

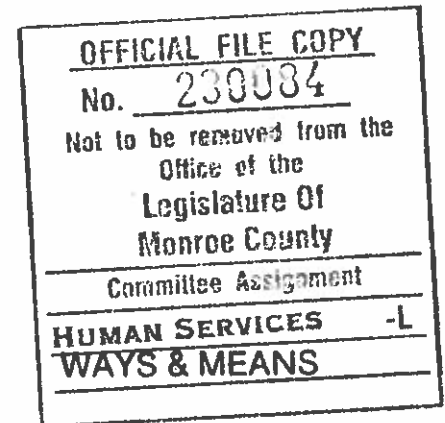


# Office of the County Executive

Monroe County, New York

**Adam J. Bello**  
*County Executive*

March 10, 2023



To The Honorable  
Monroe County Legislature  
407 County Office Building  
Rochester, New York 14614

**Subject:** Amend Resolution 395 of 2022 Authorization to Contract for Office for the Aging Programs in 2023-2024

Honorable Legislators:

I recommend that Your Honorable Body amend Resolution 395 of 2022 Authorization to Contract for Monroe County Office for the Aging Programs in 2023-2024 from an amount not to exceed \$8,175,556 to an amount not to exceed \$8,907,872 for the period of January 1, 2023 through March 31, 2024. An updated Attachment A is attached.

This additional authorization will be used by:

- Lifespan of Greater Rochester, Inc. to administer an evidence based Falls Prevention Program to Older Adults teaching older adults how to avoid falls and improve or maintain their balance in order to prevent injuries and maintain their independence and to administer a Mobility Management Program to optimize all transportation resources in the community including specialized transportation services for older adults, people with disabilities, and individuals with lower incomes
- UR Medicine Home Care, Inc. to administer Home Delivered Meals to persons age 60 and over who are homebound, living alone, and are unable to prepare their own meals due to frailty or illness.
- Goodwill of the Finger Lakes, Inc. for a program that provides catering services which includes preparation, delivery, and catering services for the Monroe County Office for the Aging Nutrition Programs, congregate meal program, Grab n Go meal program for area senior centers, and a program that provides registered dietitian services that include menu planning, nutrition counseling, nutrition education, screening and presentations for the Nutrition Program
- Medical Motor Service of Rochester and Monroe County, Inc. to provide safe, efficient, and cost-effective door-to-door transportation services to and from senior centers, special events, medical appointments, etc. to eligible older adults.

Request for Proposals were issued for these services with Goodwill of the Finger Lakes Inc., Lifespan of Greater Rochester, Inc. - Falls Prevention, UR Medicine Home Care, and Medical Motor Service of Rochester and Monroe County, Inc. and were selected as sole respondents. Lifespan of Greater Rochester, Inc.- Mobility Management was selected as the most qualified to provide this service.

Please refer to the attached Purchase of Services Information Forms for disclosure of information required pursuant to Resolution 223 of 2007, as amended by Resolution 11 of 2008.

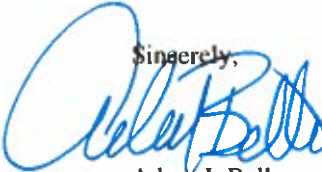
**The specific legislative action required** is to amend Resolution 395 of 2022 to authorize the County Executive, or his designee to increase contracts, applications, and any amendments thereto, with the agencies listed in Attachment A in the approximate amounts listed therein, from a total amount not to exceed \$8,175,556 to a total amount not to exceed \$8,907,872 for the period of January 1, 2023 through March 31, 2024.

This action is a Type II Action pursuant to 6 NYCRR § 617.5(c)(26) ("routine or continuing agency administration and management, not including new programs or major reordering of priorities that may affect the environment") and is not subject to further review under the State Environmental Quality Review Act.

