ Funded With: IIB, CSE, NY Connects, HIICAP, MIPPA, County

# Legal Assistance

- ▶ As required by statute, NYSOFA has designated that a minimum of 7% of III B funding be used on legal services. NYSOFA does allow for OFA's to provide legal assistance under CSE funding as well, as long as the 7% minimum requirement is met.
- ▶ Legal assistance cannot be fee generating in nature, and 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
- ▶ Provided By: Contract with Legal Aid Society of Northeastern NY
- ▶ Funded With: CSE, County
- ▶ 2023 Data: 39 Clients, 135 hours of services

# Transportation

- ▶ Medical Transportation
  - ▶ Contract with RSVP [Tri-County United Way] & Association for the Blind;
  - ▶ Arranged by WHCOFA using Volunteer Drivers, drivers are reimbursed mileage;
- ▶ Social Transportation
  - ▶ Contracts with several towns: Lake George, Lake Luzerne, Lake Pleasant, Long Lake, & Wells;
  - ▶ Contract with Warren County Veterans Service to provide to seniors in: Bolton, Brant Lake, Chestertown, Hague, Johnsburg, Thurman, Warrensburg;
- ▶ Provided By: Volunteers, Contracts with RSVP, Association for the Blind, Warren County Veterans' Service, Towns of Lake George, Lake Luzerne, Lake Pleasant, Long Lake & Wells
- ▶ Funded With: IIB, CSE, Transportation, County

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 Johnsburg	\$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



# Transportation

## EISEP [Expanded In-Home Services for the Elderly]

- ▶ 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, ancillary services such as PERS (Personal Emergency Response Systems), SADC (Social Adult Day Care), home repairs, and home modifications.
- ▶ Case Management – contracts with Greater Adirondack Home Aides & WHCOFA Staff
- ▶ PC1 (housekeeping/chore services) - contracts with Greater Adirondack Home Aides, Hamilton County Public Health, Home Health Care Partners, Home Aides of the Central Adirondacks
- ▶ PC2 (homemaker/personal care) – contracts with Greater Adirondack Home Aides, Hamilton County Public Health, Home Health Care Partners, Home Aides of the Central Adirondacks
- ▶ PERS – contract with American Medical (Connect America)
- ▶ SADC – contracts with Countryside Adult Home & Fort Hudson Health Systems
- ▶ Home Repairs/Home Modifications – WHCOFA would pay for supplies & client would pay for labor
- ▶ Funded With: EISEP, County

# Greater Adirondack Home Aides (Warren County)

	<b>PC1 UNITS</b>	<b># CLIENTS</b>	<b>PC2 UNITS</b>	<b>CLIENTS</b>	<b>FUNDING USED</b>
<b>2018</b>	3,46.25	7	4,480.17	31	\$132,746.56
<b>2019</b>	4,66.75	5	4,960.45	32	\$157,132.36
<b>2020</b>	1,237.25	10	5,069.83	32	\$179,369.88
<b>2021</b>	1,816.9	19	4,114	32	\$168,108.00
<b>2022</b>	1,543	22	4,533	32	\$155,677.10
<b>2023</b>	1,160.25	13	4,584.25	26	\$160,846.00

PC1 = Housekeeping, shopping, chores

PC2 = Bathing, Dressing (hands on)

Unit = 1 Hour

# PERS [Personal Emergency Response System]

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



## HIICAP [Health Insurance Information Counseling Assistance Program]

- ▶ 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.
- ▶ Provided By: WHCOFA Staff & Contract with Greater Glens Falls Senior Center
- ▶ Funded With: HIICAP, MIPPA, County

# Nutrition Program

## ▶ Congregate Meals

The congregate meal settings provide the opportunity for social interaction and the delivery of support services such as recreation, nutrition education, counseling and information and referral to other needed services.

- ▶ Hamilton County has (4) congregate meal site locations in:
  - ▶ Indian Lake, Lake Pleasant, Long Lake & Wells
- ▶ Warren County has (7) congregate meal site locations in:
  - ▶ Bolton, Cedars, Johnsburg, Lake Luzerne, Warrensburg, Solomon Heights & Salvation Army
- ▶ Served 25,375 meals 2023

# Nutrition Program cont.

- ▶ Home Delivered Meals

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.

