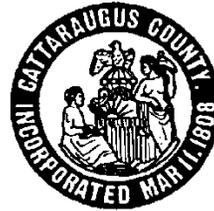




# Annual Report 2015



**Presented at Public Hearing  
August 20, 2015**

**Cattaraugus County**  
**Department of the Aging/NY Connects**  
*An Aging and Disabilities Resource Center*  
**Advocacy, Action, Answers on Aging**

***Cathy Mackay, Director***

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## LETTER TO THE LEGISLATURE AND COMMUNITY . . .



*I am both honored and grateful to present to you the Cattaraugus County Department of the Aging's 2014-2015 Annual Report.*

*Last year I spoke to you of the upcoming "tsunami of change" that we would be facing in the field of Aging and Long Term Care. This past year we truly began riding out some of those waves of change. The beginning stages of historic Medicaid reform were thrust upon us, and I'm happy to report that so far, we have survived. Amidst all these changes in delivery systems and the historic way of doing business, we were reminded of our roots. 2015 marked the 50th anniversary of the Older American's Act, Medicare, and Medicaid. It also noted the 80th anniversary of Social Security. Most importantly to us locally, it marked the 40th anniversary of the Cattaraugus County Department of the Aging. It allowed us, for a moment, to take pause and recognize why we do what we do, where we've been, and where we are headed.*

*We've often heard it said that age is just a number, implying that old age should be something we don't want to think about, or at the very least, that age is irrelevant. I would argue that age is a number that should be celebrated. It signifies the increased number of relationships, accomplishments, mistakes, and knowledge we've achieved during a lifetime. It speaks to the beautiful, complicated layers of experiences we become in later life. It is a gift. Yet society seems still too frightened to face the realities and challenges associated with the politics of aging. Older Americans are still marginalized. They are no longer seen as individuals with distinct personal identities. One gentleman I know described it as fading away into the background. He stated that he hadn't felt like people had truly seen him for years - they only saw a very old man.*

*With unprecedented numbers of older adults, this view is bound to change. This year, for the first time since 2005, our nation held the White House Conference on Aging. This once-a-decade conference is an opportunity to look ahead to the issues that will help shape the landscape for older Americans for the decade to come. Conversations centered on the need to modernize outdated regulations, to promote secure and dignified retirements, to support and improve upon strategies that work, and to administer national prevention plans. This year's conference was cited as having the largest and most vocal contingency of caregivers. Actor David Hyde Pierce, known for his role as Dr. Niles Crane on the NBC sitcom 'Frasier', moderated the panel on caregiving. As he and a fellow caregiver spoke of their own personal challenges, I felt the same message resonate that I had heard so many times in my own office here in Cattaraugus County. "We want to take care of our loved ones - we can help - we just need a little help in return."*

*I am hopeful that changes in policy and delivery systems will bring the older adults of this nation out from the shadows to live the respected and fulfilled lives they deserve. I am grateful for this amazing community that is Cattaraugus County. I am especially grateful for the support of county leaders, volunteers, staff, caregivers, and the senior citizens that we serve.*

*Respectfully,*

*Cathy Mackay*  
Director

## LEGISLATURE 2015

### \* *Senior Services Committee*

- \* James Boser  
Linda Edstrom
- \* Carl Edwards
- \* Gary Felton  
Dan Hale  
Matthew Keller  
Richard Klancer
- \* David Koch
- \* Susan Labuhn  
Richard Lamberson  
Norman Marsh  
Patrick Murphy  
John Padlo  
James Snyder
- \* James Joseph Snyder, Jr.  
William Sprague  
Paula Stockman  
Steven Teachman  
Howard VanRensselaer
- \* Donna Vickman  
William Weller

## DEPARTMENT OF THE AGING MANAGEMENT TEAM

Cathy Mackay ~ *Director*  
Sue Brisky ~ *Secretary to Director*  
Peggy Andress ~ *Accountant*  
Bonnie Saunders ~ *Case Supervisor*  
Kim Connell ~ *Nutrition Director*  
David Rodkey ~ *Volunteer Coordinator,  
Data Management*

## ADVISORY COUNCIL 2015

Nancy Allen	Helen Crowley
Judi Blair	Betty McDonald
Diane Boser	Ann Ploetz
Jim Boser	Ruth Vincent
Bill Button	Dr. Kevin Watkins
Mary Ann Chamberlain	

## LONG TERM CARE COUNCIL 2015

### \* *Ex-Officio Members*

- Nancy Crawford, Underwood Manor
- \* Linda Edstrom, Chair - Human Services Committee
- Anthony Evans, Director - Youth Bureau
- Timothy Finan, CEO - Olean General Hospital
- Jodi Fuller, Cattaraugus Community Action, Inc.
- Tim Hellwig, Director - Department of Nursing Homes
- Mari Howard, The Rehabilitation Center
- Lesley Kennedy, Seneca Nation of Indians ADA
- Leonard Liguori, Directions in Independent Living
- Pastor Marie Meeks, Bethany Lutheran Church
- Catherine Mackay, Director - Department of the Aging
- Carol Mahoney, Home Care and Hospice
- \* Norman Marsh, Chair - Cattaraugus County Legislature
- Sharon Mathe, Healthy Community Alliance
- Steve McCord, Director - Veterans Service
- Daniel Piccioli, Commissioner - Department of Social Services
- Candace Plants, United Way of Cattaraugus County
- Dawn Rosine, Willcare
- \* John R. Searles, County Administrator
- Kim Shay, Olean Medical Group
- Julia Szprygada, Alzheimer's Association, WNY Chapter
- \* Donna Vickman, Chair - Senior Services Committee
- Kevin Watkins, Public Health Director

## MISSION of the Cattaraugus County Department of the Aging

*The Cattaraugus County Department of the Aging was created in July of 1975, and since its inception, has coordinated with existing community services, planned, developed, and/or administered needed programs, while also promoting new and better services for all individuals age 60 or older.*

*In accordance with the Older Americans Act and the vision of local government, the primary goal of the Department of the Aging is to enable the 17,444 older adults of Cattaraugus County to maintain or improve their quality of life in the least restrictive, most cost effective way.*

*With respect for the dignity, independence, and strengths of aging Cattaraugus Countians, with compassion for their needs, and with zeal in the promotion of their interests, the Department of the Aging shall:*

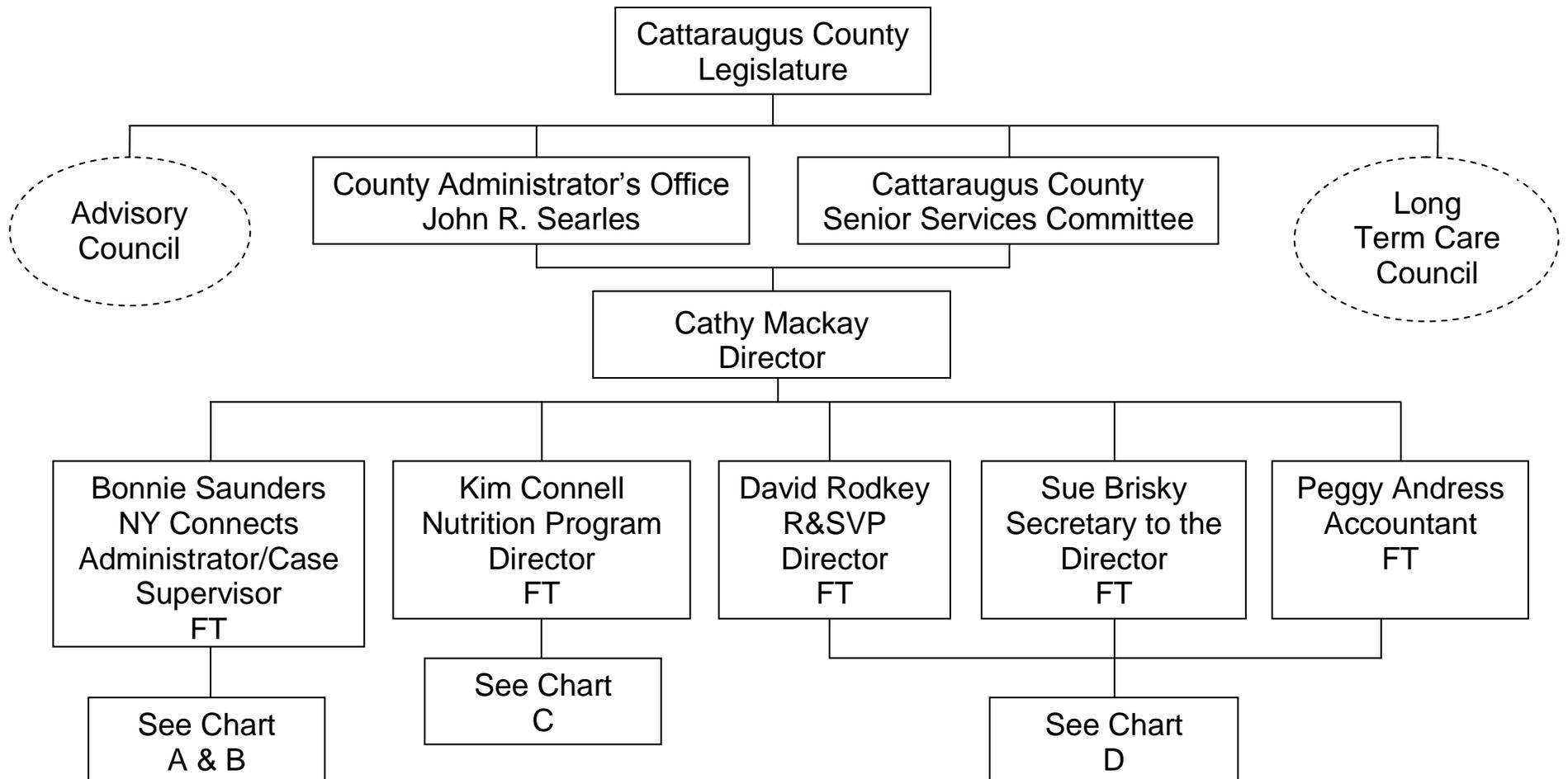
- ❖ Anticipate, plan, coordinate, and support services and benefits to help older Cattaraugus Countians meet their diverse physical, social, and economic needs;*
- ❖ Fairly and equitably allocate County, State, and Federal funds to communities throughout the County, identify quality programs to receive those funds, and ensure their effective and efficient use to meet the needs of older persons and their families;*
- ❖ Expand resources for the aging through advocacy and through private and public partnerships in the creation of new programs and revenue enhancing innovations;*
- ❖ Develop and encourage opportunities for older persons to serve their communities and to work as long as they wish;*
- ❖ Assist older persons and their families to access existing resources and inform and educate the general public about aging issues; and*
- ❖ Emphasize the development and accessibility of home and community-based services to prevent premature institutionalization.*

