



Annual Report 2013/2014



**Presented at Public Hearing
August 21, 2014**

**Cattaraugus County Department of the Aging and
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 2013-2014 Annual Report.

This past year we have truly begun to feel the impact of a changing environment in the world of Aging and Long term Care. Leaders in the field are calling it a "tsunami of change", challenging us at the local level to prepare to ride out the waves. Our theme here in Cattaraugus County for 2013 was prepare, prepare, prepare! We spent much of the last year training, researching, realigning, and positioning within our NY Connects division. The year of 2013 became a bridge year from doing traditional good to a new era of reforming and rethinking delivery systems. It has become our challenge to sustain those hallmark services and programs proven to be effective for the older adults in our community while balancing a complete overhaul in the state's long term care arena.

We met this challenge head on. We set out with an annual implementation plan and developed a series of goals. We executed a number of best practices and accomplished objectives that we will share with you later in this report. We secured new funding streams and formed new collaborations. We worked tirelessly to become proficient in new programs. We continued our advocacy for policies that help to empower personal choice and options for older adults wishing to age in place.

With unprecedented numbers of senior citizens and changes in Medicaid redesign, the time is now to help the older adults of Cattaraugus County remain a valuable resource to the community. These are our neighbors, parents, and grandparents that built up our county, established homes, educated our children, and watched over our neighborhoods. No senior in Cattaraugus County should have to choose between quality of life and living in the community they helped to build. The Cattaraugus County Department of the Aging and NY Connects will continue to make the necessary preparations and changes to enhance options for our senior citizens, with the knowledge that we have the continued support of dedicated leaders, volunteers, and community members. Most importantly, we are especially grateful for the commitment of our legislators, our county administrator, our Aging Advisory Council, and our Long Term Care Council. Together, I am optimistic that we will continue to realize these lofty goals in the upcoming year.

Respectfully,

Cathy Mackay

Cathy Mackay
Director

LEGISLATURE 2013/2014

* *Senior Services Committee*

William Aiello (2013)

James Boser

* Linda Edstrom

* Carl Edwards

* Gary Felton

* Dan Hale

Richard Klancer

* David Koch

* Susan Labuhn

Richard Lamberson

Norman Marsh

Earl McElfresh (2014)

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 ~ *Unit Supervisor*

Barbara Woodarek ~ *Nutrition Director*

David Rodkey ~ *Volunteer Coordinator,
Data Management*

ADVISORY COUNCIL 2013/2014

Nancy Allen

Bill Little

Diane Boser

Marge Little

Jim Boser

Betty McDonald

Bill Button

Marion Sticek

Mary Ann Chamberlain

Maureen Stone

Helen Crowley

Peggy Taylor

Kathy Hamed

Ruth Vincent

Doris Heath

Dr. Kevin Watkins

LONG TERM CARE COUNCIL 2013/2014

** 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

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

* 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:

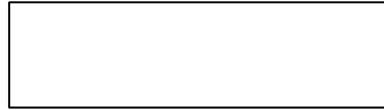
- ❖ Anticipate, plan, coordinate, and support services and benefits to help older Cattaraugus Countians meet their diverse physical, social, and economic needs;*
- ❖ Fairly and equitably allocate County, State, and Federal funds to communities throughout the County, identify quality programs to receive 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



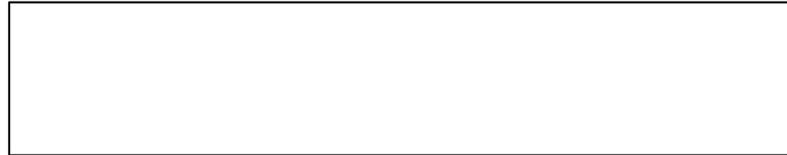
Cattaraugus County Department of the Aging
SUPPLEMENTAL CHART A

NY CONNECTS



Cattaraugus County Department of the Aging
SUPPLEMENTAL CHART B

CASE MANAGEMENT



Cattaraugus County Department of the Aging
SUPPLEMENTAL CHART C

NUTRITION SERVICES



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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 80,317 in 2010. 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.