Funding for these contracts is included in the 2023 operating budget of the Monroe County Department of Human Services, Office for the Aging, general fund 9300 and general fund 9001; funds centers 5501030000, Support Service Contracts; 5501040000, Nutrition Service Contracts, and 5501050000, Education, Training, Wellness Contracts. No additional net County support is required in the current Monroe County Budget.

Lifespan of Greater Rochester, Inc., UR Medicine Home Care, Goodwill of the Finger Lakes, Inc, and Medical Motor Services of Rochester and Monroe County, Inc. have been reviewed for not-for-profit or corporate status and the records in the Office of the Monroe County Treasury have indicated that none of these agencies owe any delinquent Monroe County property taxes.

I recommend that this matter be referred to the appropriate committee(s) for favorable action by Your Honorable Body.

Sincerely,  


Adam J. Bello  
Monroe County Executive

203124 ANTICIPATED CONTRACT SERVICES/Fund 9001 01/01/13-03/31/2024 Vendor and Program Services					PROGRAM DESCRIPTION	
		ADMIN AMOUNT	VENDOR TOTAL	SERVICE TOTAL		
Adult Day TBO Formerly Rochester Regional Health; DBA Park Ridge Nursing Home Inc Respite Adult Day Social Adult Day Care			50,000 58,179	108,179	These are social model adult day care programs that help physically and cognitively impaired frail Older Adults (60+) to continue living in the community.	
Caregiver Assistance & Resources Alzheimer's Disease and Related Disorders Association, Inc.: Caregiver Education and Support			122,862	122,862	Caregiver education programs, training and support groups and information & assistance offered to individuals diagnosed with early to mid-stage Alzheimer's disease and other memory related disorders.	
Lifespan of Greater Rochester, Inc.: Caregiver Resource Center & Grandparents Caregiver Program			110,752		The Caregiver Resource Center (CRC) is a State funded program which provides resources and support to Informal Family Caregivers. A Kinship care program provides support group and educational training sessions, designed to support eligible caregivers and help sustain their efforts to provide care for grandchildren, or other younger relatives, children in family-like relationships such as godparents or other family friends.	
Long Term Care Ombudsman(LTCOP)			29,185		Advocacy services that receive, investigate, and resolve complaints and concerns of residents in long-term care facilities.	
Counseling and Assistance Services Lifespan of Greater Rochester, Inc.: ECO-Elderly Community Outreach Program Financial Management Services			153,964 130,453	384,418	Caseworkers provide community outreach, public education, referrals, assessments, short term problem solving, counseling and advocacy for Older Adults. Financial Management program assists Older Adults in applying for benefits such as Medicare and EPIC. This program also provides bill paying assistance and household budgeting.	
HHCAP Services			97,095		The HHCAP program assists older adults, and Medicare eligible individuals, in need of information and assistance regarding health insurance.	
Expanded In-Home Services Catholic Family Center of the Diocese of Rochester: Expanded In-Home Services for Elderly Program:			2,048,598	2,048,598	Assists cognitively impaired frail Older Adults to continue living independently in the community by providing case management, developing care plans, and providing in-home services. This program also provides ancillary services such as social adult day programs, home delivered meals, personal emergency response units, home modification and repair and assistive equipment. Home Health Agencies provide housekeeper chore services and personal care. Consumer Directed Services provides service options for family caregivers.	

