by Legislators Kener and Smith
Intro. No
RESOLUTION NO OF 2023
AMENDING RESOLUTION 395 OF 2022 AUTHORIZING CONTRACT FOR OFFICE FOR THE AGING PROGRAMS IN 2023-2024
BE IT RESOLVED BY THE LEGISLATURE OF THE COUNTY OF MONROE, as follows:
Section 1. Section 1 of Resolution 395 of 2022 is hereby amended to read as follows:
The County Executive, or his designee, is hereby authorized to execute contracts, applications, and any amendments thereto, with the agencies listed in Attachment A in an amount not to exceed \$8,175,556 \$8,907,872 for the period of January 1, 2023 through March 31, 2024.
Section 3. 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.
Section 4. This resolution shall take effect in accordance with Section C2-7 of the Monroe County Charter.
Human Services Committee; March 28, 2023 - CV: 9-0 Ways and Means Committee; March 28, 2023 - CV: 11-0 File No. 23-0084
ADOPTION: Date: Vote:
ACTION BY THE COUNTY EXECUTIVE
APPROVED: VETOED:
SIGNATURE: DATE:

EFFECTIVE DATE OF RESOLUTION:

Added language is <u>underlined</u> Deleted language is <del>stricken</del>

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Apprient Automotes & Assessings Abrient's Obsesse and National Obsessions Assessings, Inc., Caregiver Education and Support		111,862	each re	Caregiver effections programs, training and support groups and information & assistance effered to individuals dispressed with early to and range Akhelmer's disease and either membry related dispressors.
Ukapen of Creater Roberter, Inc. Caragner Resource Center & Crandoments Caragner Program		425,000		The Caregiver Resource Cemer (CRC) is a State handed program which provides resources and support to informal Petroly Caregivers. A literally care program areadors support group and educational systems assistent, denigned to cappere digitals caregivers and help sustain their effects to provide Care for grandoliders, or other yearingst reliebres, children in hamply the relationships such as graduorers, or circus lambs thereto.
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ASSESSMENTED CONTRACT STONICES FOR				
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				Providing Assistances and Treatment for Home-based Senior (PATIS).
walker speed to the second		33,839		The Aging Atachery Program (Auth) is an evidence-based program developed by the Atalaims Council on Aging Asin' teaches an Individual rown solds and standings for managing their health effectively, more wall and standing positive changes in their life.
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Coordinated Care Services, Inc.			_	
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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 \$** 

\$16,500

Amt. 2023:

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

Re: : Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aning Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. - Transportation, Goodwill of the Finger Lakes, Inc. - Catering & Registered Distitions 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.

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 Distitians 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:

- Hot foods are delivered to meal sites at a minimum temperature of 140°F
- 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%
	50 A S	

<sup>\*</sup> 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 DilLoreto, M.D. Ph.D., Michael Frame, Amy Gould,

lan 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

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

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 Meat Program in 202324.

**Total Participants Served** 

2021:

Proposed \$ Amt. 2023:

\$61,625

1.194

SECTION!

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 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. 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.

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** 

**BOARD MEMBERS:** 

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



### 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 Distitions 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(\$) 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 Individuals receiving services will receive safe, door-to-door transportation services

**MEASURE/INDICATOR** 

	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 dialys s locations. A customer satisfaction survey is administered annually.

**BOARD MEMBERS:** 

Martin Murphy, Mark Benotti, Patricia M. Woods, Sean Rivers Christopher Trageser, Mark Bergin, Katte 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



## Office of the County Executive

Monroe County, New York

Adam J. Bello
County Executive

March 10, 2023

No. 230084

Not to be removed from the Office of the

Logislature Of Monroe County Committee Assignment

HUMAN SERVICES WAYS & MEANS

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 costeffective 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.