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 2013, the Cattaraugus County Department of the Aging served approximately 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	3,034	22,938	Information
Adult Day Care	59	35,355	Hours
Case Management	1,260	6,072	Hours
Congregate Meals	1,112	68,401	Meals
Home Delivered Meals	858	118,650	Meals
Farmers Market Coupons	660	\$13,200	Dollars
Home Energy Assistance (HEAP)	1,517	\$730,253	Dollars
Food Stamps (SNAP)	-----	601	Applications
Personal Care	94	5,539	Hours
Housekeeping/Chore	33	1,121	Hours
Legal Services	73	383	Hours
Legal Services	-----	11	Group Presentations

Service	Unduplicated Consumer Served	Service Unit Total	Unit Type
Nutrition Counseling	100	71	Hours
Nutrition Education	-----	11,391	Information Units
Personal Emergency Response Units	26	242	Months
Senior Center Education & Recreation	-----	3,442	Group Events
Transportation	65	12,201	One Way Trips
Volunteerism	546	52,300	Hours
Caregiver Services/Support	106	16,762	Mixed Units
Long Term Care Assessments	941	1,052	Assessments
Health Insurance Counseling	1,829	1,932	Hours
EPIC	299	299	Applications
Health Promotion	-----	9,396	Event Participants
MAJOR EVENTS			
Senior Forum/Public Hearing	114	114	People
RSVP Recognition Dinner	263	263	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

Former Allegany High School
80 North 4th Street
Allegany, NY 14706

CATTARAUGUS SWAN

Senior Citizen Center
South Street
Cattaraugus, NY 14719

DELEVAN SWAN

78 South Main Street
Delevan, NY 14042

ELLICOTTVILLE SWAN

(Home Delivered Meals Only)
Ellicottville Town Center
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)
Former Allegany High School
80 North 4th Street
Allegany, NY 14706

SENIOR WELLNESS AND NUTRITION PROGRAM UNITS OF SERVICE BY LOCATION

Allegany SWAN	CLIENTS	# UNITS
Congregate Meals	113	3,823
Home Delivered Meals	76	10,833
HDM LTHHC/MLTC	2	99
HDM Total Senior Care	3	674

Ellicottville SWAN	CLIENTS	# UNITS
Congregate Meals	5	205
Home Delivered Meals	13	1,508
HDM LTHHC/MLTC	1	250

Cattaraugus SWAN	CLIENTS	# UNITS
Congregate Meals	53	1,432
Home Delivered Meals	44	6,311
HDM LTHHC/MLTC	1	119

Franklinville SWAN	CLIENTS	# UNITS
Congregate Meals	52	4,311
Home Delivered Meals	61	9,762
HDM LTHHC/MLTC	3	371
HDM Total Senior Care	1	32
HDM Fidelis	1	32

Delevan SWAN	CLIENTS	# UNITS
Congregate Meals	83	4,216
Home Delivered Meals	91	10,529
HDM LTHHC/MLTC	4	657
HDM Total Senior Care	2	105

Gowanda SWAN	CLIENTS	# UNITS
Congregate Meals	72	4,442
WNYDDSO Congregate	34	145
Home Delivered Meals	68	8,397
HDM LTHHC/MLTC	3	279
HDM Total Senior Care	1	26

Little Valley SWAN	CLIENTS	# UNITS
Congregate Meals	34	1,409
WNY DDSO Congregate	11	312
Home Delivered Meals	25	2,739

Salamanca SWAN	CLIENTS	# UNITS
Congregate Meals	20	1,081
Home Delivered Meals	77	10,703
HDM LTHHC/MLTC	2	621
HDM Total Senior Care	10	764

Olean SWAN	CLIENTS	# UNITS
Congregate Meals	182	7,761
Home Delivered Meals	227	29,474
HDM LTHHC/MLTC	18	5,355
HDM Total Senior Care	16	1,681

South Dayton SWAN	CLIENTS	# UNITS
Congregate Meals	78	3,171
Home Delivered Meals	13	1,358

Portville SWAN	CLIENTS	# UNITS
Congregate Meals	83	3,702
Home Delivered Meals	62	6,570
HDM LTHHC/MLTC	3	659
HDM Total Senior Care	2	64

West Valley SWAN	CLIENTS	# UNITS
Congregate Meals	116	2,723
Home Delivered Meals	26	3,791
HDM LTHHC/MLTC	2	382

Randolph SWAN	CLIENTS	# UNITS
Congregate Meals	48	3,814
Home Delivered Meals	37	4,309
HDM LTHHC/MLTC	2	167