2023/24 ANTICIPATED CONTRACT SERVICES/Fund 2001 01/01/23-03/31/2024 Vendor and Program Services				
	ADMIN AMOUNT	VENDOR TOTAL	SERVICE TOTAL	PROGRAM DESCRIPTION
<p>Older Abuse Prevention Services Lifespan of Greater Rochester, Inc.:</p> <p>Elder Abuse Intervention and Respite</p>		20,000	20,000	Emergency Respite is designed for individuals & caregivers in need of services who are not eligible under Title XIX and have no other resources to pay. Services include but are not limited to emergency transportation, day care, and in-home chore services.
<p>Health and Wellness Programs for Seniors TBD Formerly Lifespan of Greater Rochester</p> <p>Matter of Balance Program</p> <p>Lifespan of Greater Rochester, Inc.:</p> <p>Chronic Disease Self Management</p>		16,500	16,500	The Matter of Balance Program is an evidence based falls prevention program.
<p>Perth/Peaks Older Adult Depression and Screening</p>		10,000	10,000	The Chronic Disease Self Management Program (CDSMP) is an evidence based training program that teaches skills to manage chronic conditions, such as arthritis, hypertension, diabetes, cancer, and heart disease, and significantly improve the health and well-being of older adults in the community and prevent falls.
<p>Aging Mastery Program</p>		59,942	59,942	The Older Adult Wellness Programs includes depression screening, and counseling services. These evidence based programs include the Program to Encourage Active, Rewarding Lives (PEARLS) and Providing Assessment and Treatment for Home-bound Seniors (PATHS).
<p>Geriatric Addictions Program</p>		33,839	33,839	The Aging Mastery Program (AMP) is an evidence-based program developed by the National Council on Aging. AMP teaches an individual new tools and strategies for managing their health effectively, improving their quality of life, and making positive changes in their life.
<p>Geriatric Addictions Program</p>		35,000	35,000	Geriatric Addictions Program (GAP) provides case assistance and uses motivational intervention harm reduction model to support older adults to take steps to decrease their misuse of drugs, alcohol, etc., and minimize harm their behavior is causing their health.
<p>Odus Rochester Recreation, Education and Wellness Program</p>		10,918	10,918	Utilizing evidence based interventions, this program provides educational, informational, cultural, health, and fitness programming to maintain/improve health and wellness for Older Adults.

2023/24 ANTICIPATED CONTRACT SERVICES/Fund 9001				
01/01/23-03/31/2024				
Vendor and Program Services				
	ADMIN AMOUNT	VENDOR TOTAL	SERVICE TOTAL	PROGRAM DESCRIPTION
Home Support & In Home Services  Catholic Family Center of the Diocese of Rochester: Assisted Transportation (STAR)  In-Home support(Star)  UnMet Needs Program		142,048  175,048  300,236	67,332	The STAR program provides assisted transportation to older adults. Assisted transportation involves the transportation, including escort services to a person who has difficulties (physical or cognitive) using vehicular transportation. In-home services involve providing non-medical services such as personal care, home repairs, etc. to assist individuals who have physical or cognitive difficulties. The UnMet needs provides ancillary items and services to older adults in order to maintain their independence
Information, Case Assistance  Coordinated Care Services, Inc.			1,487,597	This contract provides Contract Administration and Fiduciary Services for MCOFA. This contract provides Employer of Record Services to assist MCOFA in performing required tasks including Program Monitoring, Outreach & Public Education.
Contract Administration, Fiduciary Services and Employer of Record Services  Daniel Jones Computer Training for Seniors		175,073  20,000		Provide older adults with computer, internet and social networking skills to enhance their lives and keep them connected.
Lifespan of Greater Rochester, Inc.  Eldersource Information & Assistance/Community Care Connections		176,189		Eldersource is a single source information, referral, case assistance & counselling program for services to Older Adults and their Informal Family Caregivers. Community Care Connections is a part of Eldersource and provides more intensive case assistance and linkage to healthcare providers for enhanced service provision and improved outcomes.
Lifespan of Greater Rochester, Inc.  NY Connects Choices for Long Term Care		616,335		NY Connects is the Aging and Disability Resource Center. This program provides information, assistance and referral about long term care services and supports, options counselling, and assistance in applying for benefits. This program also convenes the Monroe County Long Term Care Council, responsible for analyzing gaps and barriers in the long term care system, and No Wrong Door work group to ensure consistency across systems of care.