Adam J. Bello

Monroe County Executive

2025/24 ANTHOPATED CONTRACT SERVICES/Fund 9001				
oviouts-outstans	_	VENDOR	SERVICE	
Adult Day TBD Formerly Rochester Regional Health, DBA Part Ruge Nursing Home Inc. Respite Adult Day Social Adult Day Care		56,000 \$4,779	101AL ************************************	PROCEALM DESCRIPTION These are social model adult day care programs that help physically and cognitively impaired frad Dider (Adults (60=) to condinue living in the community.
Compliant Assistance & Resources Alzheimer's Deease and Retered Disorders Association, Inc.: Caregiver Education and Support.		122,862	666.798	Caregiver education programs, training and support groups and information & assistance offered to individuals diagnosed with early to mid-stage ALI helmer's disease and other memory related disorders.
Lifespan of Greater Rochester, Inc.: Caregiver Resource Center & Grandparents Caregiver Program	ı	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 granddhidners, or other younger relatives, children in family-like relationships such as godparents or riche family-like relationships such as godparents or
Long Tem Care Ombudsmant(LTCOP)		29,185		Advocacy services that receive, investigate, and resolve complaints and concerns of residents in long.
Counseling and Authornee Scritics Ultespan of Greater Rochester, Inc. ECO-Eklerly, Community Outreach Program Financial Management Services		153.964	apple	Caseworkers provide community outreach, public education, reternals, assessments, short term problem solving, counseling and advocacy for Older Adults. Financial Management program assess Older Adults in applying for benefits such as Medicare and EPIC. This program also provides bill paving assistance and household budgetimg.
HBCAP Services		97,015		The HBCAP program assists older adults, and Medicare eligible individuals, in need of information and assistance recording health insurance.
Expanded the Monte Services Cacholic Famby Center of the Diocese of Rochester: Expanded in Home Services for Elderly Program:		2,048,598	1000	Assists cognitively impaired frail Older Adults to continue living independently in the community by providing case management, developing care plans, and providing inhome services. This program also provides andliny services such as social adult day programs, home delivered meals, personal provides and assistance equipment. Home modification and repair and assistance equipment, Home Health Agendes provide housekeeper done services and personal care. Consumer Directed Services provides earlier family caregivers.

2023/24 ANTICIPATED CONTRACT SERVICES/Fund 9001				
oliouss-ostationa Venifier and Prostram Services	ADMIN	VENDOR TOTAL	SERVICE	PROCESAM DESCRIPTION
Didan Albase Preventium Sarvices Lifespan of Grazier Anchester, Inc.:			36,060	
Elder Abuse intervention and Respite		20,000		Emergency Respite is designed for individuals its caregivers in need of services who are not eligible under Titles XX and have no other resources to pay, Services include but are not limited to emergency transportation, day care, and inhome chore services.
Madits and Welkness Programs for Scolors TBD Formerly Ultspan of Creater Rochester			ee5'ga	
Matter of Balance Program		16,500		The Matter of Balance Program is an evidence based falls prevention program.
Ufespan of Greater Rochesser, Inc.: Chronic Obeasu Self Management		900,00	44469	The Chronk Disease Self Hanagement Program (CDSMP) is an evidence based transing program that teaches stills to manage chronk conditions, such as arthitis, hypertension, diabetes, cancer, and heart disease, and significantly improve the health and well-beling of older adults in the community and prevent fails.
PathulPearts Older Adult Decression and Screening		59,942		The Older Adult Weithess Programs includes depression screening, and courseling services. These evidence based programs include the Program to Encourage Active, Rewarding Lives (PEARLS) and Providing Assessment and Trestment for Nome-bound Seniors (PATHS).
Aging Mastary Program		13,839		The Aging Mastery Program (AAMP) is an evidence-based program developed by the National Council on Aging, AAMP teaches an individual new tools and strategies for manuging, their health effectively, Improving their quality of life, and making positive changes in their life.
Certainte Addiction Program		35,000		Certatix 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.
Oasis Rochester Recreation, Education and Weltness Program		80.80		Utilizing evidence based interventions, this program provides educational, informational, cultural, Thatith and fitness programming to matrachingscore beath, and wellness to: Okier Andris.