Allegany Linwood <small>(Adult Day Care)</small>	CLIENTS	# UNITS
Congregate Meals	85	13,400

Foundations For Change <small>(Community Services Program)</small>	CLIENTS	# UNITS
Congregate Meals	149	10,577

Department of the Aging	CONSUMER GROUPS	# UNITS
Congregate Meals	9	1,877

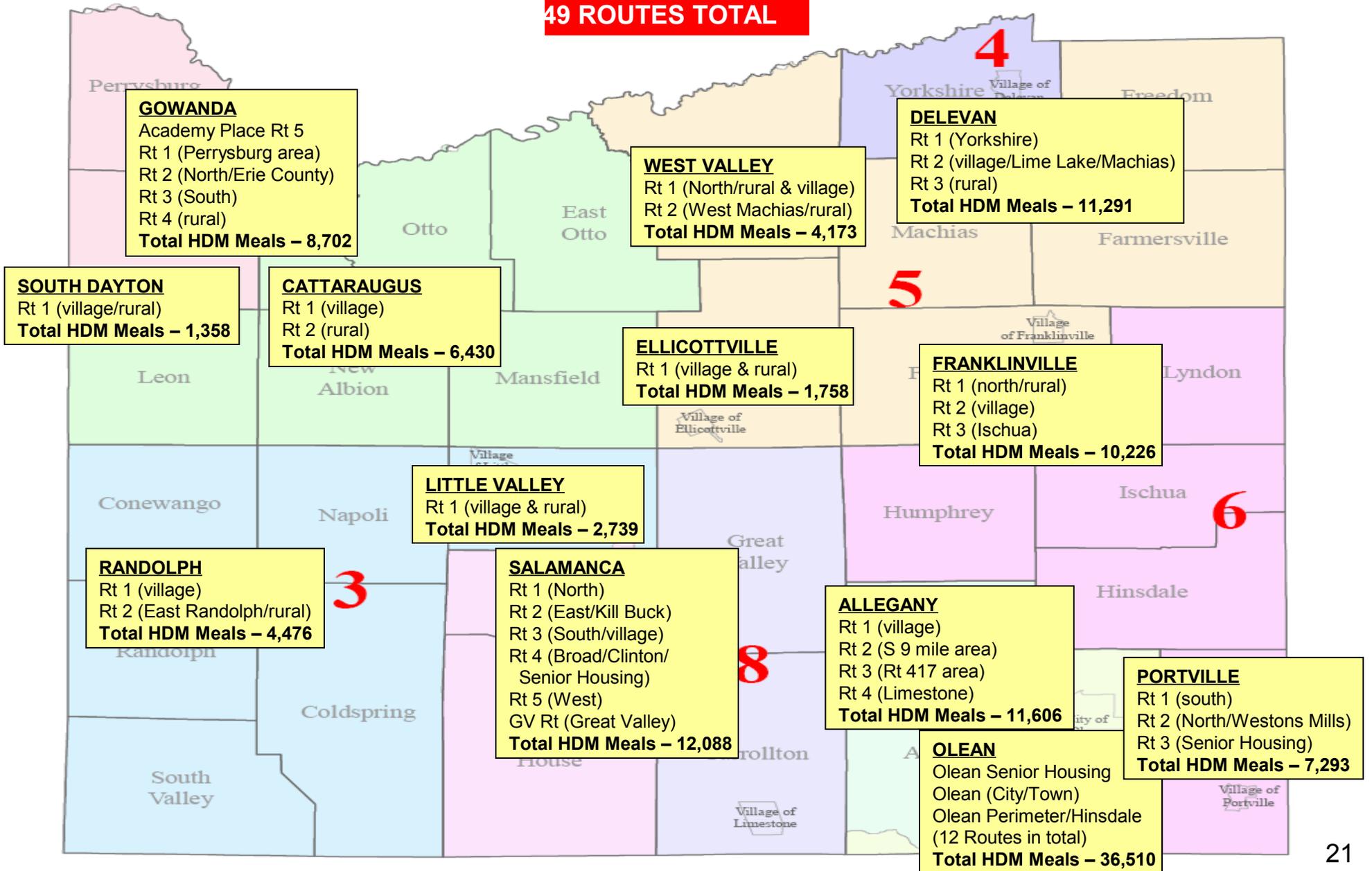
SUMMARY OF HDM REFERRALS FOR 2013