2023/24 ANTICIPATED CONTRACT SERVICES/Fund 9000 01/01/23-03/31/2024 Vendor and Program Services				
	ADMIN AMOUNT	VENDOR TOTAL	SERVICE TOTAL	PROGRAM DESCRIPTION
Legal Services for the Elderly Legal Assistance of Western NY, Inc.; Legal Services for the Elderly		137,717	137,777	This program provides low income Older Adults legal assistance and advocacy. Assistance is provided for help with Social Security, SSI, Medicaid, housing problems, simple wills, utility issues, Health Care Proxy, and Powers of Attorney.
Management Services Coordinated Care Services, Inc.; Contract Administration, Fiduciary Services and Employer of Record Services	17,508	17,508	17,508	CCSI provides management & administration of contracts for various Monroe County Administrative and Employer Record Services.
Nutrition Services: Home Delivered Meals LIN Medicine Home Care, Community Services, Inc.; Meals on Wheels Program		872,600	872,600	Home Delivered Meals are provided to persons age 60 and over who are homebound, living alone, and are unable to prepare their own meals due to frailty or illness.
Nutrition Services: Senior Center Catering TBD Formerly/Goodwill of the Finger Lakes, Inc. Catering Services for the Congregate Nutrition Program		478,017	478,017	Nineteen senior meal nutrition sites serve senior attendees age 60 and over with a hot nutritionally balanced meal. Emergency, shelf-stable meals are also provided to seniors throughout the winter months.  Registered Dietitian (RD) will provide RD services for various aspects of the nutrition program. Duties performed include nutritional education, counseling, screening and presentations.
TBD Formerly/Goodwill of the Finger Lakes, Inc. Registered Dietitian Services for the Nutrition Program		61,635	61,635	

2023/24 ANTICIPATED CONTRACT SERVICES (Poundings)			
Vendor and Program Services			
Nutrition Services: Senior Centers of Monroe County			
	ADMIN AMOUNT	VENDOR TOTAL	SERVICE TOTAL
			1,776,447
Baden Street Settlement of Rochester, Inc.:			
IMC Senior Center		51,854	
Charles Settlement House, Inc.:			
Charles Settlement House Senior Center		97,208	
Town of Chili:			
CND Senior Center		50,784	
The Community Place of Greater Rochester, Inc.:			
Community Place Senior Center		59,240	
Town of Gates:			
Gates Community & Senior Center		37,293	
Town of Greece:			
Greece Community & Senior Center		24,235	
Town of Henrieville:			
Henrietta Senior Center		138,238	
Ibero-American Action League, Inc.:			
Centro de Oro Senior Center		198,159	
Town of Irondequoit:			
Irondequoit Senior Center		91,272	
Utespan of Greater Rochester, Inc.:			
Utespan Senior Center Programs Walk Center		127,793	
Utespan of Greater Rochester, Inc.:			
Utespan Senior Center Programs Lily Café		25,848	
Utespan Assistance, Inc.:			
The Lodge on the Canal		20,000	
Monroe Community Hospital			
MCH Cafeteria		10,693	
Prayer House Church of God by Faith			
Senior Center		35,848	
Southwest Neighborhood Association:			
Southwest Senior Center		69,848	
Town of Ogden:			
Ogden Senior Center		42,314	
Town of Parma:			
Hilton-Parma Senior Center		26,249	
Town of Pittsford:			
Pittsford Senior Center		46,093	
Town of Webster:			
Webster Senior Center		77,482	
Town of Wheatland:			
Wheatland Senior Center		29,084	
TBD Potential New sites			15,000

PROGRAM DESCRIPTION  
Senior Centers in Monroe County provide social activities, wellness programs, special events and meals to persons age 60 and over, their spouse and disabled adult children in a congregate setting. Recreational programming, social activities, case management services and other quality of life initiatives assist seniors to reduce isolation. These centers help seniors to remain living independently within the community of their choice.

