

2018 Office For Aging Annual Report Supplement



Photo Credit: Elizabeth Cassella

**Washington County Office for Aging and
Disabilities Resource Center**

**Gina Cantanucci-Mitchell
Director**



Table of Contents

Introductory Letter by Director	3
Mission Statement	4
Accounting	5
NY Connects	6 - 8
Long Term Care Council	9 -10
Transportation	11
OFA Services for the Blind	11
Health Promotions	12
Health Insurance Information Counseling and Assistance (HIICAP)	13 -14
Personal Care Services	15 -16
OFA Personal Emergency Response (PERS)	17
OFA Social Adult Day Services	17
OFA Caregiver Support Services	17
DSS Adult Protective Services (APS)	18
OFA Legal Services	19
Nutrition Services	20 -24
OFA Senior Recreation and Education	25
Emergency Assistance	26
Medicare Improvement for Patients and Providers Act (MIPPA)	27
OFA Advisory Council	28
Survey's	29 -31
Washington County Senior Clubs	32 -33
OFA Public Hearing and Outreach	34 -35
Collaborations	36
2018 Events	37-43



A Message from Director Cantanucci-Mitchell

Washington County Office for Aging and Disability Resource Center is truly a leader in innovative programs and services that promotes independence, respect, and dignity for older adults. I am pleased to present to you Office for Aging and Disabilities Resource Center's 2018 Annual Report. This report details operations, and highlights the impact aging services have on Washington County Communities. Included in this year's report is supporting data for 2018 programs that include both OFA and DSS. For further viewing of this year's Annual Report and prior Annual Reports, please visit our website.

The Older Americans Act (OAA) is the primary source of guidance for aging services since its inception in 1965. The Act's funding for services is supplemented by Federal, State, and local funds. In New York State, the New York State Office for Aging (NYSOFA) is our oversight Agency.

In addition to what is offered under OAA, we implement several other programs and services, such as our commendable NY Connects program under the Department of Health, Health Insurance Information and Assistance Program (HIICAP; aka SHIP under the Federal Government), and the Medicare Improvement for Patients and Providers Act (MIPPA) services. Through our collaborations and partnerships with many agencies, we also provide a multitude of local services and programs, like Emergency Planning, Friendly Visiting, Legal Services Initiative, and facilitate several public events.

Older New Yorkers are a tremendous asset to their communities economically, socially, and intellectually. Washington County OFA/ADRC will continue to promote this perception and also prioritize services that help maintain independence and help older adults live healthier lives.

If you would like to learn more about our programs and/or achievements, or would like to discuss the information provided in this report, please feel free to contact me. I would like to thank the Board of Supervisors for all of their support and the Office for Aging and Disabilities Resource Center employees for their commitment and dedication to serving individuals in Washington County.

Sincerely,

Gina Cantanucci-Mitchell
Executive Director



Washington County Office for Aging and Disabilities Resource Center

Washington County Office for Aging and Disabilities Resource Center (ADRC) is a collaboration between the Department of Social Services and Office for Aging, providing unbiased information and access to home and community based services for aging and disabled populations under the NYConnects Program.

ADRC is the designated Area Agency on Aging, operating all state and federally funded programs under the Older American Act.



The mission of Washington County Office for Aging and Disabilities Resource Center is the provision of unbiased education, information, referral and service to residents in need of emergency or long term home and community based supports. We meet identified needs in the most appropriate way, respecting individuals right to choose without regard to income.