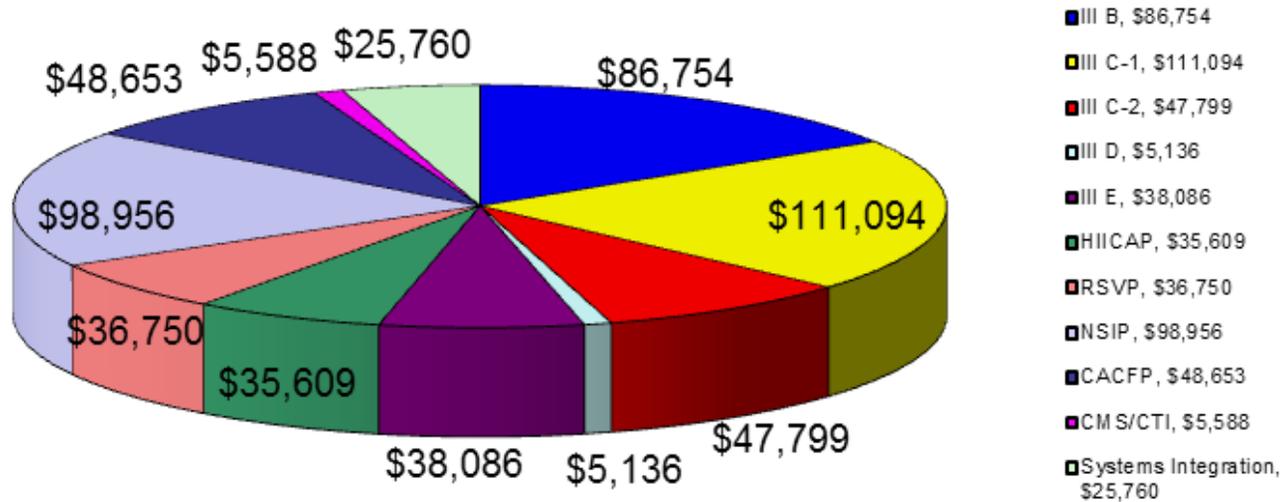
Month	Number of New Referrals Per Month	Average Days Until Assessment	Average Days Until Meals Start
January	28	3	3
February	25	2	2
March	34	3	2
April	30	3	3
May	28	2	2
June	12	3	3
July	33	3	3
August	32	3	3
September	31	4	3
October	18	3	3
November	21	4	3
December	13	3	3
Total	305	36	33
Average	25	3	2.75