## MISSION of NY Connects

- ❖ *Cattaraugus County NY Connects is an Aging and Disability Resource Center that provides accessible, coordinated and person-centered answers to the long term care needs of county residents and those who care for them. It is a “no wrong door” model of information and assistance through a collaboration of the Cattaraugus County Departments of Aging, Social Services, Health, and the Veterans Administration. The system will encompass consumer choice, offer system integration for programs that are effective and responsive, promote personal responsibility, serve all socio-economic groups, provide quality care, and ensure accountability, efficiency and affordability.*
- ❖ *Provide a consumer centered entry point for information and assistance about long-term care and direct consumers to linkages to services that assist individuals of all ages with long term care needs. Ensures unbiased information and conflict-free case management.*
- ❖ *Provide information and assistance to all individuals who need long-term care, their caregivers, and those planning for future long-term care needs, whether it is anticipated that public or private sources of payment will be used. Supports a collaborative effort that ensures accountability, efficiency, and affordability for the consumer.*



## Cattaraugus County Department of the Aging PRIMARY ORGANIZATIONAL CHART



**Cattaraugus County Department of the Aging**  
**SUPPLEMENTAL CHART A**

**NY CONNECTS**

**NY Connects Coordinator**  
Bonnie Saunders  
FT

**OPTIONS  
COUNSELING/  
ASSESSMENT**

**Caseworker**

Mandi Hemphill – FT  
Anne Davis, RN - PT

**INTAKE/I&R/NWD/  
MEDICAID LEVEL I SCREEN**

**Intake Specialist**

Linda Caster – FT

**Aging Services Aide**

Carie Andrus-Milliron – PT

**HEALTH INSURANCE**

**I&R/**

**Aging Services Aide**

Chris Czaplá – PT  
Jennifer Eaton Miller - PT

**TRANSITIONAL  
MEDICAID**

**Caseworker**

Allison Ayers – FT

**NY CONNECTS  
RESOURCE**

**Directory Updates/  
Aging Services Aide**

Jennifer Eaton Miller - PT

**INTAKE**

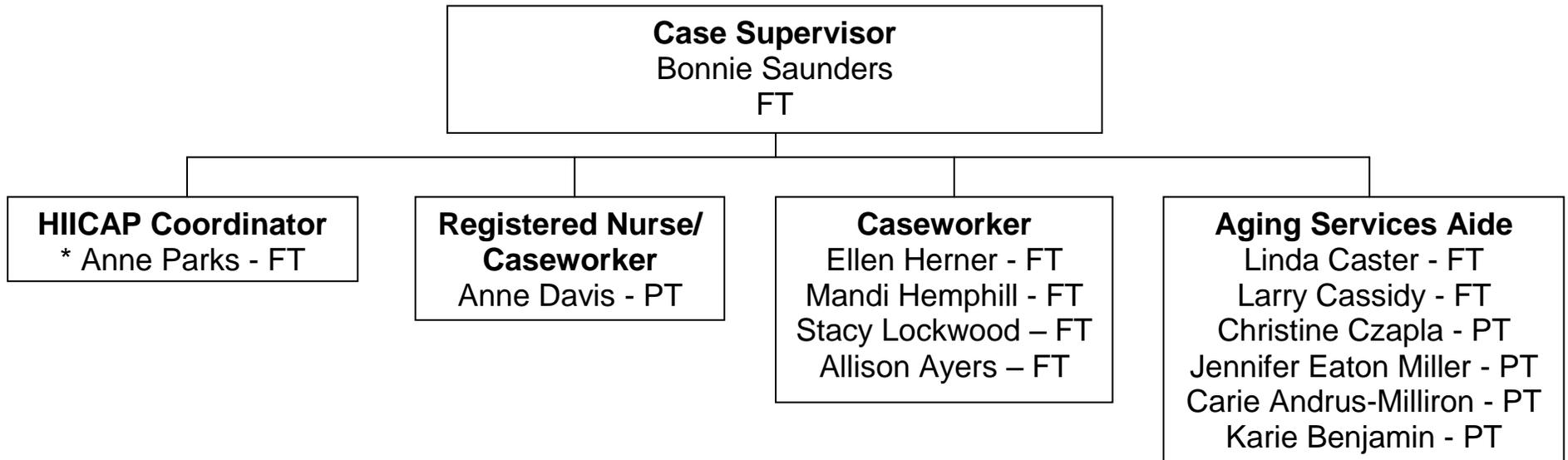
**I&R/**

**Aging Services Aide**

Larry Cassidy - FT  
Karie Benjamin - PT

**Cattaraugus County Department of the Aging**  
**SUPPLEMENTAL CHART B**

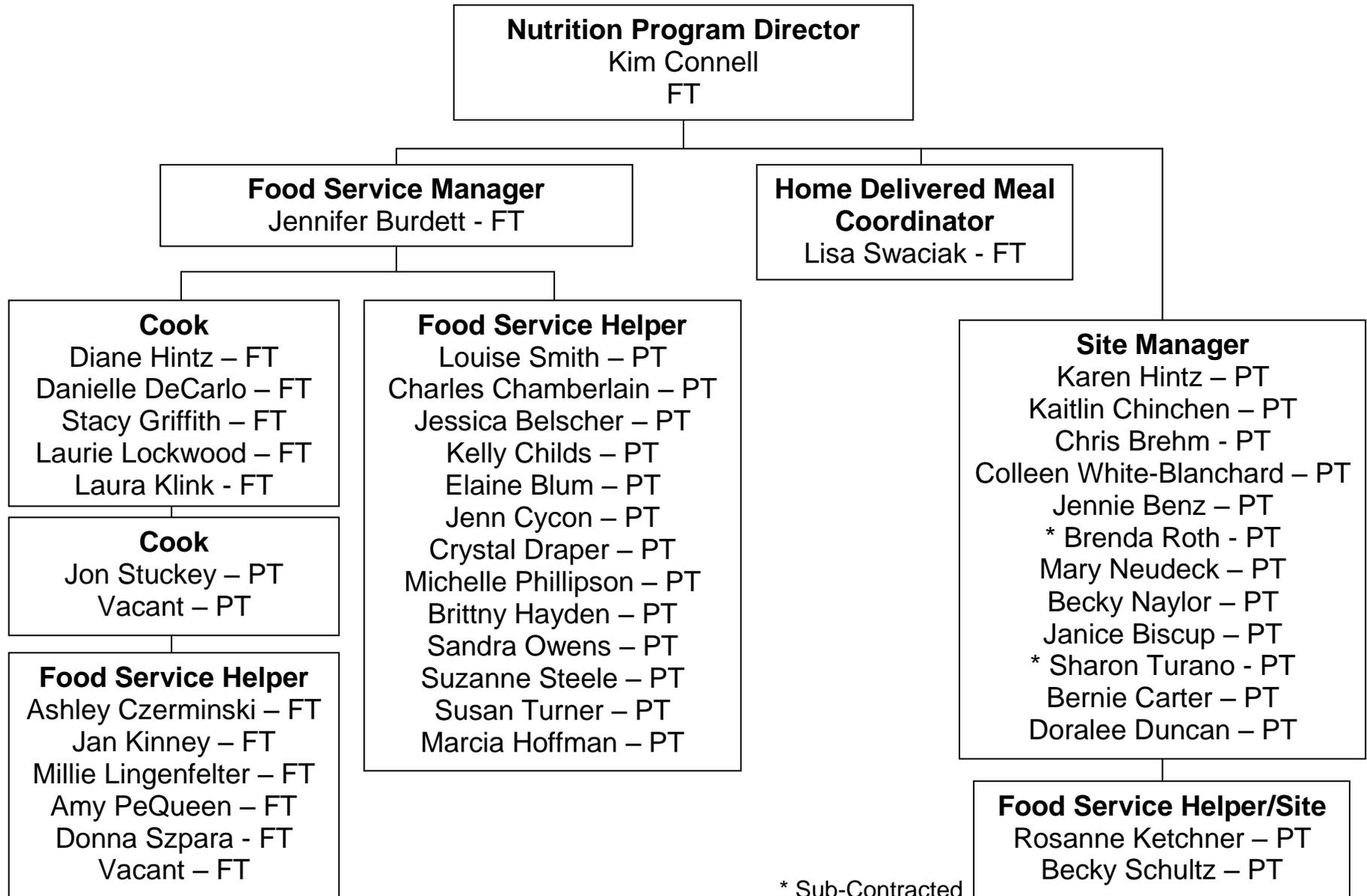
**CASE MANAGEMENT**



\* Subcontract position

**Cattaraugus County Department of the Aging**  
**SUPPLEMENTAL CHART C**

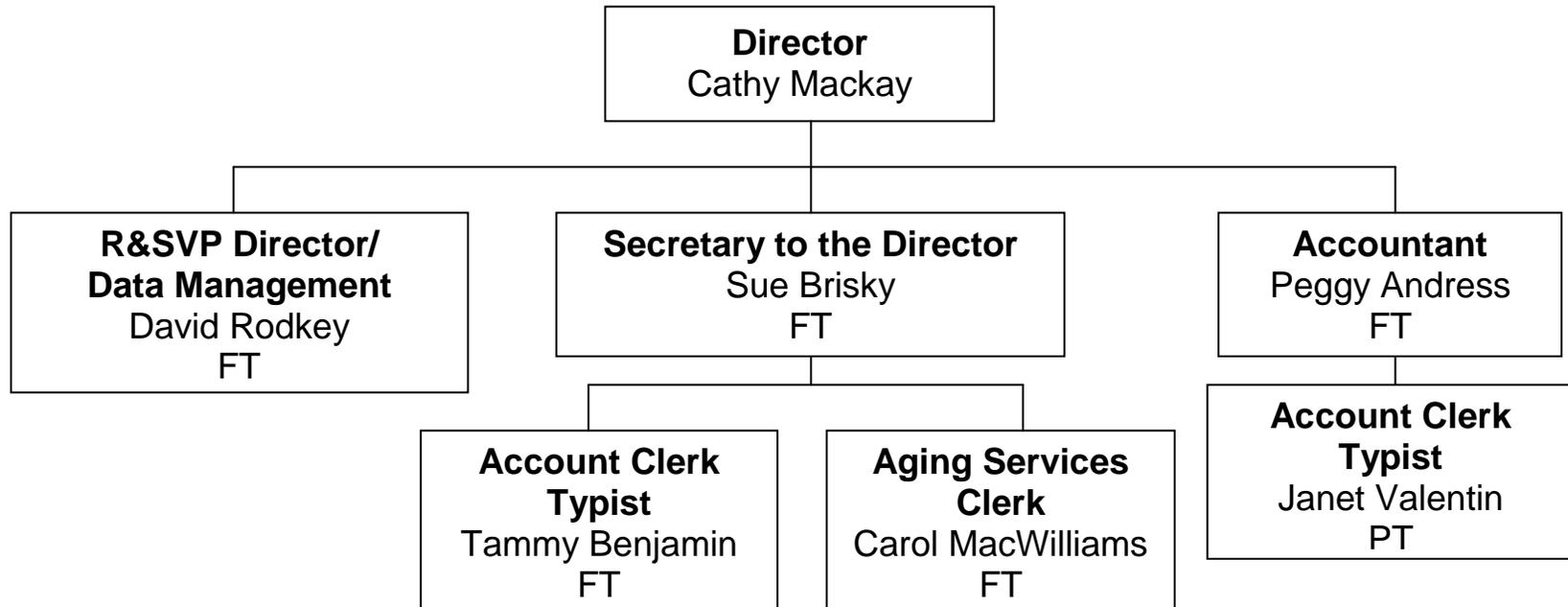