Accounting

DSS/OFA Comparison of Expenditures to Revenue 2017 & 2018

	2017 Actual	2018 Actual
Administration	\$ 7,466,747	\$7,646,078
Includes salaries & on-call for DSS, Equipment & Contractual Costs for DSS		
OFA Salaries & Equipment	\$ 324,614	\$ 344,186
Fringe Benefits DSS & OFA	\$ 2,823,959	\$ 2,919,785
Programs DSS & OFA	\$ 9,031,464	\$ 8,526,642
Total Cost to Administer Programs	\$19,646,784	\$19,429,531
Total Revenues (State & Federal)	\$15,257,858	\$14,571,227
Net Cost for DSS/OFA Programs	\$ 4,388,926	\$ 4,858,304
Medicaid Cost to County	\$10,989,160	\$10,853,751

Medicaid Cost Comparison

County Cost for 2018 Medicaid Benefits\$	\$ 10,989,160
Gross Value Medicaid Expenditures for Washington County Recipients (for all medical services provided in 2018)	\$124,146.695

NY CONNECTS

We are the designated NY Connects agency in Washington County. NY Connects is a statewide, locally based point of entry system that provides one stop access to free, objective and comprehensive Information and Assistance and Options Counseling/ Person Centered Counseling on long term services and supports for individuals of all ages.



In 2018, NY Connects staff actively participated in both regional and local committees consisting of NYSDOH, OASAS and OPWDD providers and leaders to enhance current partnerships and foster new connections in the region. The coordinated access to the many programs in the area is key to breaking down the barriers the community may encounter.

In 2018, we partnered with the Cambridge Valley Rescue Squads' Community Check and Mobile Healthcare Program for Public Education and Referral services. During 2018, we received 26 referrals.

Community Check is a care transitional program operated by Emergency Medical Technician's and

First Responders. Our agency provides support in the form of information and assistance to front line workers when they are faced with navigational challenges in the world of health care and human services. Additionally, the Community Check program shares our programs and services through various public educational events.

NY Connects Statistics

SOURCE TYPE (2018 TOP 3)

Self	2,850
Local Agency or Human Service Provider	1,474
Friend, Neighbor or Relative	494

CONTACTS BY AGE OF CONSUMER

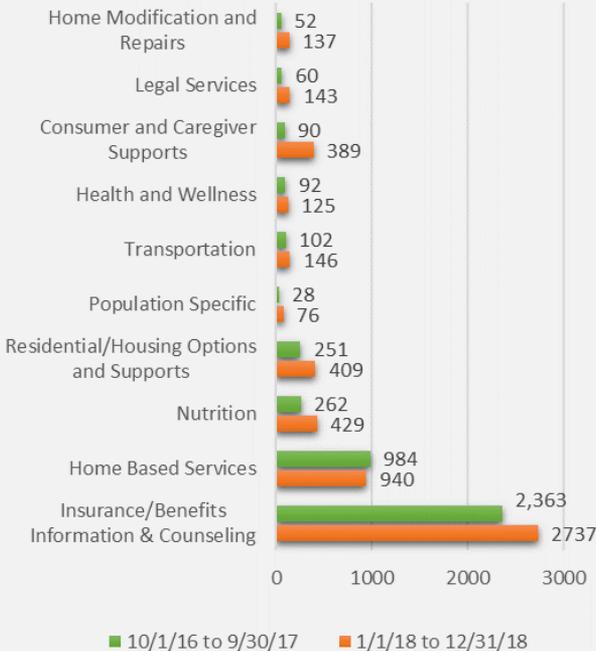
Age 60 yrs of age or older	4,740
Age 59 years of age and younger	545