MEALS ON WHEELS BY DELIVERY AREA 2013

49 ROUTES TOTAL

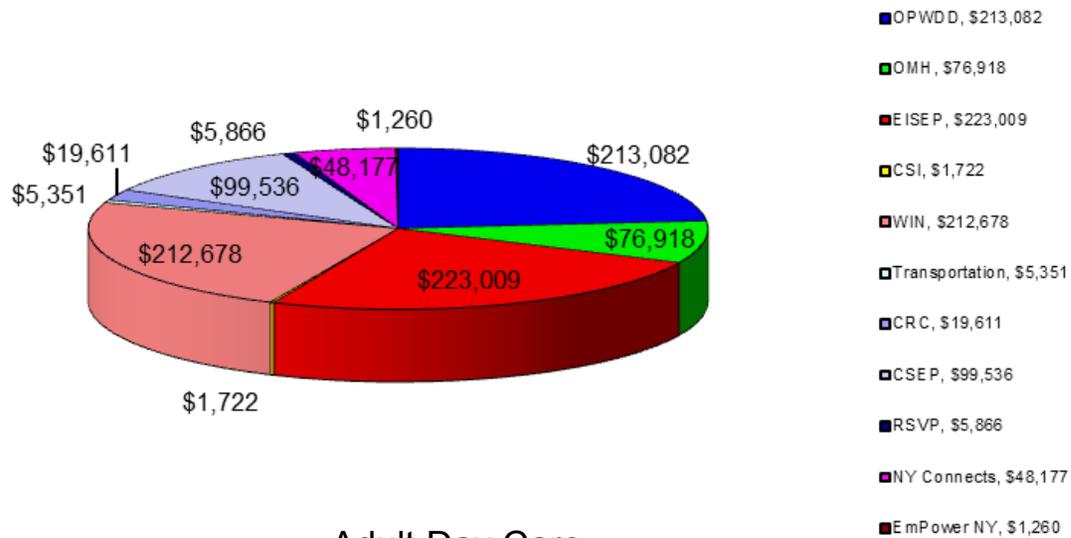


CCDOA TOTAL FEDERAL REVENUE 2013



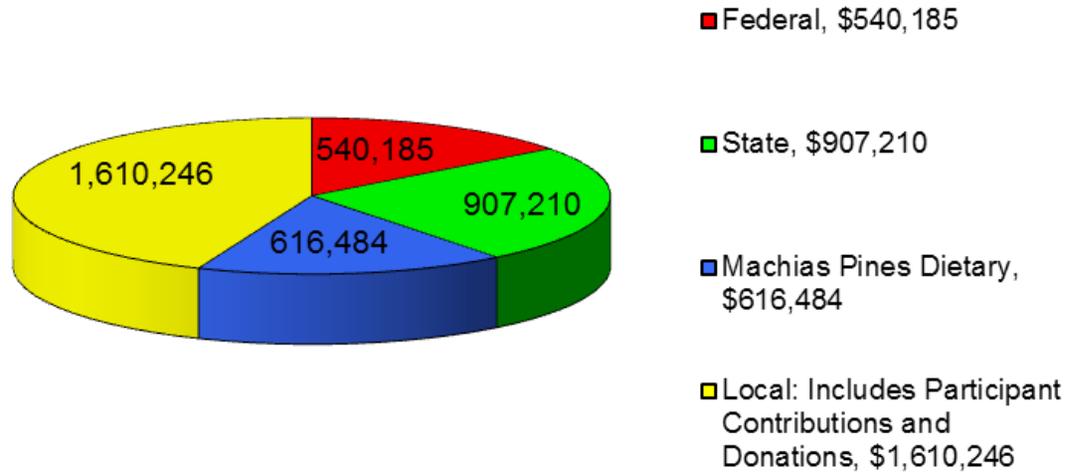
Title III B	Case Management, Information & Referral, Outreach, Case Assistance,
Legal Services	
Title III C-1	Congregate Meals
Title III C-2	Home Delivered Meals
Title III D	Health Promotion
Title III E	Family Caregiver Support, Respite
HIICAP	Health Insurance Counseling
RSVP	Volunteer Services
NSIP	Meal Reimbursement
CACFP	Adult Day Care
CMS	CTI – Care Transitions Initiative
Systems Integration	Information & Referral, Long Term Services & Supports

CCDOA TOTAL STATE REVENUE 2013

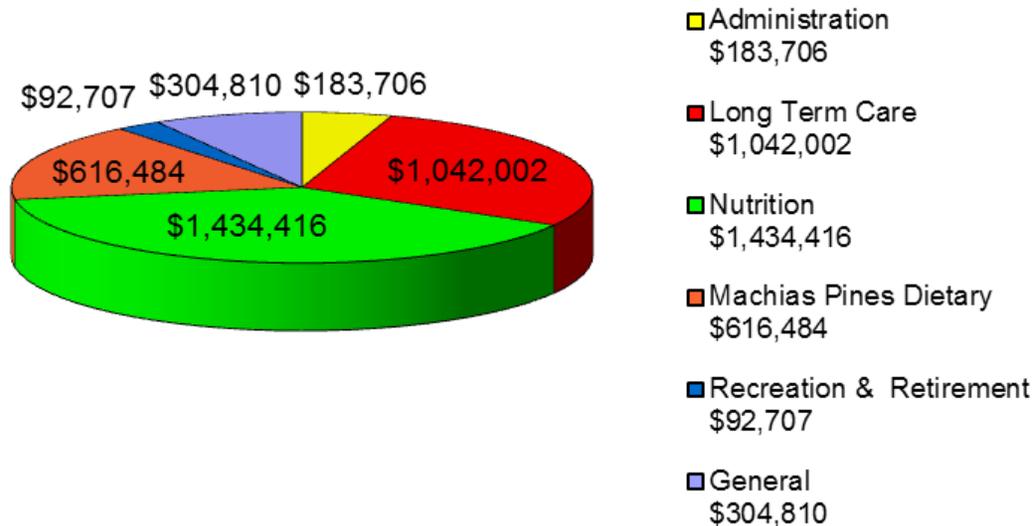


OPWDD	Adult Day Care
OMH	Adult Day Care
EISEP	Personal Care, Housekeeping, Personal Emergency Response Units, Adult Day Care
CSI	Senior Center Activities
WIN	Congregate and Home Delivered Meals
Transportation	Transportation
Caregiver Resource Center	Caregiver Education, Information & Support
CSEP	Transportation,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