- ▶ Hamilton County has three kitchens where meals are prepared:

- ▶ Indian Lake, Long Lake & Wells (prepare for Wells & Lake Pleasant)

- ▶ Warren County has five kitchens:

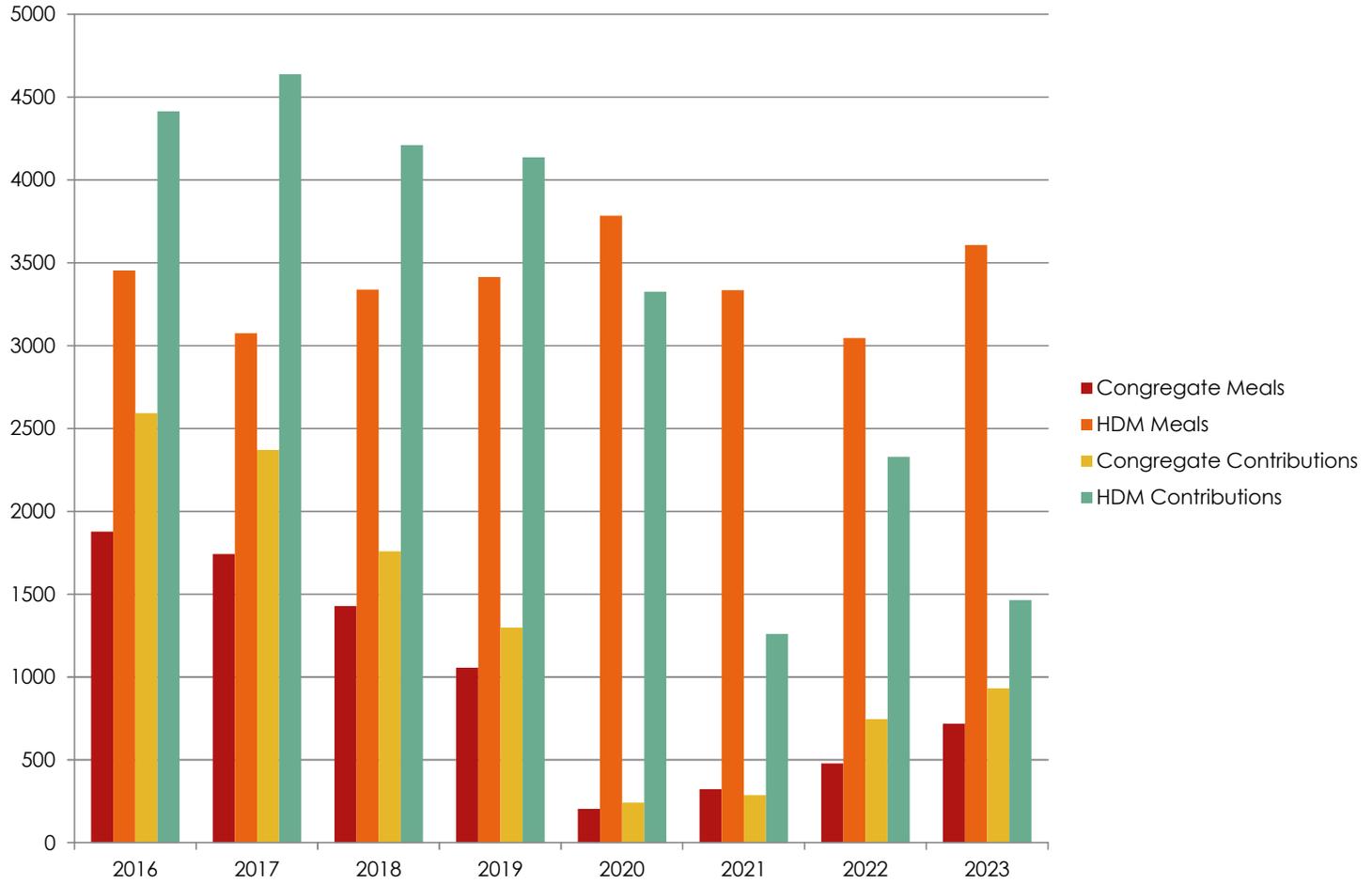
- ▶ Bolton, Johnsbury, Lake Luzerne, Cedars, Warrensburg (prepare for Warrensburg & Chestertown)