MODE OF CONTACT

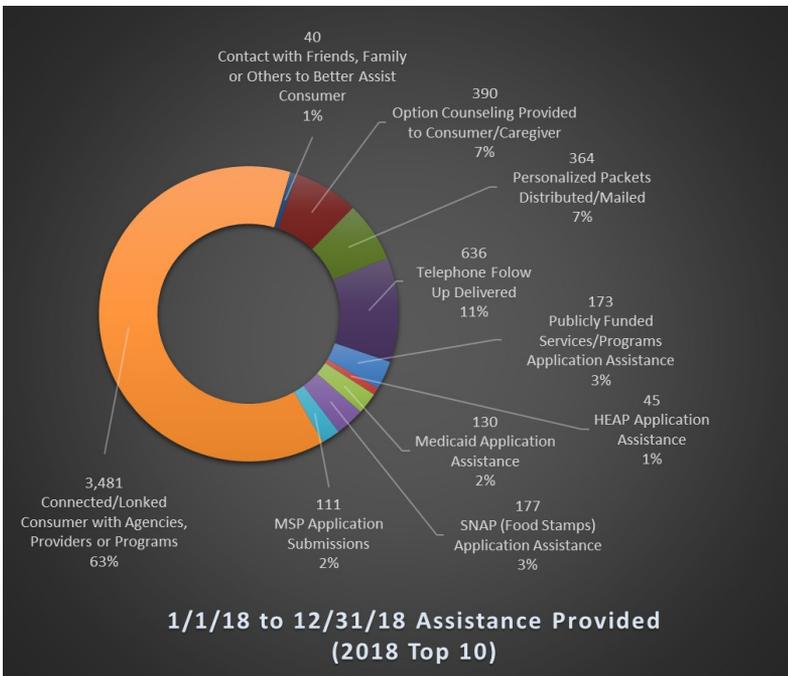
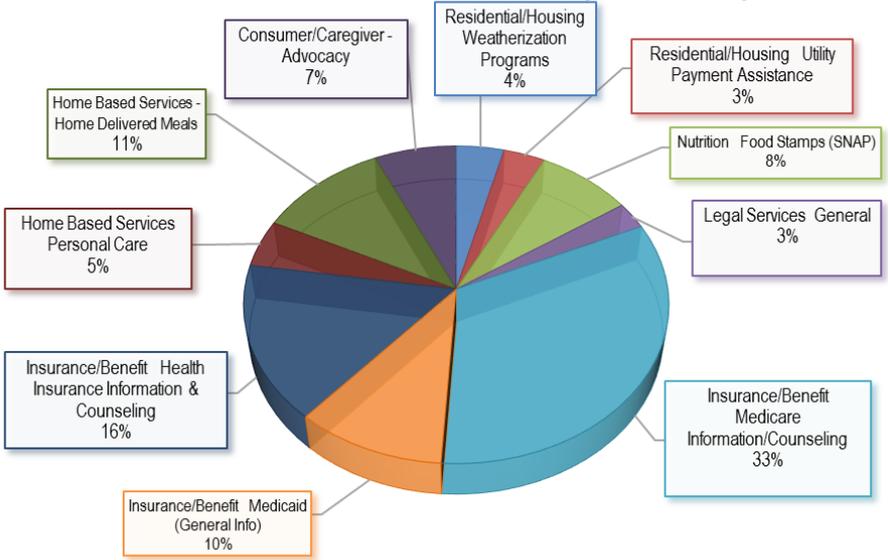
Face to Face	1151
Phone Call	3804



NY Connects Information Requested (2018 Top 10)



ASSISTANCE PROVIDED (2018 TOP 10)





NY Connects Long Term Care Council

It is required that each NY Connects agency maintain a Long Term Care Council. It is the mission of the Long Term Care Council to objectively consider and evaluate the needs of county residents who are seeking long term care and assistance. The Council identifies gaps in the current service delivery system and makes recommendations related to program development and

service implementation.

There are currently 206 members. The Executive Committee facilitates networking and educational events for the membership to keep current with issues affecting the community with the purpose of better serving our consumers.



Long-Term Care Council 2018 Key Topics

Transportation Presentations and Committees

- ◆ Adirondack/Glens Falls Transportation Council
 - * Coordinated Human Services Transportation Plan
- ◆ Transportation Roundtable
 - * Individual program sites
 - * 211nys.org
 - * Nyconnects.ny.gov
 - * Way2go.org
 - * Movetogetherny.org
- ◆ Greater Glens Falls Transit
 - * Website update
 - * Ipool2 + SUNY Adirondack
 - * Staffing plans

Much effort is being put into addressing transportation barriers in Washington, Warren and Hamilton Counties. A new committee was created including many members of the LTCC and other community stakeholders. A web-based application is now being used by the committee as a foundation of communication between participants. **Basecamp** allows conversations and collaborations to be instantaneous to share information about transportation project related issues.