2013/14 ANTICIPATED CONTILACT SERVICES/Fund 9001	1000			
φτοτηλήπο-ειρομο	ADMIN	VENDOR		
אומיניקר פויקי רוט בקוון איני אוכנה	MCM	TOTAL	TOTAL	PROCRAM DESCRIPTION
Name Support & In Home Services			ಡ <b>೯</b> ′೭೨9	
Catholic Family Center of the Diocese of Rochester: Assisted Tranportation (\$TAR)		142,048		The STAR program provides assisted transportation to older adults. Assisted transportation involves
In-Home support(Star)	•	175,048		using verbicals transportation.  In the control of
UnMet Needs Program		giraai		astat individuals who have physical or cognitive difficulties. The UnMet needs provides ancillary items and services to older adults in order to maintain their indemendence
Information, Cate Assistance			792,580,	
Coordinated Care Services, Inc.				
Contract Administration, Fiduciary Services and Employer of Record Services		175,073		This contract provides Contract Administration and Flduciary Services for MCOFA. This contract provides Employer of Record Services to assist MCOFA in performing required tasks including Program Montrothig, Outreach & Public Education.
Daniel Jones Computer Training for Seniors		20,000		Provide adder addes with computer, internet and social networking skills to enhance their lives and
Lifespan of Greater Rochester, Inc.;				Keep unim commerces.
Eldersoure information & Austrance/Community Care Connections		176,189		Edeasource is a single source information, inferral, case assistance in counceling program for services to Older Adults and their informal Family Caregivers. Community Care Connections is a part of Edeasource and provides more intentive case assistance and finlage to healthcare providers for enhanced service provision and improved outcomes.
Lifespan of Creater Rochlester, Inc.: NY Connects Chokes 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 counseling, and assistance in applying for benefits. This program also convenes the Morroe County Long Term Care Council, responsible for analyzing gass and barriers in the long term care system, and No Wrong Door work, group to ensure consistency across systems of care.

2033/24 ANTICIPATED CONTINCT SERVICES FIND GOOD	111-11-110	Appropriate and		
over/zeeglythane	ADMIN	VENDOR TOTAL	SERVICE	PROCEAM DESCRIPTION
Lagal Services for the Eiderty Legal Asstrance of Western NY, Inc.: Legal Services for the Eiderty		קול,קנו	77.72!	This program provides low income Older Adults legal assistance and advocary, Assistance is provided for help with Social Security, SSI, Medicald, housing problems, simple with, utility Issues, Mealth Care Proxy, and Powers of Attenties.
Menagonent Services Coardinated Care Services, Inc.: Coardinated Care Services, Inc.: Record Services Record Services	77,508	17,508	<b>805</b> 70	CCSI provides management & administration of contracts for various Movroe County Administrative and Employer Record Services.
Nutrition Services: Nome Delivered Meals UR Medicine Home Care, Community Services, Inc.;			472,400	
Meals on Wheets Program		972,600		Home Defivered Meals are provided to persons age 60 and over who are homebound, living alone, and are unable to prepare their own meals due to fraiky or Kiness.
Mustriben Services Senior Center Cetaring TBD Formeth/Coodwill of the Parger Lakes, Inc.			471,617	
Catering Services for the Congregate Mutition Program				-
		416,386		Nineteen serior meal nutrition sites serve serior attendees age 60 and over with a hot nutritionally. Dalanced meal. Emergency, shelf-stable meals are also provided to seniors throughout the winter months.
TBD Formerly/Coopwill of the Finger Lakes, Inc. Registered Dietitian Services for the Nutrition Program		61,625		Registered Dietitian (RD) will provide RD services for various aspects of the nutrition program. Duties performed include nutritional education, counselfing, screening and presentations.
		54		