2023/24 ANTICIPATED CONTRACT SERVICES Fund 9001			
01/01/23-03/31/2024			
Vendor and Program Services	ADMIN AMOUNT	VENDOR TOTAL	SERVICE TOTAL
Transportation Services			691,097
TBD RFP In Process/Farmerville/Medical Motors Service of Rochester and Monroe County, Inc.			
Senior Center Transport			
Medical Transportation			
Senior Center Transport		691,097	
<b>Total OFA Contract Budget Proposed</b>	17,608	8,175,556	8,175,556
OFFICE FOR THE AGING CONTRACTS			
Anticipated Program Revenue			98,321
Net County Support Request	17,608		2,819,560
<b>Total OFA Contract Budget Proposal</b>	17,608	8,175,556	8,175,556
2023/24 ANTICIPATED CONTRACT SERVICES Fund 9001			
Contract Management/CCSN	Amount		
Support Services: County Funding	\$ 17,508		
Support Services: State/Federal Funding	216,862		
Support Services: State/Federal Funding	4,913,590		
Healthcare Services: County Funding	47,826		
Healthcare Services: State/Federal Funding	2,314,161		
Education & Wellness: State Funding	662,709		
Education & Wellness: County Funding			
OFA Contract Total	\$ 8,171,556		
MCH Income	4,000		



## PURCHASE OF SERVICES INFORMATION FORM

Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.

Total Served 2021: N/A

Proposed Operational \$ Amt. 2023: \$16,500

Proposed ARPA \$ Amt. 2023: \$43,500

### SECTION I

**PROGRAM:** Falls Prevention Program

**CONTRACTOR:** Lifespan of Greater Rochester, Inc., Ann Marie Cook, President/CEO

**PROGRAM DESCRIPTION:** Evidence-based falls prevention wellness program for adults age 60 and older. The program teaches older adults how to avoid falls and improve or maintain their balance in order to prevent injuries and maintain their independence.

**PRIMARY OBJECTIVE(S)/ DELIVERABLES:** Certified Master Trainers will provide information and support via a "Falls Prevention Program" to older adults at local senior centers and other locales where older adults congregate in order to maintain their balance as they age. Trainings and instructional books are provided throughout the eight week course.

**PRIMARY PERFORMANCE MEASURE/INDICATOR:** Upon completion of classes, at least 98% of older adults taking class will feel more comfortable in increasing their physical activity.

	Current Year Projection	Next Year Projection
Program Year	1/1/23-12/31/23	1/1/24-012/31/24
Total # of Participants	600	600
Successful	588	588
% Successful	98%	98%

**OUTCOME ASSESSMENT METHODOLOGY:** Program will survey participants with pre-tests and post tests to determine the effectiveness of this evidence-based wellness program.

### SECTION II

**SOURCE MATERIAL:** Annual Evaluation with previous contractor is on file with the Clerk of the Monroe County Legislature.

**PURCHASE OF SERVICES INFORMATION FORM**  
**Per Resolution 223 of 2007 as amended by Resolution 11 of 2008**

**Re: : Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.**

**Total Served 2021 - 2022:** N/A

**Proposed Operational  
\$Amt. 2023:** \$872,600

**Proposed ARPA \$Amt.  
2023:** \$626,316

**SECTION I**

**PROGRAM:** Home Delivered Meals

**CONTRACTOR:** UR Medicine Home Care, Community Services, Inc., Michelle Dahlkemper, President

**PROGRAM DESCRIPTION:** One or two meals per day are provided to persons aged 60 and over who are homebound due to illness or disability and who are unable to prepare their own meals. Meals are available five days per week with provisions for weekend meals if needed. The primary objective is to increase the level of independence in the daily living of a frail, elderly participant who receives "Meals on Wheels."

**PRIMARY OBJECTIVE(S)/  
DELIVERABLES:** Individuals will increase their level of independence through receipt of home delivered meals.