Long-Term Care Council 2018 Key Topics Cont.

Best Practices in Rural Health and Long-Term Care Presentations

- ◆ Hamilton County Public Health Nursing Services
 - * Tai Chi Program
- ◆ Tupper Lake OPWDD, Front Door Access Specialist
 - * Process of applying for services through OPWDD to the receipt of services
- ◆ Adirondack Health Institute (AHI)
 - * Update of Tele-Health and Tele-Medicine Programs



Expanding access to health-based services in rural communities has been progressing. New projects and funding as part of DSRIP has enabled creative opportunities to meet the needs. Ongoing conversations and collaborations continue to forge ahead.

Advocacy Process and Opportunities Presentations

- ◆ Warren-Hamilton Counties Office for the Aging
- ◆ Washington County Aging & Disability Resource Center
- ◆ Southern Adirondack Independent Living Center
- ◆ Independent Living Center of the Hudson Valley

With the Aging and Disabled populations continuing to expand with the Baby Boomer Era the need for ever increasing services and supports are faced with barriers. Advocacy can be a strong proponent of obtaining funding by educating elected officials in the personal needs of their constituents. The LTCC Executive Committee leadership share their knowledge with the member agencies to encourage the power of their voices.

VOTE! It is your Right!

OFA is a Registered Voter Registration site. We distribute and collect voter registration forms and hand deliver the forms directly to the County Board of Elections.

In 2018, we collected and delivered at total of 151 voter registration forms.



Transportation

Transportation is a critical component in the array of services provided by Washington County’s Office for Aging. Many older adults utilize the transportation services offered by the aging network to enable them to gain access to needed services and maintain their dignity, independence, and connection to their communities.

Unduplicated Count of Individuals Served:
4/1/2017 – 3/31/2018: 109
4/1/2018 – 12/31/2018: 85
There is no fee for transportation services. However, a suggested contribution is applied

Transportation services, provided through a partnership with our local Community Action Agency named LEAP, allow Washington County individuals age 60 and older to participate in programs, get to medical appointments, go grocery shopping, pick up prescriptions and reach other vital destinations while remaining independent in their own homes.

Services for the Blind and Visually Impaired

Washington County Office for Aging contracts with the Glens Falls Association for the Blind and Visually Impaired, Inc. to provide services to Washington County residents age 60 and older who are blind or visually impaired for the promotion of independent living in the community. Services include, but are not limited to,

transportation, adaptive living equipment and instruction, social activity, vision screenings, and information/assistance/referral services.

Unduplicated Count of Individuals Served:
4/1/17 - 3/31/18: 52
4/1/18 - 12/31/18: 31

Health Promotion

Services and activities that promote chronic disease prevention and management, promote physical and mental health, improve or maintain quality of life, and increase awareness and understanding of healthy lifestyles.

In Washington County, we partner with the Alzheimer's Association to provide an evidenced based program to caregivers, called Savvy Caregiver. This is a multi session program that helps caregivers better understand the changes their loved ones are experiencing and how to best provide individual care for loved ones along the continued decline associated with Alzheimer's or other forms of dementia.



**In 2018
10**

**Caregivers
Completed
the Savvy
Caregiver
Program in
Fort Edward.**

Tai Chi

In 2018, OFA initiated an MOU with Washington County Public Health for the implementation of an evidenced based program called Tai Chi for Arthritis. Tai Chi is an ancient Chinese practice of slow, continuous, whole body movements, strung together in a "form." Like dance, the movements are learned and followed one after another, in a particular order. Tai Chi has been shown to increase strength, flexibility, sense of wellbeing, and

balance. It has also shown to decrease pain in joints, stress, high blood pressure, falls and fall risks.

In 2018, we achieved the following:

February: Greenwich – 8 people served
Hartford – 18 people served
May: Fort Edward – 15 people served
Cossayuna – 8 People served
October: Salem – 16 people served
Fort Ann – 13 people served

Health Insurance Information, Counseling and Assistance (HIICAP)

Do you have questions about Medicare or your health insurance?

