

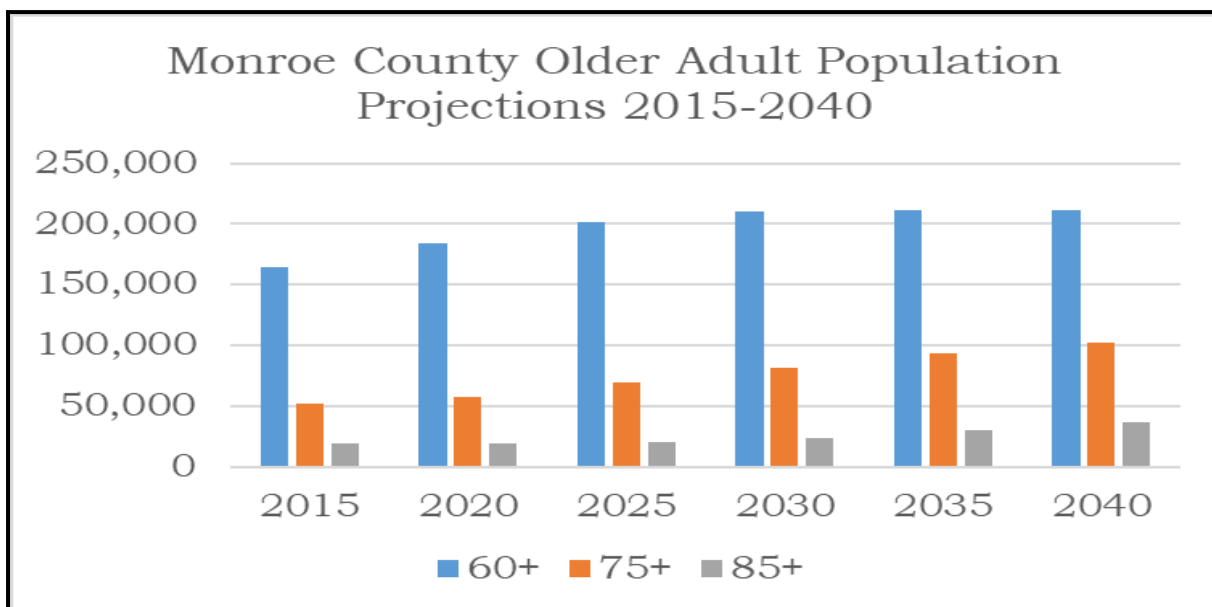
# **MONROE COUNTY OFFICE FOR THE AGING 2020-2024 FOUR YEAR PLAN ABSTRACT**

## **OVERVIEW**

Established in 1973 in response to the Older Americans Act (OAA), the Monroe County Office for the Aging (MCOFA) is responsible for planning, coordinating, funding, and advocating for programs and services which meet the needs of Monroe County residents age 60 and over (Older Adults) as well as providing information and assistance for Individuals with Disabilities and Family Caregivers (Caregivers) of any age. Services are targeted to Older Adults with the greatest social and/or economic need, placing emphasis on serving those who are low-income, of a minority status and/or those with disabilities.

There are currently an estimated 183,969 Older Adults living in Monroe County, over 24% of the county's total population. By the year 2035 it is projected that that number will grow to 27% of the county's population. Based on data from the US Census, the fastest growing cohort of residents has been Older Adults ages 65 to 84. This is also the population in highest need of Long Term Care Services and Supports (LTSS).

In addition, the Center for Urban Future recently reported that between 2007 -2017, 46% of the City of Rochester's US-born Older Adults were "non-white", the highest percentage of any city in New York State. In addition, the City of Rochester's Older Adults have the highest poverty rate (31%) of any city in the State.



## **MISSION**

To provide the highest quality of services to Monroe County's Older Adults and their caregivers, and to enhance quality of life and enable Older Adults to maintain independence.

**VISION:** All Monroe County residents will have access to a broad array of Long Term Care Services and Supports to facilitate independence as long as possible.