**PRIMARY PERFORMANCE  
MEASURE/INDICATOR:** Individuals receiving services will report higher levels of independence as a result of receiving home delivered meals (under this funding source)

	Current Year Projection	Next Year Projection
Program Year	1/1/23- 12/31/23	1/1/24- 12/31/24
Total # of Participants	900	900
% Successful	95%	95%

**OUTCOME ASSESSMENT  
METHODOLOGY:** The New York State Office for the Aging collects and monitors data via MCOFA.

**BOARD MEMBERS:** Dallas Nelson, Kathleen Whelehan, James Dickson II, Kate Ackerman, Timothy Ashe, Mary Beer, Talethea Best, Adam Cardina, Ann Marie Cook, Mark Cronin, Michelle Dahlkemper, Dr. Jason Feinberg, Steve Goldstein, Barbara Gray, Ann Harrington Diana Kurty, David Lipari, Kristi Love, William McDonald, Dallas Nelson, Judy Novak, Mark Prunoske, Alan Resnick, Hazel Robertshaw, Kathleen Whelehan, Walt Winiarczyk

**SECTION II**

**SOURCE MATERIAL:** Annual Evaluation is on file with the Clerk of the Monroe County Legislature.

**PURCHASE OF SERVICES INFORMATION FORM**  
Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: : Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies:  
Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered  
Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-  
24.

Total Meals Served 2021 - 22: 71,817  
Proposed \$ Amt. 2023 - 24: \$416,386

**SECTION I**

**PROGRAM:** Catering Services for the Congregate Nutrition Program & Grab n Go Program

**CONTRACTOR:** Goodwill of the Finger Lakes, Inc. – Jennifer Lake, President / CEO

**PROGRAM DESCRIPTION:** Preparation, delivery, and catering services for the Monroe County Office for the Aging Nutrition Programs, congregate meal program and Grab n Go meal program for area senior centers.

**PRIMARY OBJECTIVE(s)/  
DELIVERABLES:** Seniors enjoy a nutritious, safe, appealing, appetizing and satisfying meal. Improve or maintain the nutritional health for persons age 60 and above.

**PRIMARY PERFORMANCE  
MEASURE/INDICATOR:** **Objective:** Seniors enjoy a nutritious, safe, appealing, appetizing and satisfying meal.

Indicator of Success:

1. Hot foods are delivered to meal sites at a minimum temperature of 140°F
2. Cold foods are delivered to meal sites at a maximum of 45°F.
3. Meals are delivered within the two hour holding time.

	Current Year Projection	Next Year Projection
Program Year	1/1/23-3/31/24	1/1/24-3/31/25
Hot food delivered at 140°F	90%	90%
Cold Food delivered at 45°F	90%	90%
Meals delivered within two hours holding time	90%	90%

\* Due to COVID-19 pandemic, senior centers were closed till July, 2021

**OUTCOME ASSESSMENT  
METHODOLOGY:**

The performance indicators are tracked by service delivery ticket and time/temperature logs.

The contractor will use the New York State Office for Aging's designated Statewide Client Data System, and the County's ContrackHQ to generate monthly and quarterly reports, annual self-evaluations, program assessments, performance measures, outcome objectives, number of people served including demographics, and units provided which measure the effectiveness and impact of the program.

**SECONDARY PERFORMANCE  
MEASURE/INDICATOR:**

Satisfaction with Nutrition Program

Indicator of Success: 90% of the program participants will respond with "Overall, are you satisfied with the meals served?"

	Current Year Projection	Next Year Projection
Program Year	1/1/23-3/31/24	1/1/24-3/31/25
Total # of Participant Surveys Distributed	996	996
% Overall Satisfied with Meals Served	90%	90%

\*Due to COVID-19 pandemic, senior centers were closed till July, 2021.

The senior centers participants are satisfied with Nutrition Program including meals served. The Customer Satisfaction Survey is administered yearly by senior centers. Result will be recorded by the Office for the Aging's staff.

**BOARD MEMBERS:**

John Henderson, Dr. Darrick Alaimo, Junior Dillon, David DiLoreto, M.D. Ph.D., Michael Frame, Amy Gould, Ian Harper, Brian Harrington, Susan Kitchen, Jennifer Lake, Judie Lynn Nassar McAvinney, Robert Poltrino, Gerard Rooney, Ph. D., Hezekiah Simmons, Vivek Thiagarajan

**SECTION II**

**SOURCE MATERIAL:**

Annual Evaluation with previous contractor is on file with the Clerk of the Monroe County Legislature.

