



ABSTRACT

A SUMMARY OF THE 2017 ANNUAL IMPLEMENTATION PLAN (AIP) FOR OLDER AMERICANS ACT (OAA), NEW YORK STATE COMMUNITY SERVICES FOR THE ELDERLY (CSE), EXPANDED IN-HOME SERVICES FOR THE ELDERLY PROGRAMS (EISEP), AND OTHER SOURCES.

The Erie County Department of Senior Services is committed to promoting the well-being of adults age 60 and over through coordinated and cost effective services that enhance their independence, dignity and quality of life. These services include: information and assistance, congregate meals, transportation, insurance counseling, fitness and health promotion, intensive home and community based services for our most frail older adults, case management, home care, personal emergency response system (PERS), and home delivered meals. Caregivers of the frail elderly are also assisted with services that provide respite, such as social adult day care program, and with other services which help support their day-to-day caregiving responsibilities.

As the Area Agency on Aging, it is the responsibility of the Erie County Department of Senior Services to plan, coordinate, advocate, and initiate the development of a comprehensive service delivery system at the local level to meet the short and long term needs of Erie County's older adults and their families. The Department works with older adults, providers, elected officials, and volunteers to coordinate existing services, and to facilitate the development of new ones. The preparation of a four year plan and subsequent annual updates to the plan, outline the efforts the Department will make to address existing and emerging needs in the community. These plans specify how federal and state funds will be used by the Department throughout the planning period.

This Abstract provides a summary of the objectives and activities for programs and services funded primarily through the above referenced sources for program year 2017-18.

ERIE COUNTY SENIOR SERVICES' PRIORITIES FOR 2017

- Enhance the visibility and public awareness of Erie County's Aging and Disability Resource Center—NY Connects; expand staff presence in Erie County communities; and increase the number of clients served annually.
- Expand training to ensure NY Connects staff can expertly assist older adults, the disabled, caregivers and others in need of long term services and supports, and direct them to the most appropriate service or program to address their needs.
- Build on the success of the BIP Innovation Fund Pilot, "Ready Set Home", and identify ways to incorporate program elements into sustainable funding streams.
- Establish new partnerships to NY Connects and the Department of Senior Services to better serve veterans residing in Erie County.



- Strengthen the EISEP case management system to ensure older adults receive consistent service throughout Erie County.
- Address shortcomings in the availability of personal care services throughout Erie County by contracting with new agencies, expanding the use of consumer-directed services, and working with community partners to advocate for workforce development in this crucial area of need.
- Increase community capacity to serve family caregivers of frail elderly, especially those with Alzheimer's disease, through new and expanded community partnerships.
- Reduce falls by older adults by working with community partners to increase fall prevention efforts, including building capacity to deliver the evidence-based "A Matter of Balance" program.
- Decrease the number of falls by older adults by effectively identifying seniors with elevated risk of falls and referring them to an appropriate fall prevention intervention.
- Attain American Association of Diabetes Educator's accreditation for the Departments' Diabetes Self-Management Program to allow for Medicare reimbursement and future expansion of the program.
- Increase the number of retired seniors volunteering for programs that directly benefit older adults in the community including respite programs and evidence-based wellness programs.
- Work with community partners to effectively meet the nutrition needs of Erie County's older adults by supporting local home delivered meal providers, and increasing awareness of the Stay Fit dining program.
- Work to address persistent transportation needs of Erie County's most vulnerable older adults, including those with behavioral health needs.
- Build regional partnerships to gain efficiencies and increase the Department's ability to generate new resources to support expansion of services.

ADVOCACY

GOAL: To promote public policy, legislation, and private sector initiatives which address the needs of older adults. Senior Services will advocate for additional resources and modifications in public policy to further promote the independence and optimum well-being of older adults.

The following are some of the advocacy issues that will be addressed by Senior Services in 2017:

- Continue to promote the reauthorization of the Older Americans Act and provide input to help facilitate the modernization of the bill.
- Increase funding for Older Americans Act programs that expand home and community based services, transportation, legal assistance, evidence-based health promotion, employment opportunities, caregiver support and nutritional services.
- Support the New York State Office of Aging in its effort to study the feasibility of creating a New State Office of Community Living, which would coordinate services for older adults and individuals of all ages with disabilities.



- Support the work of the NYS Office for the Aging and Department of Health on the restructuring of long term care and the development of public and private sector initiatives that address financing, choice, service delivery, and labor force shortages.
- Advocate for a dynamic role for Area Agencies on Aging, as well as Aging and Disability Resource Centers, in the delivery of long term services and supports in New York State.
- Expand the Department's role in Age Friendly Erie County (AFEC) initiative and work together with UB and AARP on the phases such as developing and administering a community assessment, establishing an advisory council and framing a measurable plan of action and implementing it in the community.

PLANNING AND COORDINATION

GOAL: To promote the development of a coordinated and comprehensive system of services for older adults, especially those with greatest needs, so that they may remain in their own homes and participate fully in family and community life.