**NUTRITION SERVICES**



\* Sub-Contracted

**Cattaraugus County Department of the Aging**  
**SUPPLEMENTAL CHART D**

**ADMINISTRATION**



## A PROFILE OF AGING IN CATTARUGUS COUNTY

The Cattaraugus County Department of the Aging is one of the 59 Area Agencies on Aging in New York State.

Our agency is dedicated to coordinating and collaborating with existing community service organizations to plan, develop and/or administer needed programs, while promoting productive, quality life for all individuals age 60 or older in the county.

Cattaraugus County is geographically large with approximately 1,310 square miles of land area with an average of 64 persons living per square mile. It had a population of approximately 80,000. Of that population total, 22% or 17,444 are over the age of 60. Of the 17,444, 34% or 5,881 are over age 75. The implications for community impact are astounding. Today's older adults are likely to be managing two or more chronic conditions.

It is imperative that we be proactive in developing livable communities where older persons can age in place successfully. Community based services are cheaper and less restrictive. We will fulfill our part toward that goal of making Cattaraugus County a place where people can grow older and live happy, healthy, and productive lives.



## TRADITIONAL SERVICES PROVIDED

### LONG TERM CARE

- Adult Day Care
- Nutrition Services
- Personal Emergency Response Units
- Family Caregiver Support and Respite
- Personal Care and Housekeeping
- Pharmaceutical Assistance/EPIC
- Health Insurance Counseling
- Ombudsman
- Case Management
- End of Life Decision Making
- Caregiver Resource Center
- Assessment and Screening
- Long Term Care Planning
- Care Transitions
- Fall Prevention
- Other Evidence-Based Programs

### OTHER COMMUNITY SUPPORT SERVICES

- Advocacy
- Legal Services
- Medicaid (Community and Nursing Home)
- Home Energy Assistance Program (HEAP)
- SNAP (Food Stamps)
- Placement/Housing
- Elder Abuse Prevention
- Weatherization/Home Access
- Public Information
- Information/Referral
- Case Assistance
- Outreach/Education
- Photo I.D.
- Volunteer Opportunities
- Employment Counseling

## CONSUMERS SERVED AND SERVICE UNITS PROVIDED

In 2014, the Cattaraugus County Department of the Aging served just under 5,000 unduplicated individuals age 60+ with a tangible service. Below is a breakdown by service, of consumers served and total service units provided by type of unit.