## PURCHASE OF SERVICES INFORMATION FORM

Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: : Amend Resolution 395 of 2022, Attachment A, Authorization to Contract for Office of Aging Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.

Total Served 2021                      N/A  
Proposed \$ Amt. 2023 -24:        \$62,500

### SECTION I

PROGRAM:                                      Mobility Management program

CONTRACTOR:                                Lifespan of Greater Rochester, Inc. – Ann Marie Cook, President / CEO

PROGRAM DESCRIPTION:                Transportation coordination is needed in order to better serve those lacking access and information on various transportation options. Mobility Management Program will be a one-stop shop in order to identify specific options to access which best fits the need of individual older adults residing in Monroe County.

PRIMARY OBJECTIVE(S)/  
DELIVERABLES:                            Mobility management programs includes a wide range of activities that seek to optimize all transportation resources in a community including specialized transportation services for older adults, people with disabilities, and individuals with lower incomes. Mobility management looks beyond a single transportation service or solution to encompass a variety of services and options to meet individual needs in a coordinated and cost-effective manner.

PRIMARY PERFORMANCE  
MEASURE/INDICATOR:                    Individuals receiving services will receive safe, door-to-door transportation services.

	Current Year Projection	Next Year Projection
Program Year	1/1/23-12/31/23	1/1/24-9/30/24
Total # of Participants	600	400
# Successful	540	360
% Successful	90%	90%

OUTCOME ASSESSMENT  
METHODOLOGY:                            Clients are surveyed to determine effectiveness of the program and measure the level of increased knowledge after receiving information from a MiPPA counselor. Surveys are compiled and analyzed annually.

BOARD MEMBERS:                           Vicki Hines, LaRon Rowe, Chris Martusewicz, Jane Shukitis, Mark McDermott, Lucia Acosta-Castillejo, Michael Burke, Jim Condello, Will Carroll, Tere Dominas, Beverly Fair-Brooks, Jarrett Felton, John Fornof, Bob Hartman, Dr. Brian Heppard, Lori Jansen, Cindy Lovetro, John Lynch, Jr., Dr. Robert McCann, Pennie McNulty, Susan Powell Byrd, Lisa Powers, Yvette Tehan, Roberta Van Winkle, Liz Vega

### SECTION II

SOURCE MATERIAL:                           Annual Evaluation with previous contractor is on file with the Clerk of the Monroe County Legislature

**PURCHASE OF SERVICES INFORMATION FORM**  
Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: : Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies:  
Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered  
Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-  
24.

Total Participants Served 2021: 1,194  
Proposed \$ Amt. 2023: \$61,625

**SECTION I**

**PROGRAM:** Registered Dietician (RD) Services

**CONTRACTOR:** Goodwill of the Finger Lakes, Inc. – Jennifer Lake, President / CEO

**PROGRAM DESCRIPTION:** RD services for various aspects of the senior center nutrition program.

**PRIMARY OBJECTIVE(s)/  
DELIVERABLES:** Registered Dietitian (RD) will provide RD services for various aspects of the nutrition program. Duties performed include menu planning, nutritional education, counseling, screening and presentations.

**PRIMARY PERFORMANCE  
MEASURE/INDICATOR:** **Objective:** To discuss health goals and challenges during the contract year in one-on-one nutrition counseling sessions. To promote better nutrition, physical fitness and health through information and instruction on nutrition and related consumer topics.

