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**Mission:** Our mission is to assist older adults and persons with long term care needs to live independently in their homes and communities with quality of life and dignity.

The 2022 Proposed Plan Abstract of the Tompkins County Office for the Aging/NY Connects will be presented virtually on **Thursday, October 28, 2021, at 2:00pm**. The plan will also be posted on the Tompkins County Office for the Aging website. In addition, a survey link will be provided for people to access to respond to the plan and provide feedback. If you are unable to access the internet you can provide your feedback and questions by calling our office at 607-274-5482. Questions and feedback regarding the plan will be received throughout the month of October. The final Plan will reflect comments and suggestions made by the public.

The Proposed Plan Abstract includes findings from the following sources: the 2012 and 2019 Needs Assessment of Tompkins County Individuals Age 60+, the 2016 Age Friendly Ithaca and Tompkins County Action Plan, direct consumer feedback, programmatic trends, program evaluations, satisfaction surveys, information from state agencies and community partners, literature in the field of aging, observations and gaps identified and highlighted during the COVID-19 pandemic and from the sage advice from the Advisory Committee of the Tompkins County Office for the Aging.

**Current Services:** For a complete list, please see our 2020 Annual Report at <http://tompkinscountyny.gov/cofa> or contact our office directly to request a copy.

### Directly Provided Services

- ❖ NY Connects Information, Referral and Options Counseling
- ❖ Health Insurance Counseling
- ❖ Home Energy Assistance Program (HEAP)
- ❖ Falls Prevention Home Safety Assessments
- ❖ Personal Emergency Response System (PERS)
- ❖ Senior Farmers Market Nutrition Program
- ❖ Public Information and Outreach
- ❖ Caregivers Resource Center and Alzheimer's Support Unit
- ❖ Project CARE
- ❖ Transportation Tickets
- ❖ Long-Term Care Ombudsman Program serving Tompkins, Chemung, and Schuyler Counties

### Subcontracted Services

- ❖ *Better Housing for Tompkins County/Ithaca Neighborhood Housing Services:*  
Small Home and Safety Repair Program
- ❖ *Foodnet Meals on Wheels:*  
Senior Nutrition Program
- ❖ *Lifelong:*  
Senior Circle Newsletter, Mosaic Program, Health Insurance Counseling, Aging Mastery Program, Senior Planet & Tech Hotline
- ❖ *Finger Lakes Independence Center:*  
Home Care Registry and Consumer Directed Personal Care Services
- ❖ *StafKings, Caregivers, Home Instead Senior Care, Comfort Keepers:*  
Expanded In-Home Services for the Elderly Program (EISEP) Non-Medical Home Care Services
- ❖ *DSS Long Term Care Services:*  
Long Term Care Information & Assistance, EISEP Assessment and Case Management
- ❖ *LAW NY Legal Services:*  
Legal Assistance
- ❖ *Human Services Coalition:*  
Coordination of the Long-Term Care Committee
- ❖ *Senior Planet*  
Senior Planet Tablet Program

## Tompkins County Office for the Aging Plan for 2022

**Contracts**—The Office for the Aging intends to maintain all its current contracts assuming continuing availability of funds.

**NY Connects**—The Office for the Aging will continue to administer the NY Connects Program. This program provides residents of all ages with objective and comprehensive information about long term care services and supports available in Tompkins County. The Office for the Aging will adhere to the NY Connects Program Standards.

**Age Friendly Ithaca and Tompkins County/Tompkins County Age Friendly Center for Excellence** – In 2015, Tompkins County and the City of Ithaca were welcomed into the AARP Network of Age Friendly Communities, an initiative of the World Health Organization intended to help municipalities prepare for rapid population aging. The initiative is designed to help communities and local governments incorporate healthy, age friendly principles into relevant policies and programs. The Office for the Aging is collaborating with several community organizations to continue implementing age friendly initiatives. In November 2019, Tompkins County was one of 3 counties in the State awarded a grant from the Health Foundation of Western and Central New York to support the development of an Age Friendly Center for Excellence. The Tompkins County Age Friendly Center for Excellence (TCAFCFE) is one of five regional Centers in New York State funded to support the NYS Health Across All Policies Initiative by promoting Age Friendly, the NYS Prevention Agenda and Smart Growth Planning principles. The primary goal of the TCAFCFE is to create livable communities for all ages to promote healthy aging by transforming the social and physical environment to support health and well-being for community members across the lifespan. This goal is achieved through cross-collaboration with organizational partnerships and stakeholder input. The TCAFCFE works directly with County agencies, non-profit organizations, academic institutions, and private partners to advance systems change and solutions at the county level, and to share best practices state-wide. In 2022, we will continue to work on our goals and tasks informed by our previous work and carryout our plan and implementation timeline for the next 5-year cycle.