Service	Unduplicated Consumers Served	Service Unit Total	Unit Type
Public Information	-----	272	Sessions
Information	3,392	17,201	Information
NY Connects/NWD	-----	3,019	Contacts
Adult Day Care	56	33,195	Hours
Case Management	1,051	5,312	Hours
Congregate Meals	1,049	60,558	Meals
Home Delivered Meals	807	108,044	Meals
Farmers Market Coupons	800	\$16,000	Dollars
Home Energy Assistance (HEAP)	1,447	\$712,533	Dollars
Food Stamps (SNAP)	-----	345	Applications
Personal Care	102	7,231	Hours
Housekeeping/Chore	28	1,228	Hours
Legal Services	71	439	Hours

<b>Service</b>	<b>Unduplicated Consumers Served</b>	<b>Service Unit Total</b>	<b>Unit Type</b>
Nutrition Counseling	84	80	Hours
Nutrition Education	-----	12,018	Information Units
Personal Emergency Response Units	41	321	Months
Senior Center Education & Recreation	-----	4,033	Group Events
Transportation	64	11,495	One Way Trips
Volunteerism	515	48,933	Hours
Caregiver Services/Support/CRC	170	8,110	Mixed Units
Long Term Care Assessments	1,029	1,315	Assessments
Health Insurance Counseling	1,953	1,015	Hours
EPIC	602	602	Applications
Health Promotion	-----	12,018	Event Participants
<b>MAJOR EVENTS</b>			
Senior Forum/Public Hearing	126	126	People
RSVP Recognition Dinner	258	258	People

## SENIOR WELLNESS AND NUTRITION PROGRAM

- ~ Meal Preparation ~ Congregate Dining ~ Home Delivered Meals ~ Nutrition Education/Counseling ~  
~ Health Promotion ~ Senior Center Activities/Recreation/ Education ~ Emergency Meals ~

### ALLEGANY SWAN

ReHAbilitation Center Building  
3799 S. Nine Mile Road  
Allegany, NY 14706

### CATTARAUGUS SWAN

Roberts Memorial Free Methodist Church  
111 South Street  
Cattaraugus, NY 14719

### DELEVAN SWAN

78 South Main Street  
Delevan, NY 14042

### ELLCOTTVILLE SWAN

(Home Delivered Meals Only)  
10 Parkside Drive  
Ellicottville, NY 14731

### FRANKLINVILLE SWAN

The Presbyterian Church  
25 South Main Street  
Franklinville, NY 14737

### GOWANDA SWAN

Academy Place  
1 School Street  
Gowanda, NY 14070

### LITTLE VALLEY SWAN

Municipal Building  
Little Valley, NY 14755

### OLEAN SWAN

Olean Senior Center  
112 North Barry Street  
Olean, NY 14760

### PORTVILLE SWAN

Masonic Temple  
14 Temple Street  
Portville, NY 14770

### RANDOLPH SWAN

Municipal Building  
72 Main Street  
Randolph, NY 14779

### SALAMANCA SWAN

(Home Delivered Meals Only)  
25 Jefferson Street  
Salamanca, NY 14779

### SOUTH DAYTON SWAN

Free Methodist Church  
327 Pine Street  
South Dayton, NY 14138

### WEST VALLEY SWAN

St. Paul's United Methodist Church  
9372 Route 240  
West Valley, NY 14171

### ALLEGANY LINWOOD CENTER – THE REHABILITATION CENTER

(Adult Day Care)  
ReHAbilitation Center Building  
3799 S. Nine Mile Road  
Allegany, NY 14706

## SENIOR WELLNESS AND NUTRITION PROGRAM UNITS OF SERVICE BY LOCATION

<b>Allegany SWAN</b>	<b>CLIENTS</b>	<b># UNITS</b>
Congregate Meals	82	2,687
Home Delivered Meals	74	10,503
HDM LTHHC/MLTC	2	228
HDM Total Senior Care	7	1,078

<b>Ellicottville SWAN</b>	<b>CLIENTS</b>	<b># UNITS</b>
Congregate Meals (volunteers)	4	172
Home Delivered Meals	11	903
HDM LTHHC/MLTC	1	175

<b>Cattaraugus SWAN</b>	<b>CLIENTS</b>	<b># UNITS</b>
Congregate Meals	37	1,121
Home Delivered Meals	44	5,707
HDM LTHHC/MLTC	1	88

<b>Franklinville SWAN</b>	<b>CLIENTS</b>	<b># UNITS</b>
Congregate Meals	32	3,945
Home Delivered Meals	65	9,793
HDM LTHHC/MLTC	1	222
HDM Total Senior Care	1	94

<b>Delevan SWAN</b>	<b>CLIENTS</b>	<b># UNITS</b>
Congregate Meals	80	3,839
Home Delivered Meals	75	10,413
HDM LTHHC/MLTC	5	1,184
HDM Total Senior Care	1	10

<b>Gowanda SWAN</b>	<b>CLIENTS</b>	<b># UNITS</b>
Congregate Meals	75	4,023
WNYDDSO Congregate	42	178
Home Delivered Meals	64	7,211
HDM LTHHC/MLTC	4	639
Total Care Congregate Meal	1	183

<b>Little Valley SWAN</b>	<b>CLIENTS</b>	<b># UNITS</b>
---------------------------	----------------	----------------

Congregate Meals	40	1,150
WNY DDSO Congregate	12	240
Home Delivered Meals	20	2,175

<b>Olean SWAN</b>	<b>CLIENTS</b>	<b># UNITS</b>
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Congregate Meals	166	6,672
Home Delivered Meals	205	23,976
HDM LTHHC/MLTC	21	4,796
HDM Total Senior Care	14	1,606
HDM Fidelis	1	160

<b>Portville SWAN</b>	<b>CLIENTS</b>	<b># UNITS</b>
-----------------------	----------------	----------------

Congregate Meals	73	4,014
Home Delivered Meals	60	7,009
HDM LTHHC/MLTC	2	506
HDM Total Senior Care	2	174

<b>Randolph SWAN</b>	<b>CLIENTS</b>	<b># UNITS</b>
----------------------	----------------	----------------

Congregate Meals	45	3,421
Home Delivered Meals	36	3,990
HDM LTHHC/MLTC	2	250

<b>Salamanca SWAN</b>	<b>CLIENTS</b>	<b># UNITS</b>
-----------------------	----------------	----------------

Congregate Meals (volunteers)	19	1,092
Home Delivered Meals	78	8,649
HDM LTHHC/MLTC	3	622
HDM Total Senior Care	6	666

<b>South Dayton SWAN</b>	<b>CLIENTS</b>	<b># UNITS</b>
--------------------------	----------------	----------------

Congregate Meals	85	2,855
Home Delivered Meals	11	1,279

<b>West Valley SWAN</b>	<b>CLIENTS</b>	<b># UNITS</b>
-------------------------	----------------	----------------

Congregate Meals	98	2,147
Home Delivered Meals	23	3,359
HDM LTHHC/MLTC	2	629

<b>Allegany Linwood</b> (Adult Day Care)	<b>CLIENTS</b>	<b># UNITS</b>
---	----------------	----------------

Congregate Meals	79	11,655
Fidelis Congregate	1	9

<b>Foundations For Change</b> (Community Services Program)	<b>CLIENTS</b>	<b># UNITS</b>
---	----------------	----------------

Congregate Meals	147	8,230
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<b>Department of the Aging</b>	<b>CONSUMER GROUPS</b>	<b># UNITS</b>
--------------------------------	------------------------	----------------