HIICAP provides free, accurate and objective information, counseling, assistance and advocacy on Medicare, private health insurance, and related health coverage plans. HIICAP helps people with Medicare, their representatives, or persons soon to be eligible for Medicare. The answers to your questions are just a free

phone call away.

Our certified Medicare Counselors take their time with each person to educate them about their options, as well as, screen them for the Medicare Savings Program, Low Income Subsidy and EPIC. These programs provide great discounts toward their prescription needs.

	2018	Formula	Best Savings
LIS Applications	33	X 4000	\$ 132,000
MSP Applications	302	X 5608	\$ 1,693,616
Comparisons we could calculate	21		\$ 39,688
		SAVED	\$ 1,865,304

Health and Wellness Fall Festival

This past year we held our annual Health Insurance/Wellness Fall Festival on October 3, 2018 at the Kingsbury Firehouse. We had over 200 seniors attend the event. The Medicare Open Enrollment brings lots of questions for existing and new recipients of Medicare. We had many health insurance representatives there to answer questions about their plans for 2019.



Our Annual Health & Wellness Fall Festival is an interactive fun-filled day. It includes live presentations and an outdoor vendor fair. It was a huge success with over **200** participants! We kicked it up a notch and added a lunch to go with a fall-themed menu including: Kielbasa with sauerkraut, German Potato Salad, Perogies and Apple Crisp. We served over 156 meals.



We partnered with Senator Betty Little, Public Health, Council of Seniors, Sheriff's Office and several other agencies. Additionally, we had a live on site radio broadcast with WCKM.



Highlights of the Event Included

- ◆ Medicare Insurance Options
- ◆ Workshops
- ◆ Flu and Pneumonia shot clinic
- ◆ Line Dancing
- ◆ Various Local Vendors
- ◆ Music by Max McDonnel for Entertainment





OFA Personal Care Services (Non Medicaid Services)

OFA contracts with several home care agencies to provide Level 1 and Level 2 in-home personal care assistance for Washington County residents age 60 and older who do NOT qualify for Medicaid.

This is a case managed program that enables many frail older adults to remain in their home. The goal is to improve access to cost effective, non-medical in-home services and supports for non-Medicaid older adults who have functional impairments in the area of their activities of daily living.

2018 Statistics	Unduplicated Count of People Served
Personal Care	61
Consumer Directed Personal Care	24

Consumer Directed Personal Care

Office For Aging Consumer Directed Personal Care is a system in which the individual in need of care, or their family determine what services are necessary. They do the decision making. It is a creative way to enable older American's to maintain their independence and dignity by making their own choices in the services they receive by directing their own care. The program also enhances the ability of family members or other informal caregivers to care for an older person in a home environment and can provide non-institutional respite supports.



DSS Medicaid Personal Care Services

For Medicaid-eligible persons, local social services districts contract with home-care agencies that employ aides to provide Medicaid funded personal care services such as housekeeping, meal preparation, bathing, toileting, and grooming. The local social services office then notifies the individual of the services that will be provided and the need for services is reassessed approximately every six months. New York State oversees the local social services districts' administration of the program.

2018 Statistics

Personal Care Assistance	6
Consumer Directed Personal Care Assistance	107
Care at Home	7



In-Home Contact and Support

Services and Activities designed to provide support to older people who are isolated because of physical and/or cognitive limitations. In Washington County, these services are provided for Caregiver Support.

These Services include but not limited to: shopping assistance, friendly visiting and errands. In 2018, we served 6 people.





OFA Personal Emergency Response (PERS)

OFA contracts with the Glens Falls Hospital's Medical Alert Program. This service is provided to Washington County residents age 60 and older for the utilization of an electronic device to alert appropriate people of the need for immediate assistance in the event of an emergency situation.

41 people were served in 2018



OFA Social Adult Day Services

A structured comprehensive program which provides functionally impaired individuals with socialization, supervision and monitoring, personal care and nutrition in a protective setting during any part of the day, but for less than a 24 hour period.