**FUNDING:** MCOFA anticipates awarding approximately \$7,145,171\* in State, Federal and Local funds for 2020-2021 programming. Services are funded by Monroe County, the New York State Office for the Aging (NYSOFA), ACL, United Way, contracted agencies, and contributions or fees from program participants. Final allocations will not be determined until passage of the New York State Budget. The Monroe County Office for the Aging is regulated by the New York State Office for the Aging, and the US Administration on Aging.

\* In addition to these allocations, MCOFA will contract for services utilizing other grants when received.

MCOFA will host a Public Hearing for each year within the 2020-2024 Plan and submit an Annual Update outlining plan changes prior to submittal for state approval. The goals outlined in this Plan will remain in place for these four years, however, activities and funding to achieve those goals may change from year to year based on community need.

## **2020-2024 GOALS**

1. To improve the lives of Older Adult residents by:
  - a. Empowering Older Adults, Individuals with Disabilities, Caregivers, and the public to make informed decisions about, and be able to access, existing health, long term services and supports and other service options.
  - b. Enabling Older Adults to remain in their own homes with high quality of life for as long as possible through the provision of home and community-based services, including supports for Caregivers.
  - c. Empowering Older Adults to stay active and healthy.
  - d. Promoting the rights of older New Yorkers and preventing their abuse, neglect and exploitation.
  - e. Assisting Older Adults, Individuals with Disabilities and Caregivers in times of widespread emergency or natural disaster.

## **2020-2024 GOALS CONTINUED**

2. To promote jobs and business opportunities:
  - a. By developing a comprehensive community plan utilizing the World Health Organization's eight domains of Livability to improve access to places, programs, and services to ensure people of all ages and abilities can actively participate.
  - b. By increasing opportunities for active Older Adults interested in starting their own businesses.
  - c. By increasing LTSS options for Older Adults and Individuals with Disabilities to help them maintain their independence and improve their quality of life.

## **PROGRAMS AND SERVICES**

Monroe County Office for the Aging (MCOFA) provides programs and services, either by serving Older Adults directly, or through several contracted agencies. These contracts are determined through a comprehensive procurement process and legislative approval.

MCOFA is open Monday-Friday from 8:00 AM to 5:00 PM, exclusive of legal holidays. MCOFA is located on the third floor of the Faith Building in Monroe Community Hospital, at 435 East Henrietta Road, Rochester, NY 14620. The phone number is: (585) 753-6280 and email is: [MCOFA@monroecounty.gov](mailto:MCOFA@monroecounty.gov). Services can be obtained by calling the office or the NY Connects Program at (585) 325-2800.

### **1. *Advocacy:***

- As a required component of an Area Agency on Aging under the Older Americans Act, MCOFA provides advocacy and education about community based LTSS.

The regional Long Term Care Ombudsman Program assists Older Adults and Individuals with Disabilities in residential care facilities throughout Monroe County.

- MCOFA's Director sits on the Board of Directors for the Association on Aging in New York, New York State's member organization for Area Agency on Aging Directors. In this capacity the MCOFA Director sits on several committees responsible for educating the New York State Legislature on the LTSS needs Older Adults and Individuals with Disabilities across New York State.

2. **Caregiver Services:** MCOFA provides Caregiver services, education, training, and support. These programs provide respite and support groups for Older Adults, Individuals with Disabilities, and Caregivers. Specialized services are provided to assist Caregivers of persons with Alzheimer's Disease and Related Disorders (ADRD), even if the afflicted individual is under age 60.
3. **Health and Wellness:** MCOFA provides evidence-based health and wellness programs to Older Adults to improve and/or maintain overall health and wellness. Classes are provided in arts and humanities; technology; language; falls prevention: A Matter of Balance, Tai Chi for Arthritis; Depression Screening and Interventions: Program to Encourage Active Rewarding Lives and Professional Assessment and Treatment for Homebound Seniors; Substance Misuse and Abuse: Geriatric Addictions Program; Chronic Disease Self- Management and the Aging Mastery Program. These programs are designed to help older adults develop a personal roadmap for aging well.
4. **Health Insurance Information and Counseling Program; Financial Management Program; and Medicare Improvements and Provider Program:** MCOFA provides health insurance information counseling, and financial management assistance with bill paying for Older Adults. This program helps older adults understand health insurance plan information to make unbiased decisions to choose the most appropriate plan to meet their needs.