Congregate Meals	15	2,943
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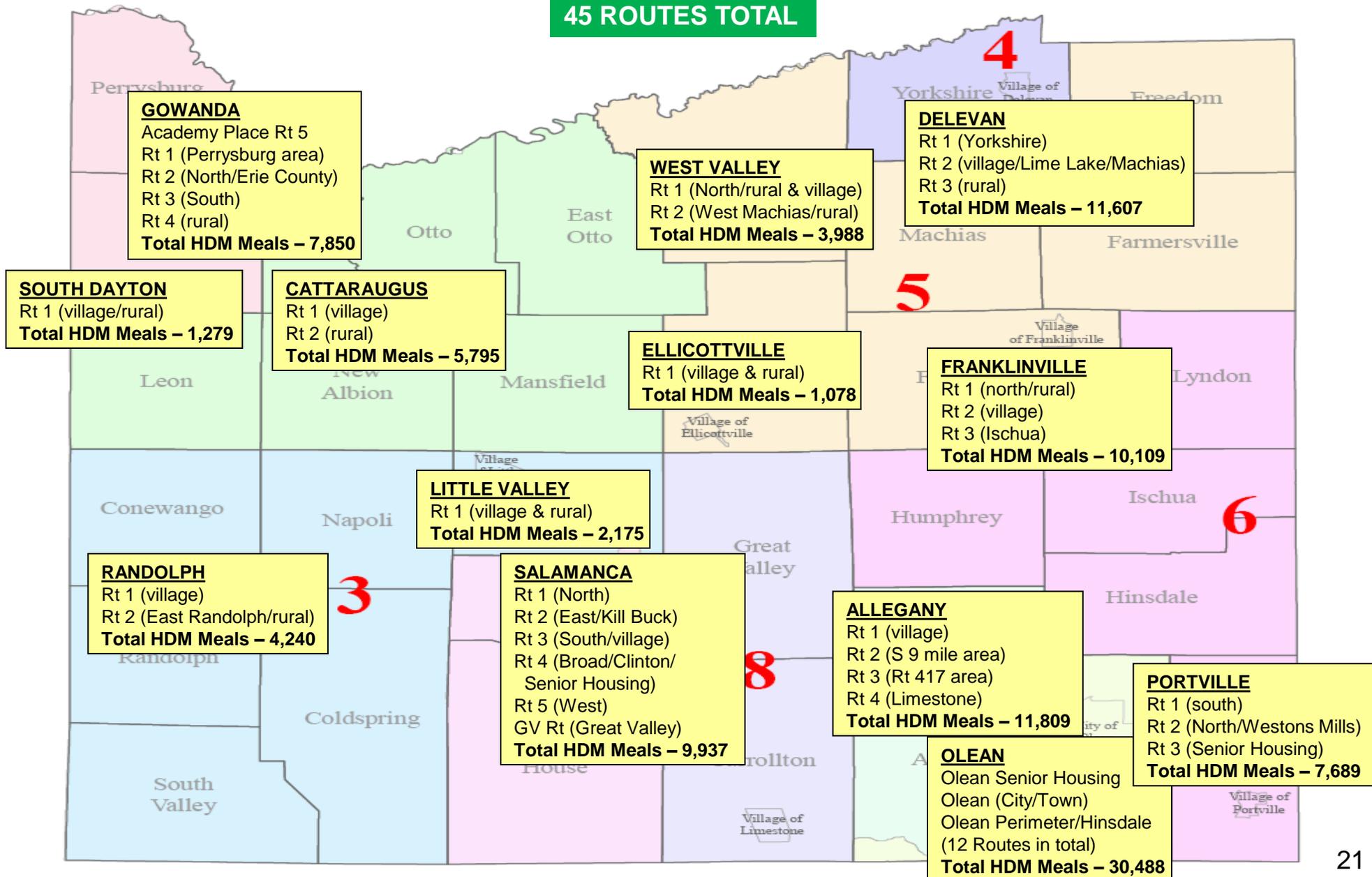
## SUMMARY OF HDM REFERRALS FOR 2014



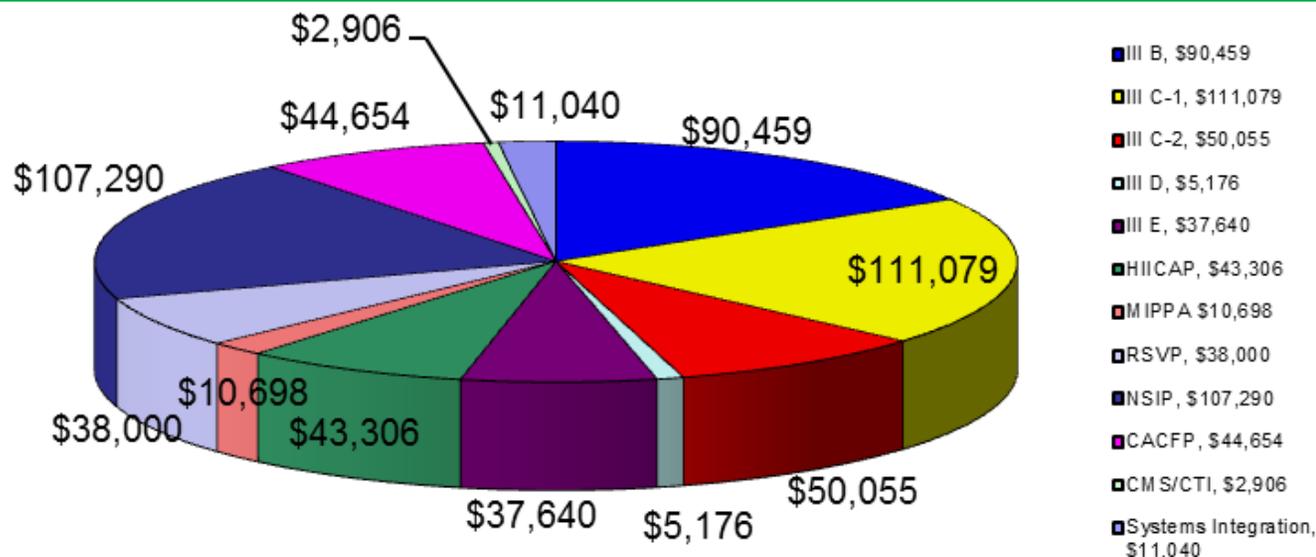
Month	Number of New Referrals Per Month	Average Days Until Assessment	Average Days Until Meals Start
January	22	3	3
February	17	2	3
March	26	3	3
April	22	3	3
May	18	2	2
June	26	4	3
July	26	3	3
August	20	3	3
September	27	3	2
October	37	3	3
November	11	4	3
December	39	4	2
Total	291	37	33
<b>Average</b>	<b>24.25</b>	<b>3.08</b>	<b>2.75</b>

# MEALS ON WHEELS BY DELIVERY AREA 2014

45 ROUTES TOTAL

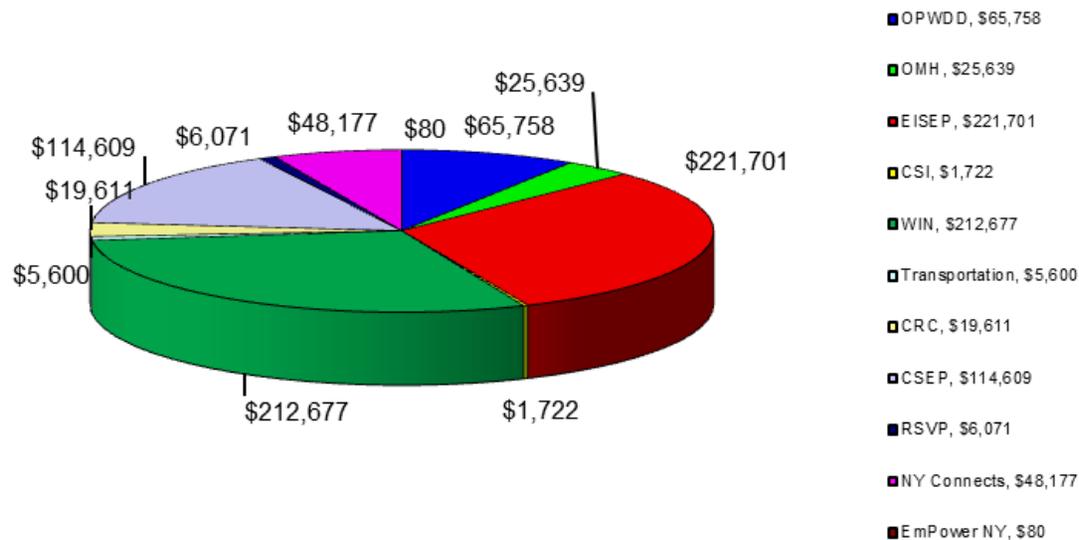


# CCDOA TOTAL FEDERAL REVENUE 2014



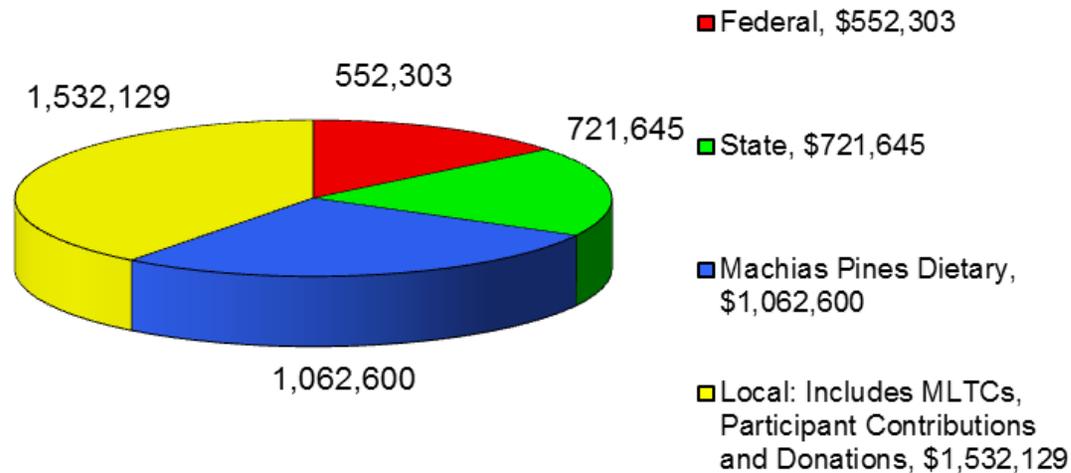
<b>Title III B</b>	Case Management, Information & Referral, Outreach, Case Assistance, Legal Services
<b>Title III C-1</b>	Congregate Meals
<b>Title III C-2</b>	Home Delivered Meals
<b>Title III D</b>	Health Promotion
<b>Title III E</b>	Family Caregiver Support, Respite
<b>HIICAP</b>	Health Insurance Counseling
<b>MIPPA</b>	Medicare Improvements for Patients & Providers Act
<b>RSVP</b>	Volunteer Services
<b>NSIP</b>	Meal Reimbursement
<b>CACFP</b>	Social Adult Day Care/Other Day Programs
<b>CMS</b>	CTI – Care Transitions Initiative
<b>Systems Integration</b>	Information & Referral, Long Term Services & Supports