CCDOA TOTAL REVENUES BY SOURCE 2013



CCDOA TOTAL EXPENSES BY CATEGORY 2013



2013/2014 ACCOMPLISHMENTS AND HIGHLIGHTS

- Received local and state recognition for our introduction of The Conversation Project and the first ever Cattaraugus County Death Over Dinner Event
- Successfully established our Meals on Wheels/Friends of Aging Foundation Fund by securing multiple donations and exceeding our minimum fund goal for 2013/2014 by double the projected amount
- Received recognition from the University of Kentucky as an exemplary model of collaboration for our HLCC (Healthy Livable Communities Consortium)
- Continued to receive recognition from the NY State DOH for our successful HLCC work including CHIP, establishing healthy policies, providing countywide EBI (evidence based initiative) QPR suicide prevention training, and consistently retaining community involvement
- Established the new Cattaraugus County Data Reserve through HLCC partnership with the Allegany/Western Steuben Rural Health Network, Inc.
- Director of Aging received recognition from NYS Chief Judge Jonathan Lippman and the Task Force to Expand Civil Legal Services in NY for testimony and advocacy at the NYS Civil Legal Services Hearings
- NY Connects Coordinator/Services Supervisor graduated with the Leadership Cattaraugus Class of 2013
- NY Connects Coordinator/Services Supervisor recognized for “Outstanding Services as a CHIP Preceptor for the Master’s Degree in Nutrition and Dietetic Internship Program”
- Asked to present our hoarding program as a successful EBI initiative for both the ACUU Conference in Albany and the University of Binghamton
- Asked to present at Ithaca College Gerontology Institute on the success of our EBI PEARLS program
- Secured donations for additional heaters and heating security for the 2013 HEAP season through a Warmth Consortium collaboration with the GOAC, City of Olean, and several other organizations

- Collaborated with the Alzheimer's Association WNY Chapter through the Systems Integration Initiative for increased caregiver counseling in Cattaraugus County
- Established new Cattaraugus County caregiver support group at Eden Heights of Olean
- Sponsored the 2013 Cattaraugus County Dementia Care Conference at Olean General Hospital
- Participated in the 2013 Community Networking Day held at St. Bonaventure University
- Presented at the Southern Tier EMS Conference and recognized for providing Fall Prevention Training to several area fire departments and EMTs
- Established EBI "6 Steps to Better Balance" train the trainer and held classes with multiple organizations and locations
- Worked with Emergency Services to provide quick emergency response to 140 older residents affected by a power outage during the severely cold weather
- Participated in the regional Citizen Preparedness Training sponsored by the NYS Dept. of Health
- Cattaraugus County Dept. of Aging RN Case Manager and Services Supervisor completed all required UAS training in preparation for Medicaid Redesign and LTSS regulation changes
- Sponsored 2014 LTC Health Fair in conjunction with The Pines of Machias
- Held fall and spring 6-week sessions of our EBI Powerful Tools for Caregivers classes
- Researched and established a Video Remote Interpreting service to enhance the current Language Line services and improve communication for ESL and deaf/hard of hearing community members
- Worked with Cattaraugus County Legislature and Administration to establish a NYSAC sponsored dental network discount program to assist residents of Cattaraugus County

- Secured a 10% increase in 2014 farmers market coupon distribution to Cattaraugus County older adults resulting in \$13,200 worth of local produce disbursed to area senior citizens
- Awarded 2014 RSVP Competition Grant and letter of commendation, including an additional RSVP monetary supplement for 2014
- 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 national recognition through MOWAA and increased grant award for participation in 2014 March for Meals with increased participation from local county elected officials
- Received the Bronze Award and Meals on Wheels Subaru Share the Love Grant for increased participation in the “March for Meals” campaign by participating in both the Olean Santa Claus Lane Parade and the Ellicottville Mardi Gras Parade
- Secured emergency shelf stable food for homebound seniors and Meals on Wheels recipients through donations from the GOAC and other churches and faith-based organizations throughout the county
- Again secured donations through the City of Olean and Olean Medical Group to distribute blankets, food, scarves, and large gift packages to area seniors that may not have had anything for the holidays
- Successfully worked with the City of Olean and the Olean Senior Center to relocate the Olean Senior Wellness Site back to the John Ash Community Building (Olean Senior Center)
- Celebrated one year since the merge of nutrition services through a collaboration of the Cattaraugus County Dept. of Aging and The Pines of Machias, producing several efficiencies and fiscal savings





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) = \$92,000

Median income for 65 and over (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 (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	\$ 520.00
	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.