The Medicare Open Enrollment Period of each year is October 15th through December 7th. The Program also assists low-income Medicare beneficiaries understand and apply for programs that make Medicare affordable.

This includes:

- Medicare Part D Extra Help/Low-Income Subsidy to offset the Part D premium and reduce the cost of prescriptions at the pharmacy.
- Medicare Savings Programs to help pay for Medicare Part B.

## 5. **Information and Assistance:**

- Information, Assistance and Referrals on finding services and supports for people of any age who have a long term care need.
- On-line service directory.
- Personalized Options Counseling to help people of any age develop a plan for existing or future long term care needs.
- Assistance applying for benefit programs, such as, Medicaid, Supplemental Nutrition Assistance Program, Supplemental Security Income, Home Energy Assistance Program, home repair loans and weatherization grants, etc.
- Transitional Support Coordination services are available to residents of Monroe Community Hospital who indicate a desire to return to the community.
- **NEW:** As part of the Monroe County Veterans Services Agency, an Accredited Veterans Service Officer (VSO), will assist Veterans and their families in the application for benefits to which they are entitled. This includes assistance in gathering the necessary information to support a claim, file the claim, and track the claim through the Veterans Administration's system. The VSO will also assist in filing appeals when a claim is denied.



6. **In-Home Services:** MCOFA provides services to help Older Adults remain independent and in their homes for as long as they are able and choose to reside there.

Service needs are determined through a case assessment. This is administered by a case manager and services are authorized after review by a Registered Nurse. Services are provided for Older Adults who are not eligible for Medicaid benefits and may require a cost share. Services can vary from Personal Care Assistance, including less intensive Level I services (light housekeeping, meal preparation), more intensive Level II services (assistance bathing, dressing, eating) and Consumer Directed Personal Care services. Services can also include ancillary services such as Caregiver Companion Services, Social Adult Day Services, Personal Emergency Response systems (PERS), transportation, and home modifications.

7. **Legal Assistance:** MCOFA provides Legal Assistance for low income Older Adults. Legal issues can include, but are not limited to, income security, health care, long-term care, housing, utilities, adult protective services, defense of guardianship, abuse, neglect, and age discrimination. Legal assistance is targeted to Older Adults in social and economic need.

MCOFA also works with community partners to host an annual Elder Law Fair to provide unbiased education and assistance to Monroe County's Older Adults and Caregivers.

8. **Transportation:** MCOFA provides transportation to fourteen senior centers, special events, grocery shopping, dialysis appointments and more.

9. **Nutrition:**

- **Home Delivered Meals:** MCOFA provides hot, cold, and frozen meals to lower income Older Adults who are frail, disabled, unable to leave their home or prepare meals for themselves, and when Medicaid/Medicare will not pay for their meals.
- **Nutrition Education:** Registered Dietitians provide nutrition education in a group setting at area senior centers once every other month, through articles sent to home delivered meals clients twice per month, and through distribution of a monthly nutrition article. Education is provided in English and Spanish at two area senior centers, and via news articles in English and Spanish.
- **Nutrition Counseling:** Registered Dietitians (RD) can meet privately with Older Adults in our offices, at area senior centers, or in the home of home bound Older Adult when insurance will not cover the cost for such service. RDs focus on nutrition concerns and identify ways to make changes to improve and/or maintain the health of the Older Adult.

10. **Senior Center Recreation and Congregate Meals:** MCOFA provides daily nutrition to Older Adults, spouses of Older Adults, and adult disabled children (21+) who reside with, and participate with an eligible Older Adult, or their spouse.