# CCDOA TOTAL STATE REVENUE 2014

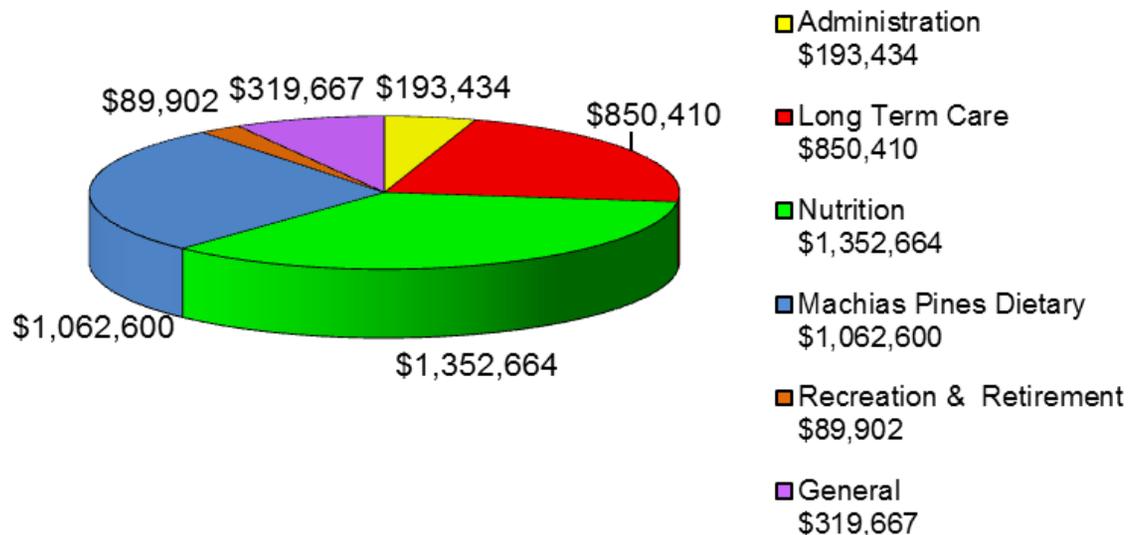


<b>OPWDD</b>	Adult Day Care
<b>OMH</b>	Adult Day Care
<b>EISEP</b>	Personal Care, Housekeeping, Personal Emergency Response Units, Adult Day Care
<b>CSI</b>	Senior Center Activities
<b>WIN</b>	Congregate and Home Delivered Meals
<b>Transportation</b>	Transportation
<b>Caregiver Resource Center</b>	Caregiver Education, Information & Support
<b>CSEP</b>	Transportation, Adult Day Care, Case Management, I & R
<b>RSVP</b>	Volunteer Services
<b>NY Connects</b>	NY Connects/ADRC, Information & Assistance
<b>EmPower</b>	Energy Assistance

## CCDOA TOTAL REVENUES BY SOURCE 2014



## CCDOA TOTAL EXPENSES BY CATEGORY 2014



## 2014/2015 ACCOMPLISHMENTS AND HIGHLIGHTS

- Received 1 of only 20 national SCALE grant awards through the Institute of Healthcare Improvement for our work with the Cattaraugus County Healthy Livable Communities Consortium
- Received P2 PHIP Spotlight on Health award for our work with the Cattaraugus County Healthy Livable Communities Consortium
- Director appointed to the Association on Aging in NYS Board
- Asked to be a “Best Practice Presenter” at the NYSOFA Regional Caregiver Forum
- Received NYS OEM Emergency Management Certification
- Presented at the NYS CCA National Poverty Tour
- Co-sponsored the 2015 JCC Survivor to Thriver Conference
- Asked to participate in NYSOFA Legal Services Initiative Think Group
- Participated in the NYSOFA sponsored WNY State of the State Presentation
- Assisted in securing funding through CRCF and United Way for Salamanca Senior Center defibrillator unit
- Secured six complementary PERS units free of charge for use with low income households
- Completed Systems Integration and Dementia Capability Trainings
- Received letter of commendation from Senator Young for advocacy efforts
- Co-sponsored the 2014 Cattaraugus County Dementia Care Conference
- Participated in the 2014 Community Networking Day held at St. Bonaventure University

- Developed new Community Needs Assessment for 4 year plan
- Participated in the Sweet Charity Event sponsored by Interfaith Caregivers
- Participated in the 2014 Albany Legislative Conference for Aging
- Participated in the Cattaraugus County Care Coordinator Summit
- Supported the Cattaraugus County Farmer Neighbor Dinner
- Worked with the US Postal Inspection Service to address elder abuse and host new area workshops
- Continued ADA work with increased document translation in Braille, Spanish, Korean, Chinese, and other languages
- Participated in the P2 End of Life Planning Initiative
- Secured new, web-based training for case managers through the University of Rochester ECHO Program, allowing caseworkers to consult with psychiatrists, physicians, and other PhD level experts
- Certified and trained for DSMP and CDSMP
- Increased contracts and completed successful billing with MLTCs for Medicaid Redesign efforts and non-traditional funding
- Sponsored multiple 2014-2015 LTC/Health Fairs in collaboration with other area agencies
- Held 2014-2015 6-week sessions of our EBI Powerful Tools for Caregivers classes
- Worked with Cattaraugus County Legislature and Administration to develop a tax freeze plan and find efficiencies within the department
- Secured a 140 booklet increase in 2015 farmers market coupon distribution to Cattaraugus County older adults resulting in \$16,000 worth of local produce disbursed to area senior citizens

- Awarded 2014-2015 RSVP Competition Grant, including an additional RSVP monetary supplement for 2015
- Two local RSVP volunteers recognized through the NYS Office for the Aging for Outstanding Contribution Awards
- Held annual RSVP Volunteer Recognition Event with Outstanding Volunteer Community Contribution Awards presented to two volunteers
- Received an increase in our MOWAA grant award for 2015 March for Meals for our participation in the Ellicottville Mardi Gras Parade
- Received an increase in our MOWAA Subaru Share the Love Grant for expanded volunteer recruitment and food drive efforts
- Secured emergency shelf stable food for homebound seniors and Meals on Wheels recipients through donations from area churches, faith-based organizations, and food pantries throughout the county
- Secured donations through the Olean Medical Group to distribute blankets, food, scarves, and large gift packages to area seniors that may not have otherwise had anything for the holidays
- Successfully collaborated to relocate the Allegany SWAN and the Linwood Center to the ReHABILitation Center Community Building
- Merged the Nutrition Director and Dietitian positions and streamlined substitute staffing within the Cattaraugus County DOA Nutrition Program and Machias Pines Dietary Unit to realize continued efficiencies within both programs
- Meals on Wheels and Machias Pines Dietary Volunteer recognized for being Volunteer of the Year by LeadingAge New York