- ▶ Provided 95,728 HDMs in 2023

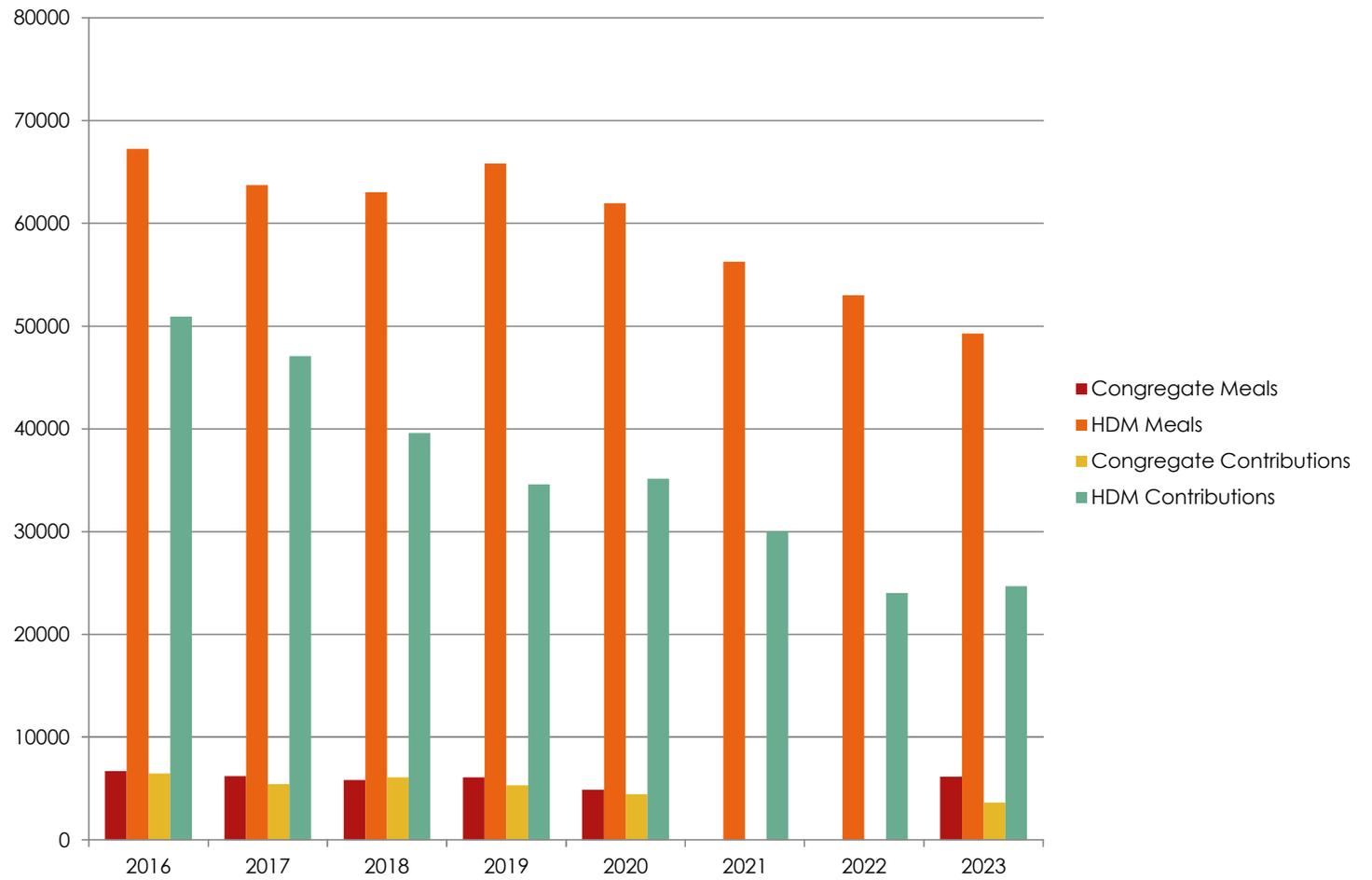
# Nutrition Program cont.