**Personal Emergency Response System (PERS) Program**— In 2015, the Office for the Aging contracted with Doyle Medical Monitoring to offer Personal Emergency Response Systems (PERS) to Tompkins County residents. The contract improved the technology used in people’s homes, assuring compatibility with digital phones and cell phones. The Office for the Aging continues to maintain its involvement in the customer service aspect of the program, with staff continuing to install PERS units in clients’ homes. In 2022, the Office for the Aging is hoping to expand new and improved GPS device technology and work to increase the number of clients served through the PERS Program by 10%.

**Regional Long-Term Care Ombudsman Program**- The Office for the Aging will continue to cultivate relationships and partnerships in Tompkins, Schuyler, and Chemung Counties. Currently, we have 2 full time staff who are certified Ombudsmen; a Program Coordinator and an Outreach and Ombudsman Program Specialist. In 2020, in person visitations were limited and were not resumed until the second quarter of 2021. This only exacerbated issues of social isolation and loneliness for residents in these facilities. In 2022, their efforts will

continue to be targeted toward recruiting and training volunteers, advocating for in person visitation, and re-establishing relationships with facility staff and residents.

**Policy Trends**—We will work to continue to strengthen community options that make it possible for older adults to age well and safely at home and in the community. The Aging Network plays a pivotal role in addressing the social determinants of health and bridging the gap between the acute care and long-term services and supports systems. Through the Long-Term Care Committee and Advisory Committee, the Office for the Aging will continue to monitor the effects of current policy and legislation on the lives of older adults. Examples include the *Better Care Better Jobs Act* which would provide more support for family caregivers and better pay for home health workers as a way to help address the home care worker shortage; Older Americans Act modernization and investments in funding for programs and services; recognizing and protecting the role the Aging Network plays in addressing the social determinants of health; to improve health outcomes and reduce health care costs, racial disparities and promote health equity; reviewing the LTSS delivery system and how populations navigate it; and serve as a catalyst to advance changes in the LTSS system to insure the availability of appropriate, quality community services.

**Addressing Social Isolation**- We were already aware of the struggle that many older adults face with loneliness, isolation, and lack of regular companionship. Unfortunately, this has been even further highlighted during the ongoing COVID-19 pandemic. In attempts to mitigate some of the devastating effects of social isolation we began to look for innovative ways to reach people:

**Senior Planet**- Beginning in 2020, COFA contracted with Senior Planet and Older Adults Technology Service (OATS) to run a tablet project for eligible, case managed clients. These participants were matched with students from Ithaca College's Aging Studies Program who became their virtual visitor and support through the process. We continue to partner with Lifelong to provide virtual programming for their members as well as a 9 to 5 tech support hotline for members and the pilot project participants. We recognize technology is not the cure all, it is a component of the solution and has provided access to a virtual world of socialization, information, and telehealth opportunities that they couldn't otherwise experience. We will continue this contract through 2022.

**Companion Pets**- In 2022, COFA will continue to provide socially isolated clients with robotic companion pets. Going forward, we will continue to match and provide interested clients with a Joy for All Companion Pet. There is compelling evidence that shows these lifelike robotic pets increase meaningful interactions between family and friends, can facilitate intergenerational connection, stimulate conversation and communication, calm anxiety and soothe those who are agitated. These pets can increase quality of life for those with dementia or who are socially isolated.

**Client Satisfaction/RBA**—In 2021-2022, the Office for the Aging will work with student interns to measure client satisfaction with the following services: NY Connects, Personal Emergency Response System (PERS), Case Management, Home Delivered Meals and the EISEP program. As part of Tompkins County's Results Based Accountability (RBA) initiative, our

office will be using surveys as a tool to collect data over a course of time to ensure our programming continues to be effective and is meeting the needs of our clients. This data will also be used for the purposes of funding and will be incorporated into our office's yearly budget. This collection is beginning in 2021 and in 2022, we will have our first set of data.