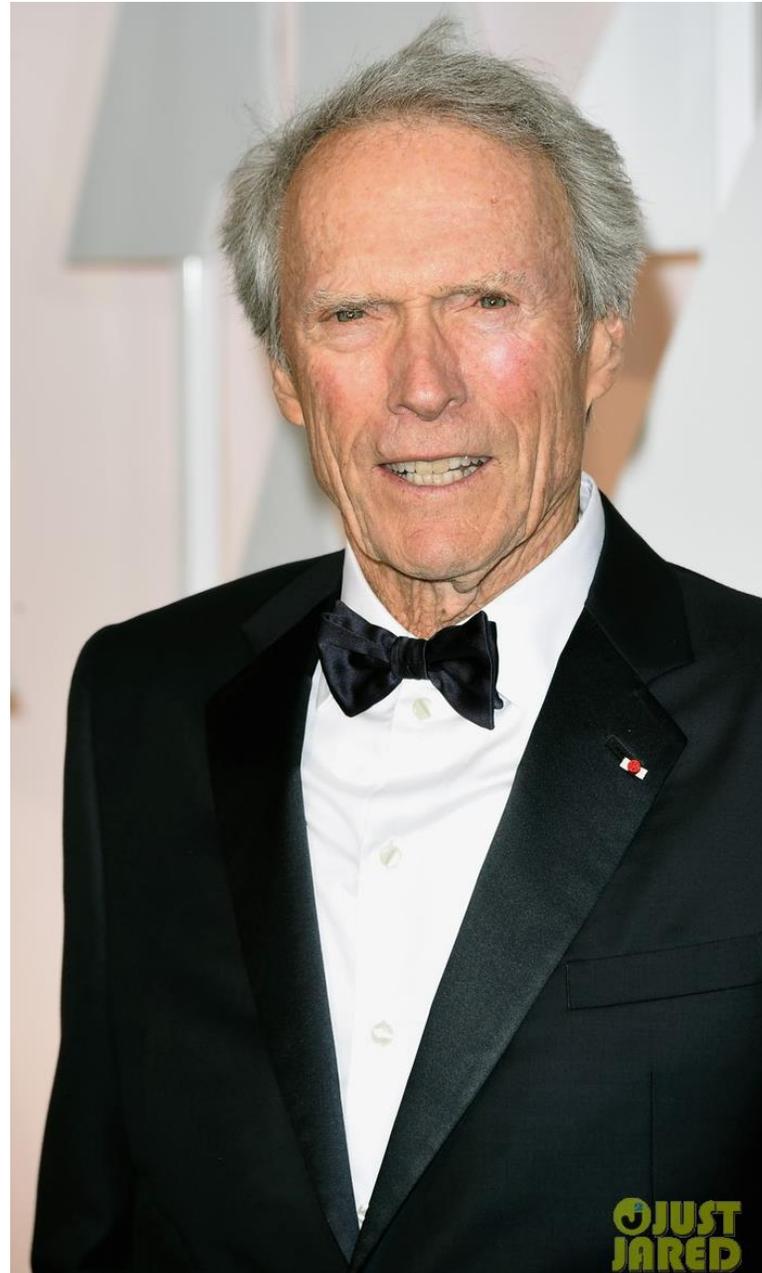
**CATTARAUGUS COUNTY DEPARTMENT OF THE AGING**

**1975 - 2015 Forty years of change . . .**



**LOOK AT ME NOW . . .**









*Cattaraugus County*

**NY CONNECTS**  
Smile, We have answers

**Department of Aging**  
*An Aging and Disability Resource Center*

## FUN FACT

**40 years later - where are we now?**

**1975** - We served 1,012 Meals on Wheels.

**2014** - We served 108,044 Meals on Wheels!

## AGING THEN . . .



President Lyndon B. Johnson signing the  
**Older Americans Act**  
**And Medicaid and Medicare**  
At the Harry S. Truman Library in Independence, MO  
July, 1965

## AGING NOW . . .

DSRIP            PPS            SHIP            BIP            MLTC

VBP            LTSS            HIICAP            APD            CDSMP

HDNY            ACA            PHIP            CTI            POMP

ACO            VRI            HAC            HCAHPS            OCL

SCALE            P4P            MIPPA            PPNOS            MRT

HIPAA            PEARLS            PACE            NYSOFA

LTCC            ACL            SADS            LTCOP

# NY CONNECTS

## HISTORICAL PERSPECTIVE

### ➤ Medical Model

- More is Better; siloed systems
- Fee for Service drove the volume and cost
- Medicaid and Medicare brought more people into the system
  - Today, the average elderly patient in the U.S. sees seven physicians (two generalists and five specialists) in four different practices each year. While each new doctor adds expertise, from the patient's vantage point, the end result is often cacophony.
    - ~ Wachter, R., The Digital Doctor

### ➤ Social Model

- Non-medical services trying to prevent decline
- Different service delivery system
- While more comprehensive, never as powerful as medical model

### ➤ Now, trying to blend them . . .

**SO**cial + **ME**dical =

**SOME** Model

but it's still a work in progress . . .

## DELIVERY SYSTEM REFORM INCENTIVE PAYMENT PLAN (DSRIP)

- \$8 billion 5-year Medicaid Waiver approved by CMS
- Key Components
  - Overarching objective is to reduce avoidable hospitalizations for Medicaid patients by 25%.
  - Collaboration is required. No applicant could be a single provider, entity or group.
  - Only public hospitals and “safety net” providers could be leads.
  - Leads were expected to bring in many services.
- NOT a typical grant program. All payments will be performance based and vary by achievement of milestones and outcomes.
- **The State of NY is all in it together!! Either the whole state hits the goals and earn the billions or none of us do.**
- Each applicant selected from a “menu” of projects, each of which has a “degree of difficulty”.
- Every Medicaid enrollee is “assigned” to a Performing Provider System (PPS).
- 25 PPSs were approved; some geographies have only one, some have overlapping PPSs.
- Final \$\$ allocations in process.
- Will require community-wide effort to achieve the goals. Participating in one or more PPSs will be important to achieve outcomes.
- What is role of aging services in a PPS?  
(CTI, CDSMP, Community-based health navigation services)

## NY CONNECTS/NWD OVERVIEW

- BIP (Balancing Incentive Program) Structural Changes
- NY Connects Expansion and Enhancement
- NY Connects Standards and State Operating Protocols and Business Rules
- Phase-In Implementation Plan
- Additional Assistance

## COMMONLY ASKED QUESTIONS

- ◆ How can I receive long term care?
- ◆ How can I take care of my aging parents?
- ◆ Where do I find services to care for a family member with a disability?
- ◆ How can I afford to pay for my spouse's care?
- ◆ What are the alternatives to a nursing home and what are the cost implications?
- ◆ How do I know if mom/dad needs to be in an assisted living facility or a nursing home?
- ◆ I am a caregiver and I am going away, what services are available to cover for me?

## CONTACT US TODAY!

In person:  
Cattaraugus County NY Connects  
1 Leo Moss Drive  
Olean, NY 14760

By phone:  
716-373-8032  
1-800-462-2901

By fax:  
716-701-3730

By e-mail:  
[nyconnects@cattco.org](mailto:nyconnects@cattco.org)

On the web:  
[www.cattco.org/nyconnects](http://www.cattco.org/nyconnects)



## NY CONNECTS

“Empowers individuals to make informed choices about appropriate levels and types of services available to meet long term care needs.”

### NY CONNECTS

Is endorsed and supported by the New York State Office for the Aging in collaboration with the New York State Department of Health.

## FREE INFORMATION FROM



## Access & Options to LONG TERM CARE SERVICES

... for You and Your Family

## CALL US TODAY!

716-373-8032 or  
1-800-462-2901



Co-led by:  
Cattaraugus County  
Department of Aging  
and  
Department of Social Services

## CATTARAUGUS COUNTY NY CONNECTS

... provides you and your family easy and local access to information and assistance on available programs and services options for long term care regardless of age or income.

Long term care refers to medical and non-medical support services needed to improve or maintain one's health and daily functions.

Long term care is needed when you have a chronic illness or disability causing you to need help with everyday activities of daily living (ADLs). ADLs include bathing, dressing, toileting, walking and eating. Many people will need some type of long term care during their lifetime, perhaps requiring one or more of the following:

- ◆ Services in your home
- ◆ Care in the community
- ◆ Residence in a long term facility

## LINKAGES TO:

### Home Care Services

- ◆ Long Term Home Healthcare
- ◆ Consumer Directed Personal Assistance Program
- ◆ Personal Care
- ◆ Private Duty Nursing
- ◆ Home Attendant
- ◆ Expanded In-Home Services for the Elderly (EISEP)
- ◆ Programs for All Inclusive Care for the Elderly (PACE)

### Residential Services

- ◆ Adult Homes
- ◆ Assisted Living
- ◆ Nursing Homes

### Other

- ◆ Respite Care
- ◆ Home Delivered Meals
- ◆ Lifeline
- ◆ Adult Day Services
- ◆ Legal Services
- ◆ Caregiving Services
- ◆ Health & Insurance Counseling



(716) 373-8032 or 1-800-462-2901

## PLANNING FOR LONG TERM CARE

NY Connects ... knowledgeable and professional staff, information and assistance, screening, assessment, and education to assist county residents in meeting long term care needs.

There are many benefits to planning ahead.

### **If you...**

- ◆ gather information on your health and financial status
- ◆ develop a personal health record
- ◆ consult a financial planner
- ◆ make your wishes known (health care proxy, power of attorney, etc.)