- ▶ Nutritional Education
  - ▶ Provided by a Registered Dietitian via articles in the newsletter, programs at the meal sites
- ▶ Nutritional Counseling
  - ▶ 1:1 Counseling provided by at Registered Dietitian
- ▶ Provided By: WHCOFA Staff, Contracts with Countryside Adult Home, The Salvation Army, Adirondack Community Action (Hague), Mom's Meals, Catherine Keating-Stauch (dietitian)
- ▶ Funding: IIC1, IIC2, NSIP (Covers food items that are grown or produced in the United States, such as milk and dairy products, bread, fresh fruits and vegetables.), WIN, contributions from clients, MLTCs (Managed Long Term Care Insurance), County

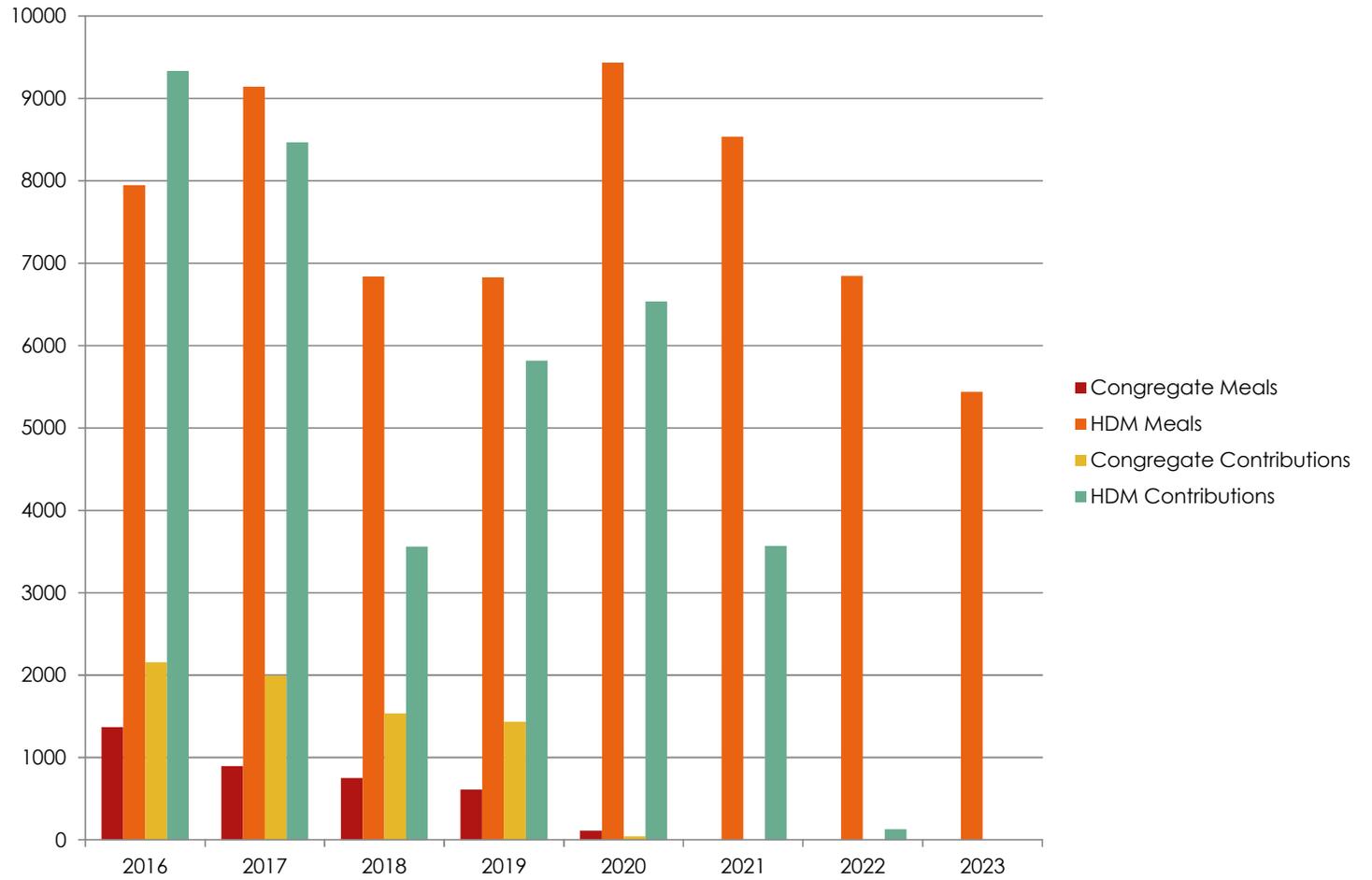
# Bolton



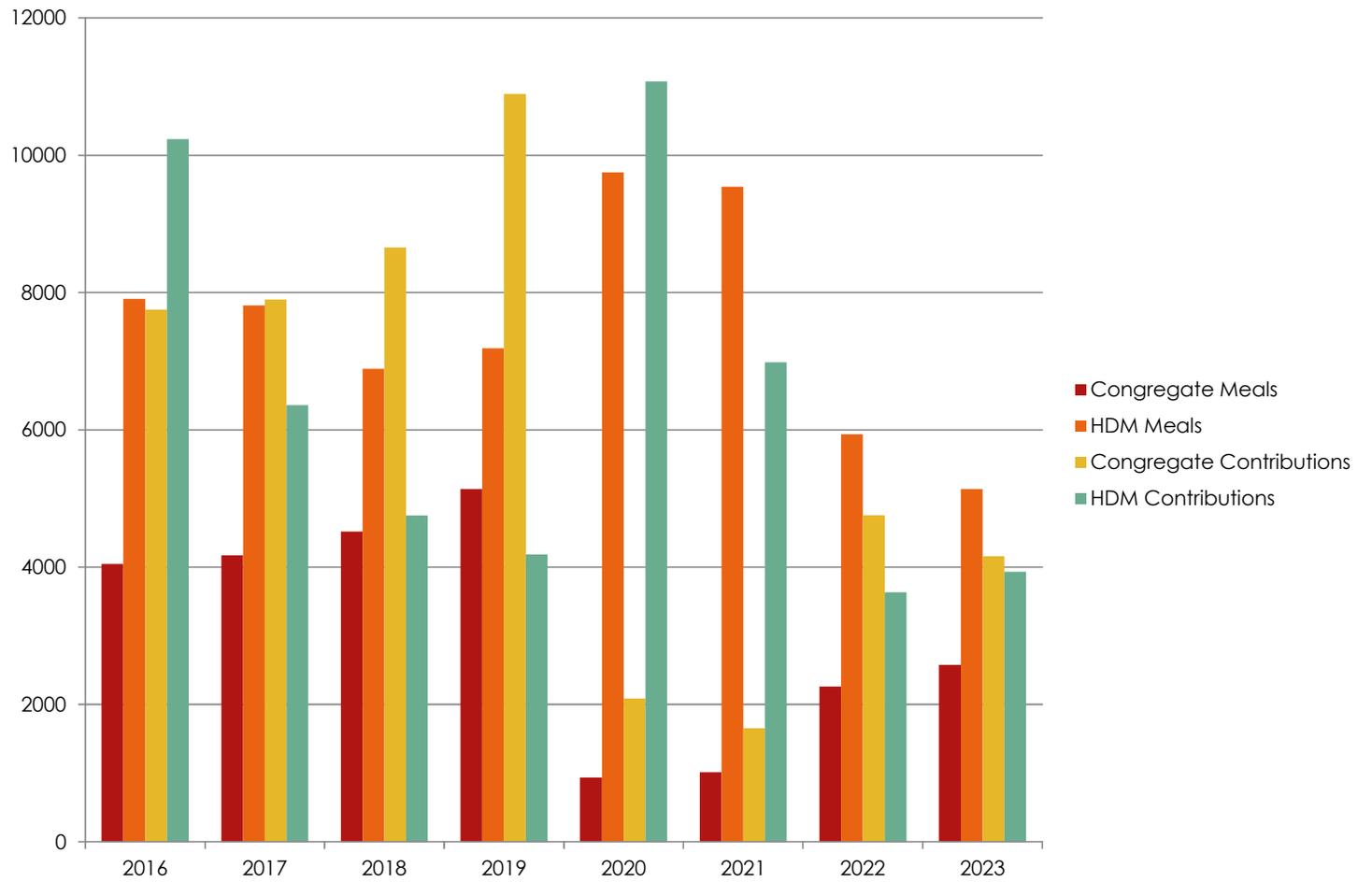
# Cedars



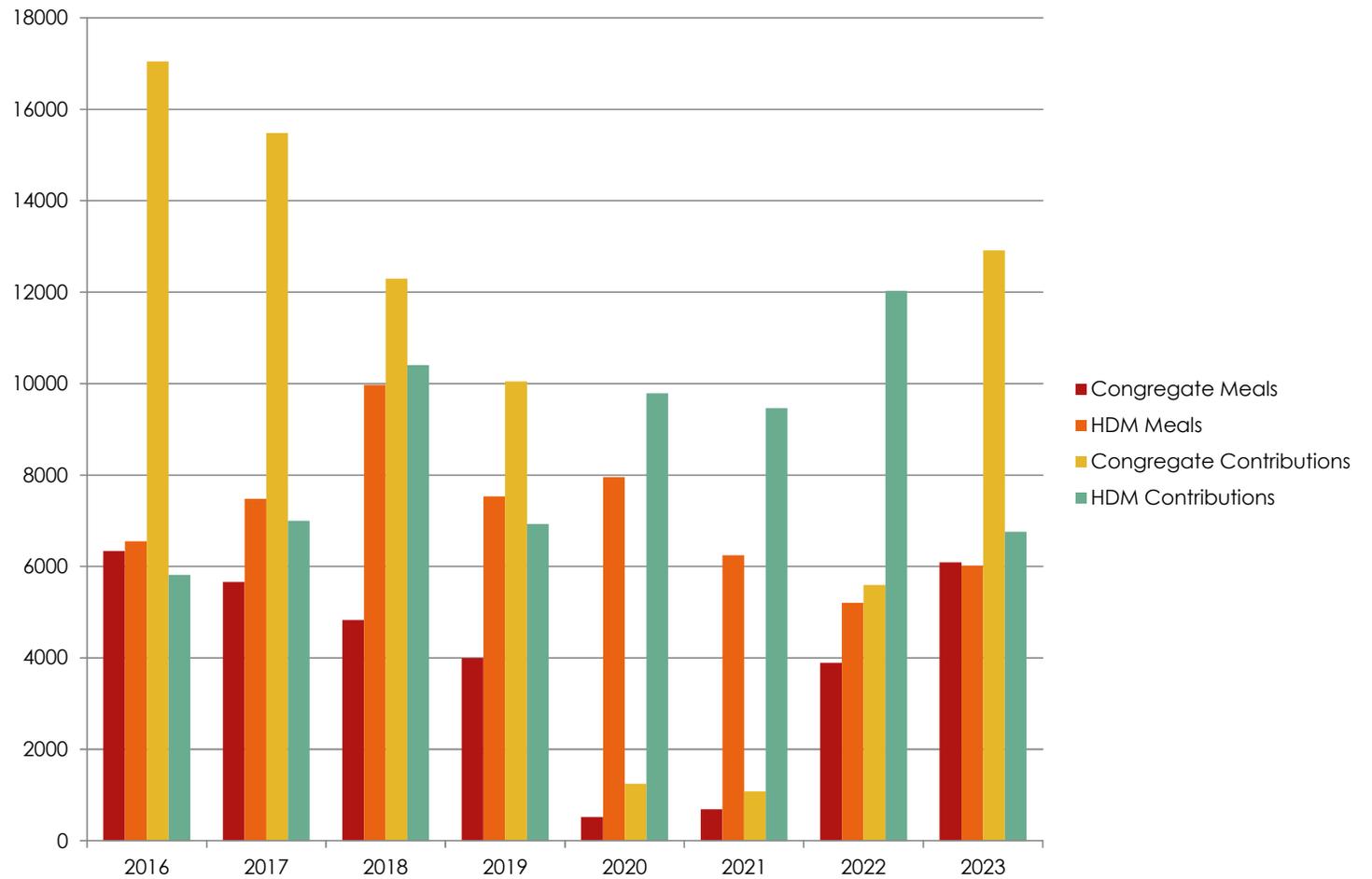