These sites also provide opportunities for Older Adults to participate in health and wellness activities, onsite case management, socialization, cultural enrichment, and more.

**MCOFA sponsored Senior Center Recreation and Congregate Meal Sites:**

<b>Site Name:</b>	<b>Site Address:</b>	<b>Day &amp; Times Meals are Served:</b>
1. Centro De Oro at IBERO American Action Club	817 E Main Street, Rochester, NY 14605	Days: M – F Breakfast @ 8:30-9:30am; Lunch @ 12:00pm
2. Charles Settlement House	71 Parkway Rochester, NY 14608	Days: M – F Breakfast @ 7:30-9:00am; Lunch @ 12:15pm
3. Community Place of Greater Rochester	145 Parsells Avenue Rochester, NY 14609	Days: M – F Lunch @ 11:45am
4. Lifespan Wolk Downtown Senior Center	25 Franklin Street Rochester, NY 14604	Days: M- F Breakfast @ 8:45am Lunch @ 12:00pm
5. MARC of Baden	86 Vienna Street Rochester, NY 14605	Days: M-TH: Apr. – Dec. Days: M-F: Jan. – March Lunch @ 12:00pm
6. Montgomery Senior Center –	10 Cady Street Rochester, NY 14608	Days: M – F Lunch @ 12:00pm
7. Lodge on the Canal (Lifetime Assistance)	133 State Street Brockport, NY 14420	Days: M – F Lunch @ 12:00pm
8. Chili Senior Center	3235 Chili Avenue Rochester, NY 14624	Days: M, TH Lunch @ 12:00pm
9. Greece Community & Senior Center	3 Vince Tofany Blvd. Rochester, NY 14612	Days: M – F Lunch @ 11:30am
10. Henrietta Senior Center	515 Calkins Road Henrietta, NY 14467	Days: M, T, W, F Lunch @ 12:00pm by Reservation
11. Hilton-Parma Senior Center	59 Henry Street Hilton, NY 14468	Days: M, T, TH Lunch @ 12:00pm Dinner - once/month
12. Irondequoit Senior Center	154 Pinegrove Ave. Rochester, NY 14617	Days: M – F Lunch @ 11:15am
13. Ogden Senior Center	200 South Union Street Rochester, NY 14559	Days: M, W, F Lunch @ 12:00pm by Reservation
14. Pittsford Senior Center	35 Lincoln Ave. Pittsford, NY 14534	Days: M, W, F Lunch @ 12:00pm
15. Webster Senior & Community Center	1350 Chiyoda Drive Webster, NY 14580	Days: M – F Lunch @ 11:45am
16. Wheatland Senior Center	22 Main Street Scottsville, NY 14546	Days: M, W, TH Lunch @ 12:30pm by Reservation
<b>Congregate Meal Site Only:</b>	<b>No Nutrition Education, Counseling or Recreation Activities</b>	

1. Dunn Tower I -	100 Dunn Tower Dr. Rochester, NY 14606	Days: M, W, F Lunch @ 12:00pm
2. Dunn Tower II -	200 Dunn Tower Dr. Rochester, NY 14606	Days: T, TH Lunch @ 12:00pm
3. Monroe Community Hospital	435 E. Henrietta Road Rochester, NY, 14620	6:30am – 6:30 pm M – F; 11:00am – 3:00pm Saturday and Sunday  Note: For non MCH residents and patients only. Tickets may be obtained by coming to the MCOFA Offices: 9:30am -11:00am and 2:00pm to 4:00pm M- F.
4. Goodwill of the Finger Lakes	422 S. Clinton Avenue Rochester, NY 14620	11:00am – 1:00pm M-F  Note: For Older Adults who volunteer and/or attend programming at the Goodwill of the Finger Lakes.

**Contributions:**

With the exception of programs and services for victims of Elder Abuse, contracted agencies may request program participants to make a suggested contribution. No eligible participant will be turned away for failure or refusal to make a suggested contribution. All contributions collected will go back into enhancing the program or service and will not be used to supplant other funds to pay for the program or service.