**The Caregiver's Resource Center and Alzheimer's Support Unit-** Is designed to help caregivers provide quality care for older adults and persons with disabilities while also maintaining the quality of their own lives and the lives of their family member. In 2021 we have expanded our Caregiver Support Group to a weekly basis and enhanced our resource materials and library and will continue to enhance our support and offering in 2022.

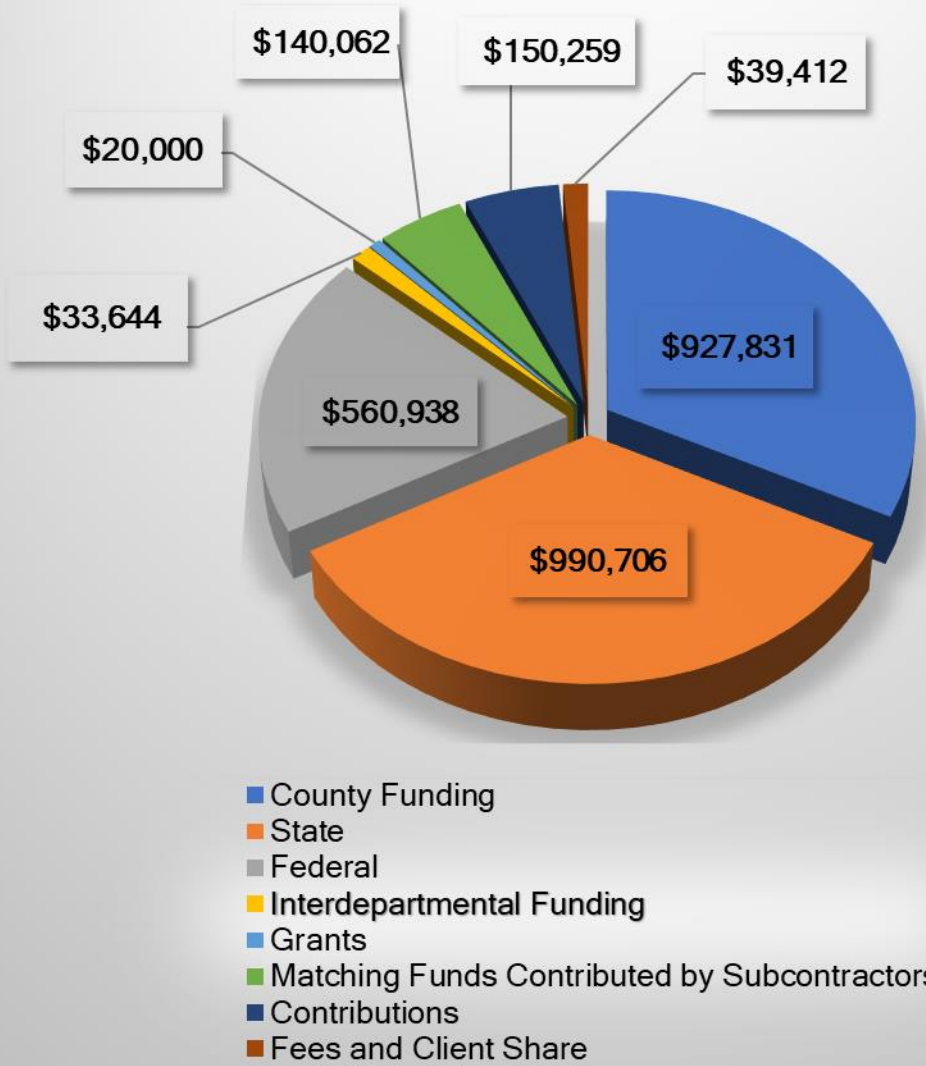
**Pause for Parkinson's Project-** We recently received a grant of \$11,000 from New York State Caregiving & Respite Coalition managed by Lifespan of Greater Rochester, Inc., to provide respite to caregivers of loved ones with Parkinson's disease. This grant will continue throughout 2022. We will be providing REST (Respite Education and Support Tools) and Parkinson's specific training to Project Care/Generation students who will be matched with the care receiver for a few hours a week to provide respite to the caregiver.

**Targeting**—The Office for the Aging will continue its efforts to target its services to underserved populations including non-English speakers and racial/ethnic minorities, particularly the Asian community. The Office for the Aging will strive to maintain racial and socio-economic diversity on its Advisory Committee and include older adults from all parts of Tompkins County. Outreach staff members will continue to direct efforts to older adults of lower income, those who are isolated, and those living in rural portions of the County. The Office for the Aging will continue outreach efforts to Lesbian, Gay, Bisexual, and Transgender older adults.