# Chestertown



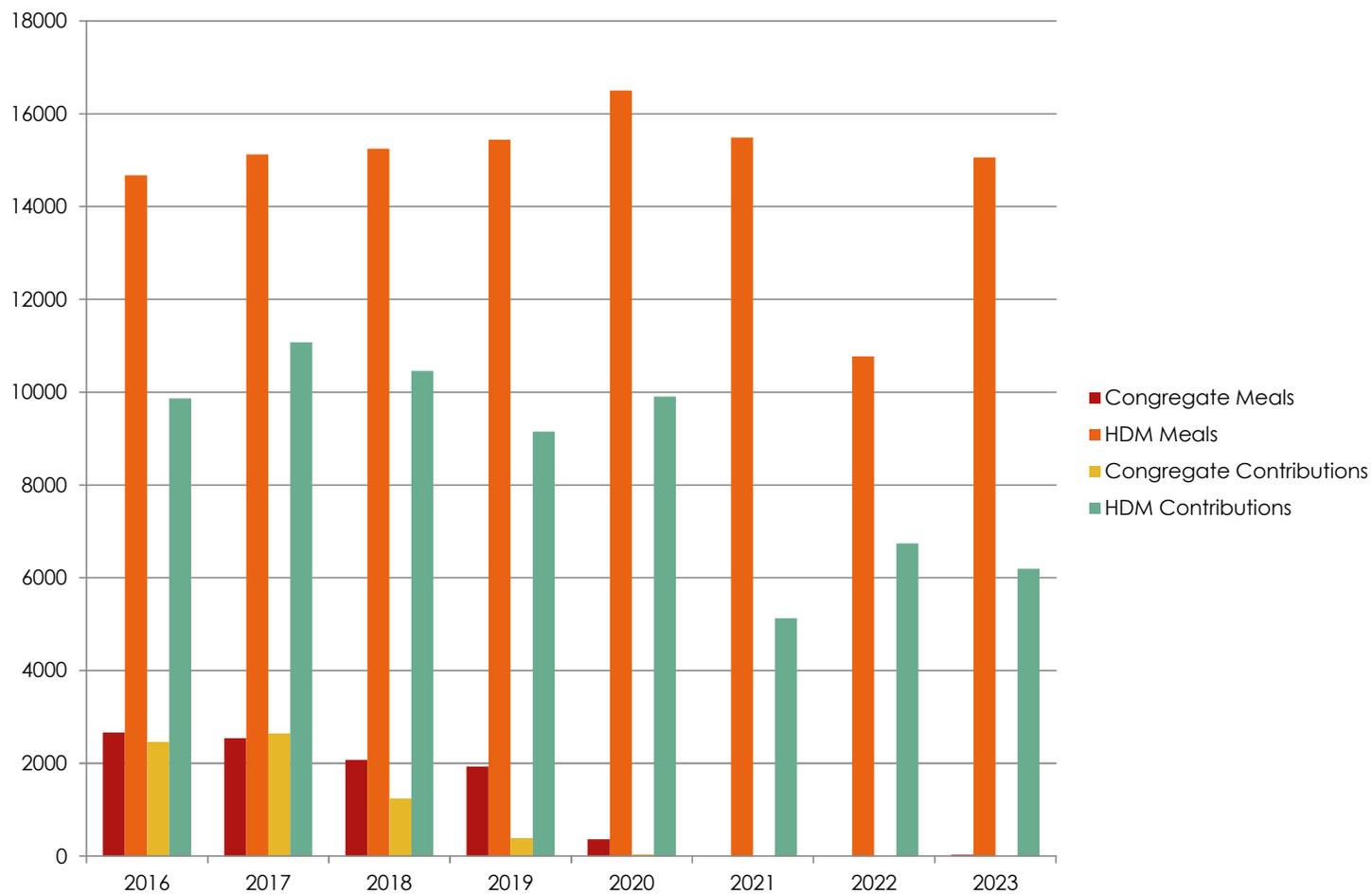
# Johnsburg



# Lake Luzerne



# Warrensburg



# 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)].

# NY Connects

- ▶ Purpose is to provide consistent, comprehensive, locally based information and assistance on long term services and supports (LTSS) to individuals, caregivers and families.
- ▶ Program allows recipients to make informed choices and give assistance in accessing these services and supports, regardless of age or finances (public benefit programs or private pay).
- ▶ 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
  - ▶ 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.
  - ▶ WHCOFA has joined with Washington County to offer one Long Term Care Council in this area.
- ▶ Provided By: WHCOFA Staff
- ▶ Funded With: NY Connects