### **You will...**

- ◆ have control over your future
- ◆ understand your options should you need care
- ◆ be prepared to pay/fund services
- ◆ reduce emotional and financial stress

## POPULATIONS SERVED

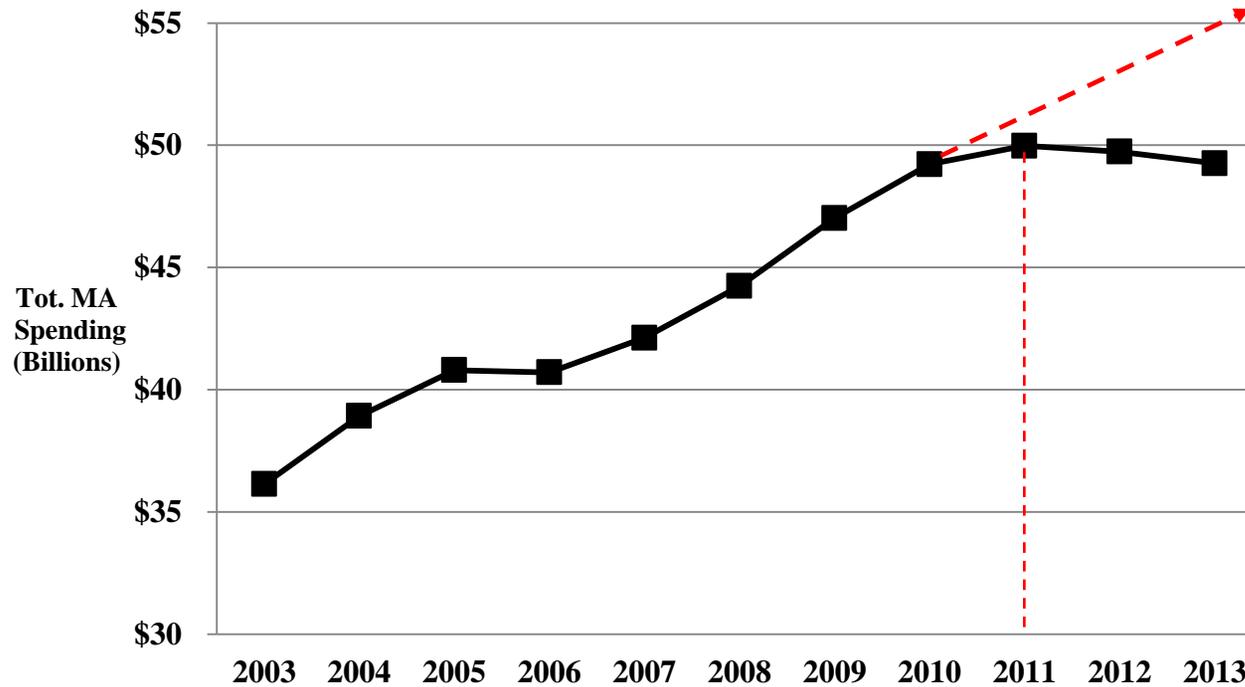
- Older adults (60+)
- Adults with disabilities
- Children with disabilities
- Individuals with or who may have Alzheimer's Disease or other dementias
- Caregivers or families
- Professionals
- Friends, neighbors, or others assisting individuals seeking LTSS

## **ESTABLISHMENT OF A LOCAL NY CONNECTS PROGRAM AND ESTABLISHMENT AS A NO WRONG DOOR HUB**

- Formalized Relationship with the Office of Persons with Developmental Disabilities (OPWDD) and Office of Mental Health (OMH)
- NWD Implementation Team
- Independent Living Centers or CBOs working with individuals with physical disabilities must work in partnership with NY Connects and adhere to Standards and Operating Protocols
- Accessibility compliance plan
- Local NY Connects phone number that calls will be routed to by the State automated toll-free number.
- Training on the new statewide database and resource directory
- Identified Health Commerce System (HCS) coordinators
- Use of new state NWD screening tool, accessible through the E-Health Commerce System
- Adhere to conflict free case-management and ACL national standards for person centered options counseling
- Adherence to state-prescribed Branding and Marketing



## NYS STATEWIDE TOTAL MEDICAID SPENDING (CY2003-2013)



**MRT is working. We can change the way we do business.**

# THE DOLLARS AND “SENSE” OF INVESTMENT IN HOME AND COMMUNITY BASED SERVICES FOR CATTARAUGUS COUNTY ~ A LOCAL STUDY ~

➤ **Office for Aging Services Saves \$64,000/person in Medicaid \$**

➤ **Average Cost/year of 3 OFA services in WNY = \$9,900/year**

Includes: 10 Home Delivered Meals per week  
4 Hours of Personal Care including 1 Hour of Case Management per week, and  
Personal Emergency Response Service

Average Cost of a Nursing Home in WNY ([www.nyspltc.org](http://www.nyspltc.org)) = \$92,000

Median income for 65 and over ([www.aoa.gov](http://www.aoa.gov)) - \$18,000

**Net cost of Nursing Home = \$74,000/year**

**Difference in Cost of 3 OFA services vs. Cost of SNF = \$64,000/year**

➤ **Even Level-funding OFA Services will “Not” be Sufficient:**

The **need** for OFA home services is **growing exponentially**, exacerbated by the sheer numbers of **baby boomers turning 60** and the **economic down-turn** in our country and state. Currently most OFA services already have a waiting list due to cuts or level funding by NYS.

If 50 people enter Nursing Homes, the cost to the government/2 years = \$ 7.4 Million

If 100 people enter Nursing Homes, the cost to the government/2 years = \$ 14.8 Million

If 200 people enter Nursing Homes, the cost to the government/2 years = **\$ 29.6 Million**

\*\*\* These costs are higher elsewhere in the state and nation!

**Contrast with cost for 200 people in OFA Home Services X 2 years = \$ 3.9 Million**

**For every 200 people diverting from nursing home placement,  
Medicaid SAVINGS = over \$25 Million**

**Current WNY clients at risk for Nursing Home = 3,000 people**

**\$192 Million/year savings**

# THE DOLLARS AND “SENSE” CASE STUDY 2013-2014

(Based on Actual Client – Name Changed to Protect Identity)

## Demographics:

Mrs. Ima Senior

86 years of age, widowed

Cattaraugus County resident all her life

Monthly Income:	Social Security	\$1,061.00
	Pension	<u>\$ 520.00</u>
	Total	\$1,581.00

Assets: Less than \$15,000  
(some cash savings, life insurance policy)

ADLs/IADLs: 3 ADLs  
6 IADLs

## Contacts/Services:

Assistance beginning 2007

- 2007: HEAP  
HIICAP/LTC Insurance  
Meals on Wheels
- 2008: Home Care  
Weatherization
- 2010: PERS Unit  
Caregiver Services
- 2012: Fall Prevention  
Legal Services

## Financial Impact:

Annual cost of her care averaged: \$ 5,105.00

Savings realized over 6 years: \$413,370.00

Note: Net figures used and client contribution  
(approx. 20% cost share) not included.



~ Every 8 seconds in America someone turns 65. ~

~ By 2040, the number of people over 65 will DOUBLE. ~

Providing home and community based services that help Cattaraugus County older adults maintain their independence, saves dollars and makes sense!

- ✓ 49% of people aged 65 and older own their home and pay taxes.
- ✓ Many older adults continue to work and pay income tax.
- ✓ Older adults purchase goods and services from local businesses and pay sales tax.
- ✓ Older adults employ homecare workers, home and yard maintenance workers, and other service providers.
- ✓ Older adults are important members of charitable organizations, faith communities, and serve as volunteers for a variety of endeavors.
- ✓ There is no price tag on their role within their extended families for their support, daycare, and their importance to their family's youngest members.
- ✓ Retired New Yorkers can and should stay in New York.



## SUMMARY

Meeting the challenges documented here will require developing a set of strategies and tools that can reframe people's understanding of the aging process and of older Americans – so that aging is understood as both a personal and shared resource and opportunity – and so that older Americans are viewed as central rather than marginal participants in our collective life as a nation.





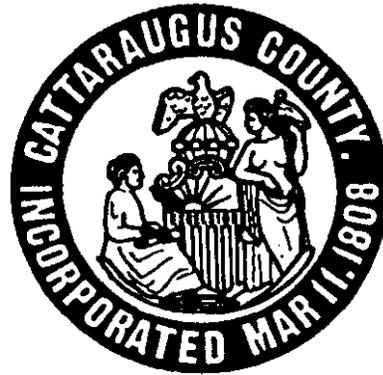


**LOOK AT ME NOW . . .**



**QUESTIONS  
AND  
COMMENTS**





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