Challenges:

- Changing Historic Thinking
- FFS (Fee For Service Model) = One Size Fits All
- Medical Model of Delivery System focusing on deficits
- Bridging two professional “cultures” – medical vs. social
- Overcoming flaws in the new system**
- Integrating support services for caregivers

Opportunities:

- Establishing mutually beneficial relationships through collaborations and shared services – finding efficiencies
- Establishing partnerships with managed care entities
- Strong incentives for MLTC (Managed Long Term Care) entities to incorporate services that will diminish reliance upon more expensive services
- Need for local options counseling, insurance navigation, intensive face-to-face support, monitoring and legal oversight
- New outcome based studies to advocate for formally supporting caregivers

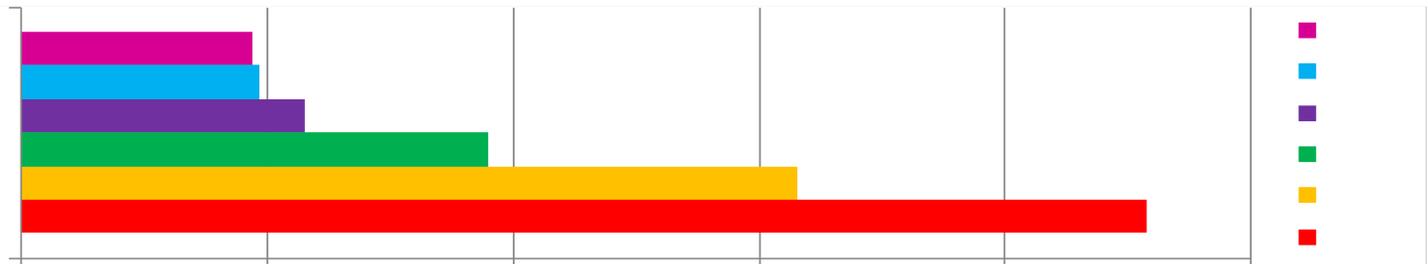


**NY Times “Medical Shift Fuels Rush for Profitable Clients”, May 8, 2014

2014/2015 WORK PLAN

- OAA (Older Americans Act) Reauthorization 2014
- Expand NY Connects
 - ~ BIP (Balancing Incentive Program) Implementation
 - ~ “No Wong Door” Broker of Services – Develop Level I Screen Process
 - ~ Enhance Options Counseling, HIICAP, Community Satellite Outreach

HIICAP Consume



- Increase Key Stakeholders - HLCC (Healthy Livable Communities Consortium)
- Continue Systems Integration for increased caregiver services
 - ☺ **FUN FACT:** NY has 4 million unpaid caregivers delivering \$32 billion per year in care ☺
- Other 2015 Designated Concentration Areas:
 - ~ ADA (Americans with Disabilities) Compliance
 - ~ Cultural Competency
 - ~ Emergency Preparedness

SUMMARY

~ 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!

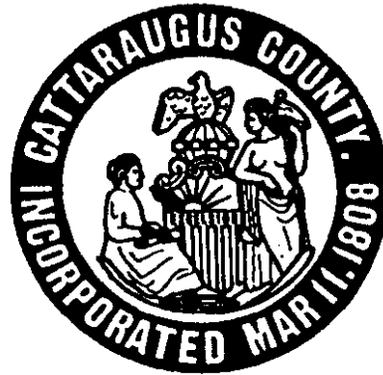
- ✓ 49% of people aged 65 and older own their home and pay taxes.
- ✓ Many older adults continue to work and pay income tax.
- ✓ Older adults purchase goods and services from local businesses and pay sales tax.
- ✓ Older adults employ homecare workers, home and yard maintenance workers, and other service 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.





**QUESTIONS
AND
COMMENTS**





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