202 224 ANTICPATED CONTINACT SERVICES/Pund your	V= -			
OUPULE # 347024 Vendor and Program Services	ADMIN	VENDOR	SERVICE	
Multition Services Senior Conters of Monroe County	Т		100	TROCKEM PESCHITION
			4444	Sentor Centers in Montree County provide social activities, wethness programs, special events and meals persons age do and over, their spouse and disable a sokit children in a congregate setting. Recreational programments, social activities, case management services and other quality of life initiatives assist services to motive todation. These centers help services to exemail wine independents.
Baden Street Settlement of Rochester, Inc.:				within the community of their choice.
Chades Settlement No. co. ler.		1,854		
Charles Settlement House Senior Center		90 00		
Town of CMI:		000/6		
CMB Senior Center		50,784		
The Community Place of Greater Rochester, Inc.:				
Town of Cates:		69,340		
Gates Community & Senior Center		37,293		
Town of Greece:				
Creece Community & Serior Center Town of Hermetts:	1	24,235		
Menyletta Serior Center		400 900		
Ibero-American Action League, Inc.:		action		
Centro de Oro Senior Center	1	138,159		
LOWIN OF IT ORDERQUORS:	_			
Londequot Serior Center	1	22,127		
Companies of capital Angles Angles Programs Winth Contra				
Ufespan of Creater Rochester, Inc.	T	127.793		
Lifespan Senior Center Programs Lily Cafe		25,848		
The Lodge on the Canal		20,000		
Monroe Community Hosipital				
Process House Plants of Code has Each		10,693		
Senior Censor		34 948		
Southwest Neighborhood Association:				
Southwest Senior Center	 	60,848		
Town of Ogder:				
Ogden Servior Center		42,314	-	
Town of Parma:	-			
Millon-Parma Senior Center		26,249		
Town of Pitzioni:				
Town of Webster.		46,049		
Webster Senior Center		77.481		
Town of Wheadand:			_	
Wheatland Serior Center	1	29,065		
TBD Potential New sites		36 900		
		- 3/200		

2913724 ANTICIPATED CONTRACT SERVICE, Pland 9401				
orlough-onjurgen	ADMIN	VENDOR	SERVICE	
Target 2001 colored Nations	MCMT	TOTAL	TOTAL	PROCEASE DECUMENTON
Transportation Services			691,097	
TBD RFP in Processif omnerly/Medical Motors Service of Rochester and Montoe				
County, Inc.				
Sentor Center Transport				
Medical Transprotation		•		
Senior Center Transport		260749		Transportation services are provided for Older Adults to and from area Senior Centers, Social Adult Day
				Training recreational systems, second recording hardens services and distrate.
Per Mark College Colle	17,008	6,775,636	8,403,996	B-D-1896 (Total Office for the Auftra Contract Service Funds Bennessed
		4075.514		
OFFICE FOR THE ACING CONTRACTS				
			15.00	96.8% Percent of Federal State, and Program Revenue
Anticipated Programm Revenue	*	7,893,550	7,895,560	2.895.560 America of Anddesead Governor for Office for the Arthy contracted confu
			19-5	3-bit Per levit of Net county support for OTA Centracted Services
Net County Support Repress	17.08	30.00	351,006	251,996 Johnsunt of Net Caunity Match Suppers for OFA Contracted Services
Total Of A Contract Lydget Proposal	17. OB	4125.534	9,173,556	
	85	•	٠	
		Cost Center	1	AND THE PARTY PRINCIPLE AND SERVICE AND
	8		Ţ	
		Staro)acea	5 17,505 216,862	17,508 (Contract Menagenment/CS): Spennedoe
			4,913,690	Support Services StateFederal Funding
		350+040000	47,626	NethBon Services County Funding
			2,314,161	Physikian Santon State/Federal Funding
		\$\$0.05000	661.709	662,709 Edwarden & Welberre Shie Emding
		3501050000		Education & Welliness County Punder
		Dept 5500	\$ 8,171,556	8,77,556 OFA Commant Total
		¥	4,000 A	MÇH Income

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 \$** 

\$16,500

Amt. 2023:

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.

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.

Re: : <u>Amend Resolution 395 of 2022</u>, <u>Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies:</u>

<u>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.</u>

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.
- 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%

<sup>\*</sup> 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%

<sup>\*</sup>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.

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

Re: : <u>Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies:</u>

<u>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.</u>

**Total Participants Served** 

1,194

2021:

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:

- 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 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. 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:

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

<sup>\*</sup>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, lan 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

## 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.