**Unmet Needs:** The Office for the Aging maintains a list of “unmet needs.” These are requests for services which are currently in short supply or unavailable in Tompkins County. Efforts are currently underway among service providers, including the Office for the Aging, to address several unmet needs on this list.

- ❖ Home health aides and certified nurse aides
- ❖ Affordable, accessible housing, both subsidized and private sector
- ❖ Transportation services on evenings and weekends as well as out of town medical appointments
- ❖ Transportation escorts (accompanying for appointments or after procedures)
- ❖ Additional funding for home repairs and re-weatherization for low-income households
- ❖ Medicaid funded Assisted Living Program (ALP)/Enhanced Assisted Living option, including a dementia unit, for low- and moderate-income individuals
- ❖ Increase in the Medicaid personal needs allowance for residents of skilled nursing facilities
- ❖ Power of Attorney and Health Care Proxy representation for individuals who lack family & friends
- ❖ Assistance for de-cluttering homes for low-income individuals
- ❖ Wheelchair ramps for renters/affordable ramps for short term use
- ❖ Geriatricians and geriatric nurse practitioners
- ❖ Legal assistance to assist low-income individuals understand and address code violations
- ❖ Behavioral health care for older adults in long term care facilities, including the option of structured group activities, therapy and close medication management which is now only available short term at limited facilities
- ❖ Assistance with bill paying/check book balancing services
- ❖ Public benches and resting spots for older adults who walk
- ❖ Portable ramps for individuals who can't afford retrofitting a van

## SOURCES OF FUNDING 2022 COFA BUDGET



| <b><u>FUNDING SOURCE</u></b>                        | <b><u>2022 AMOUNT</u></b> |
|-----------------------------------------------------|---------------------------|
| <b>County Funding</b>                               | <b>\$927,831</b>          |
| <b>State</b>                                        | <b>\$990,706</b>          |
| <b>Federal</b>                                      | <b>\$560,938</b>          |
| <b>Interdepartmental Funding</b>                    | <b>\$33,644</b>           |
| <b>Grants</b>                                       | <b>\$20,000</b>           |
| <b>Matching Funds Contributed by Subcontractors</b> | <b>\$140,062</b>          |
| <b>Contributions</b>                                | <b>\$150,259</b>          |
| <b>Fees and Client Share</b>                        | <b>\$39,412</b>           |
| <b>Total</b>                                        | <b>\$2,862,852</b>        |

| <b>Comparison of Funding Sources 2021-2022</b>                          | <b>2021</b>        | <b>2022</b>        |
|-------------------------------------------------------------------------|--------------------|--------------------|
| Alzheimer's Association of CNY Respite Grant                            | \$20,000           | \$20,000           |
| Federal Balancing Incentives Program: Expanded NY Connects              | \$282,243          | \$311,504          |
| Federal Health Insurance Information, Counseling and Assistance Program | \$33,797           | \$34,299           |
| Federal Home Energy Assistance Program                                  | \$34,081           | \$35,269           |
| Federal Medicare Improvements Patients and Providers Act                | \$13,453           | \$13,528           |
| Federal Nutrition Services for the Elderly Program                      | \$110,000          | \$110,000          |
| Federal Older Americans Act: Title IIIB                                 | \$346,254          | \$360,262          |
| Federal Older Americans Act: Title IIIC                                 | \$570,548          | \$559,572          |
| Federal Older Americans Act: Title IIID                                 | \$5,849            | \$5,828            |
| Federal Older Americans Act: Title IIIE                                 | \$52,153           | \$52,762           |
| Locally Funded Small Home and Safety Program                            | \$26,525           | \$26,525           |
| Locally Funded Personal Emergency Response Program                      | \$32,751           | \$37,646           |
| NYS Caregiver Resource Center                                           | \$21,788           | \$20,541           |
| NYS Community Services for the Elderly Program                          | \$238,438          | \$239,517          |
| NYS Unmet Needs Program                                                 | \$85,370           | \$86,803           |
| NYS Expanded In-Home Services for the Elderly Program                   | \$401,629          | \$396,797          |
| NYS Ombudsman Program                                                   | \$155,057          | \$156,955          |
| NYS Wellness in Nutrition                                               | \$387,212          | \$395,044          |
| <b>TOTAL</b>                                                            | <b>\$2,817,148</b> | <b>\$2,862,852</b> |