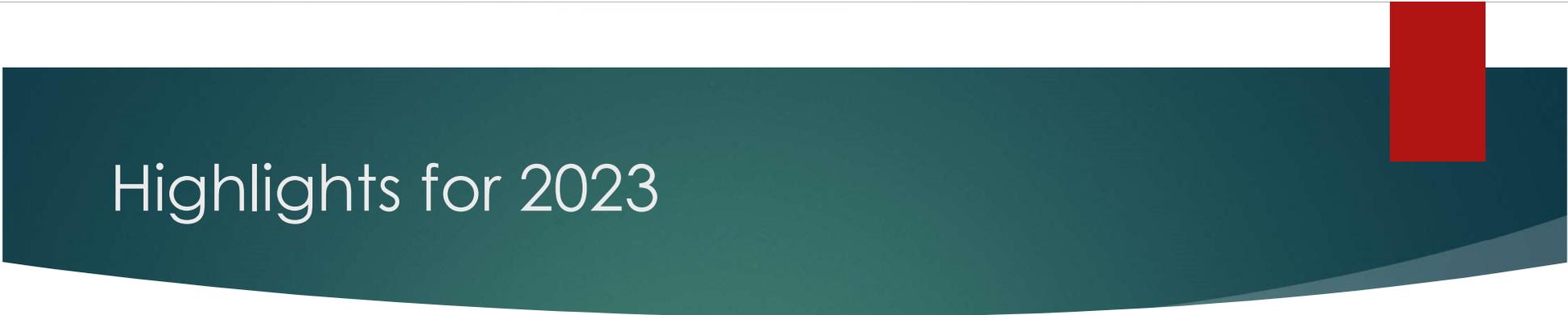
# Family Caregiver Support Program/Respite

- ▶ 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.
- ▶ WHCOFA focuses on giving information and assistance to caregivers, linking them to services, and then providing respite care through our contractors.
- ▶ Provided By: Contracts with Greater Adirondack Home Aides, Hamilton County Public Health & WHCOFA Staff
- ▶ Funded With: IIIE, County
- ▶ 2023 Data: 6 clients received over 1,060 hours of respite care

# Warren County Budget

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	<u>\$505,904.04</u>	<u>\$561,969.41</u>	<u>\$499,062.02</u>	<u>\$555,699.04</u>	<u>\$656,052.26</u>
	\$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	<u>\$210,839.70</u>	<u>\$78,497.91</u>	<u>\$43,708.38</u>	<u>\$77,216.54</u>	<u>\$74,066.90</u>
	\$677,357.70	\$250,964.10	\$162,144.35	\$214,184.88	\$238,447.01



# Highlights for 2023

- ▶ Contract with The Salvation Army
- ▶ Senior Picnic
- ▶ Congregate Sites
- ▶ Social Transportation
- ▶ B/P Cuffs, 1<sup>st</sup> Aid Kits, Pulse Ox Machines, & Thermometer Distribution
- ▶ HIICAP & MIPPA Changes
- ▶ Renegotiation of MLTC Contracts

# Additional Statistics

- ▶ Contributions
  - ▶ Received \$49,396.05 from congregate meal site clients
  - ▶ Received \$56,446.75 in contributions from HDMs clients
  - ▶ Received \$26,000 from MLTC's (increase of approximately \$10,000 from 2022)
- ▶ Additional Home Delivered Meal Statistics
  - ▶ 214 Clients started in 2023 – 194 from Warren County and 20 from Hamilton
  - ▶ 242 Clients stopped meals in 2023 – 2 did not like the meals; 3 never started meals or were no longer appropriate; 16 were temporary; 38 were admitted to the hospital or put meals on hold; 55 passed away; 58 moved; remaining did not give a reason when they cancelled
  - ▶ Currently have 374 Clients receiving HDMs – 336 in Warren County & 42 in Hamilton County