Indicator of Success:

1. Total Number of Hours Nutrition Counseling is provided meets MCOFA's goals
2. Total Number of Participants that attend Nutrition Education Presentation meets MCOFA goals

	Current Year Projection	Next Year Projection
Program Year	1/1/23-12/31/23	1/1/24-12/31/24
Total Hours of Nutrition Counseling Provided	150	150
Total Number of Participants at Nutrition Education Presentations	2,400	2,400

**OUTCOME ASSESSMENT  
METHODOLOGY:**

The Contractor will use the New York State Office for Aging's designated Statewide Client Data System, and the County's ContractHQ to generate monthly and quarterly reports, annual self-evaluations, program assessments, performance measures, outcome objectives, number of people served including demographics, and units provided which measure the effectiveness and impact of the program. The performance indicators are tracked by how many participants attended the presentations and how many hours were spent providing consultations.

**SECONDARY PERFORMANCE  
MEASURE/INDICATOR:**

Satisfaction with the Nutrition Counseling and Nutrition Education Program

Indicator of Success: 90% of the program participants will respond with "Overall, are you satisfied with the Nutrition Programs such as Nutrition Counseling, Nutrition Education and Senior Farmer Market Program"

**OUTCOME ASSESSMENT  
METHODOLOGY:**

	Current Year Projection	Next Year Projection
Program Year	1/1/22-12/31/22	1/1/23-12/31/23
% Overall Satisfied with Counseling sessions	90%	90%
% Overall Satisfied with Nutrition Education sessions	90%	90%

\*Due to COVID-19 pandemic, senior centers were closed until July, 2021.

The Customer Satisfaction Survey is administered yearly by the Contractor. Result will be recorded by the Office for the Aging's staff.

**BOARD MEMBERS:**

John Henderson, Dr. Darrick Alaimo, Junior Dillon, David DiLoreto, M.D. Ph.D., Michael Frame, Amy Gould, Ian Harper, Brian Harrington, Susan Kitchen, Jennifer Lake, Judie Lynn Nassar McAvinney, Robert Poltrino, Gerard Rooney, Ph. D., Hezekiah Simmons, Vivek Thiagarajan

**SECTION II**

**SOURCE MATERIAL:**

Annual Evaluation with previous contractor is on file with the Clerk of the Monroe County Legislature

**PURCHASE OF SERVICES INFORMATION FORM**

Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: : Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies:  
Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering &  
Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal  
Program in 2023-24.

Total Served 2021        281  
Proposed \$ Amt. 2022:    \$691,097

**SECTION I**

**PROGRAM:**                      Transportation Services for Older Adults

**CONTRACTOR:**                Medical Motor Service of Rochester and Monroe County, Inc., Timothy Kohlmeier, Executive Director

**PROGRAM DESCRIPTION:**    Transportation provided on a regular basis for senior center participants, social adult day services clients, and dialysis patients.

**PRIMARY OBJECTIVE(S)/ DELIVERABLES:**    The primary objective is to improve independence and mobility of older persons, enabling them access to health, nutritional, social services and dialysis treatments.

**PRIMARY PERFORMANCE MEASURE/INDICATOR :**                      Individuals receiving services will receive safe, door-to-door transportation services.

	Previous Year Projection	Previous Year Actual	Current Year Projection	Next Year Projection
Program Year	1/1/22-12/31/22	1/1/22-12/31/22	1/1/23-12/31/23	1/1/24-12/31/24
Total # of Participants	431	281	433	400
# Successful	388	281	390	360
% Successful	90%	65%	90%	90%

**OUTCOME ASSESSMENT METHODOLOGY:**                      Performance is measured through monthly service reports, and quarterly measure totals which report the unduplicated number of persons served as well as the number of trips to each Senior Center and dialysis locations. A customer satisfaction survey is administered annually.

**BOARD MEMBERS:**                      Martin Murphy, Mark Benotti, Patricia M. Woods, Sean Rivers, Christopher Trageser, Mark Bergin, Katie Charboneau, Joanne Dermady, Deborah M. Field, Matthew Kelley, Britt Lui, James E. Morris, Josh Pryor, Jennifer Simon, Liza Stevenson, Thomas G. Tuke, David J. Whitaker.

**SECTION II**

**SOURCE MATERIAL:**                      Annual Evaluation is on file with the Clerk of the Monroe County Legislature.