The following are some of the planning and coordination initiatives that will be implemented during 2017:

- Enhance capacity within the Department and the community to provide health and wellness evidence-based programs with Certified Master Trainers and recruiting and training volunteer class leaders to support A Matter of Balance (falls prevention), and Living Healthy (Diabetes and chronic disease self-management) programs.
- Strengthen the Erie County Long Term Care Council and ensure it works to enhance NY Connects through "No Wrong Door Screening" and Aging Disability Resource Center (ADRC).
- Build new and expanded community partnerships throughout Western New York to advance a number of goals including increasing the availability of caregiver support services, increasing evidence-based wellness program offerings, and improving our ability to assist veterans.
- Continue to support and participate in regional initiatives including the Population Health Improvement Plan (PHIP) and the Delivery System Incentive Payment (DSRIP) program.

COLLABORATION WITH COMMUNITY STAKEHOLDERS

GOAL: Senior Services will bolster cooperative efforts in the public and private sectors to successfully meet the demands of our growing population.

The Department will work together with key community stakeholders in the following ways in 2017:

- Join with other community funders to address persistent concerns including prevalence of chronic disease, hospital readmissions, and social engagement.
- Engage health insurers in the process of exploring what new and mutually beneficial ways the aging networks' services may be of value to them and other players.



- Work with community partners to address persistent gaps in the long term services and supports system including access to and awareness of services.

SERVICE OBJECTIVES

GOAL: To enable older adults to remain in their homes with a high quality of life for as long as possible through the provision of home and community based services including supports for family caregivers.

In line with the above considerations, the Department of Senior Services will maintain current programs, making modifications as needed to reflect the changing needs of the consumer. These services include:

Access Services (transportation, information and assistance, outreach, and case management)

- To maintain Going Places Transportation Services, a county wide transportation and mobility management system designed to assist older adults without access to regular transportation to access health, nutrition, social, and income maintenance services.
- To align performance of Erie County NY Connects with new standard expectations defined by the NY State Office for the Aging and the NY State Department of Health.
- To provide Outreach activities that help older adults, their families, and the general public become aware of, and linked to, community information on programs, services, benefits and entitlements.
- To maintain the county wide case management system of Expanded In-Home Services for the Elderly (EISEP) funded services as a tool for reducing long term care costs.

In-Home Services

- To maintain homemaker services, through Expanded In-Home Services for the Elderly Program (EISEP) funding available to functionally impaired older persons, including homemaker/personal care and housekeeper services.
- To continue chore maintenance and telephone assurance services, provided under contract with community based agencies.
- To continue the distribution of personal emergency response systems (PERS) which promote safety and independence of frail and vulnerable older persons.
- To ensure provision of home delivered meals for homebound Erie County residents unable to prepare meals for themselves.

Wellness and Nutrition Services

- To provide hot, noonday meals for Erie County residents 60+, at dining sites throughout the county and continue to provide nutrition education, one-on-one nutrition counseling, and healthy meal preparation demonstrations for older adults.



- To continue to develop evidence-based health and wellness initiatives including the Diabetes and Chronic Disease Self-Management programs, and “A Matter of Balance”.
- To continue to implement the Farmer’s Market Coupon Initiative, providing low and moderate income older adults with fresh fruits and vegetables during summer and fall months.

Legal Services

- To continue to offer Education and Outreach opportunities in legal issues affecting older adults and their ability to plan for their own financial, long term care and health care needs.
- To continue to offer Legal Advice and Representation for older persons, as well as to grandparents and relatives who serve as primary caregivers of minor children, through contact with Legal Services for the Elderly, Disabled or Disadvantaged of WNY and the Kinship Care Program.

Caregiver Services

- To continue to utilize Social Adult Day Care, providing care for frail and impaired older adults in a supervised setting while also serving as a respite program for their caregivers.
- To continue the Caregiver Coalition’s Powerful Tools for Caregivers, training classes for caregivers, social event for persons with Alzheimer’s and their spouses, scheduled at venues that are staffed and provide added safety and security.
- To continue to provide in-home and community based respite, and encourage the development of these programs, to help sustain the efforts of family caregivers.

Additional Programs and Services

- To continue operation of the Retired Senior volunteer Program (RSVP), which recruits and places volunteers in service within community organizations.
- To continue to support RSVP’s University Express Program, promoting civic engagement and providing older adults with educational opportunities for personal growth and enrichment.
- To continue community based initiatives designed to recruit volunteers who provide direct assistance, such as transportation and minor repairs, to at-risk older adults.
- To support employment opportunities for older adults through the coordinated resources available to Supportive Services Corporation SSC, Senior Jobs, Senior Aides, Senior Community Service Employment Programs and the Workforce Investment Board.

Written comments regarding the plans for services to older adults contained in this abstract will be accepted until October 28, 2016. For further information, please contact Ryan Gadzo at Erie County Department of Senior Services, 95 Franklin Street, Room 1329, Buffalo, New York 14202-3968, (716)858-7096.