OFA contract with Holbrooks Adult Home, Fort Hudson and the Danforth for Social Adult Day Services.

5 people were served in 2018



OFA Caregiver Support Services

Funding for these services are designed to support informal caregivers such as family, friends and neighbors of all ages to carry out caregiving responsibilities. Through this program, we provide information and assistance, support groups, respite, transportation, Level 1 and Level 2 personal care assistance, personal emergency response services, social adult day services, and consumer directed in-home services.

DSS Adult Protection Services (APS)

APS is a program serving adults, 18 or older, who may be in need of protective services because:

- ◆ They have a physical or mental impairment;
- ◆ They can no longer protect themselves from neglect, abuse, or hazardous situations;
- ◆ They cannot provide for their most basic needs; for food, clothing, shelter or medical care; and
- ◆ They have no one willing or able to help in a responsible manner.

APS can provide services to strengthen an adult's ability to live in the community as long as possible.

Referrals made to APS are kept confidential and cannot be released to the public.

2018 Service Statistics

Referrals	181
Investigations	135
Representative Payee Cases	31
Guardianship Cases	8

World Elder Abuse Awareness Day (WEAAD) is held annually on June 15th. On that day, communities in the USA and all over the world will sponsor events to highlight the growing tragic issue of elder abuse.



Legal Services

Washington County Office for Aging partners with the Legal Aid Society of Northeastern New York for the provision of legal services for Washington County residents age 60 and older. Services are provided by a licensed Attorney and include, but are not limited to, development of Wills and Trusts, Power of Attorney, Health Care Proxy’s, Financial Exploitation, Public Benefits, Housing Issues, and Bankruptcy.



Unduplicated Count of

Individuals Served:

4/1/17 - 3/31/18: 41

4/1/18 – 12/31/18: 38

There is no fee for Legal services. However, a suggested contribution is applied

Legal Services Initiative

The New York State Legal Services Initiative and Washington County Office for Aging & NY Connects in collaboration with the Greenwich Free Library and professionals from the community provided a series of presentations.



67 Individuals from the surrounding communities participated in these events. We hope for an even larger turnout for 2019!

June 14, 2018	Financial Exploitation, Elder Abuse, Scams
July 12, 2018	Understanding Your Rights for Substance Use Disorder Treatment and Insurance
	Coverage, Family Supports
August 9, 2018	Grandparent Rights & Kinship Family Law—Custody Issues
September 13, 2018	IEP’s and Rights in Education for Disabled Children Parent Supports
October 11, 2018	Planning for Long-Term Care, Trusts, Medicaid
November 8, 2018	Power of Attorney & Guardianship for Adults and Children

Home Delivered Meals

“Meals on Wheels”

Home delivered meals, also recognized as “Meals on Wheels”, provides a hot meal 5 days a week to eligible Washington County individuals 60 years of age or older, and to a caregiver who is caring for that older adult. Nutritionally balanced meals approved by a Registered Dietitian are delivered to older adults that are unable to prepare their own meals.

Currently, we have 15 meal routes and approximately 300 meals are delivered on a daily basis.

	<u>2016</u>	<u>2017</u>	<u>2018</u>
# of Meals	70,898	67,814	74,978
Unduplicated Count of People Served	573	572	598





Senior Dining Sites & Pop-up Dining Events

Office for Aging has three Senior Dining Sites and coordinates senior dining educational events throughout Washington County. Our dining events and sites provide our seniors opportunity to meet for socialization, information and creative entertainment, as well as, obtaining a nutritionally balanced, dietician approved, delicious meal. The sites offer a variety of activities and fun programs. An array of speakers are invited on a regular basis to present programs that educate and promote healthy lifestyles for aging adults. Our Site Managers are a link between the seniors in our county and available services through the Office for Aging.

We served 284 people with a total of 11,146 meals at the Senior Dining Sites & Pop Up Events in 2018.

Cambridge Senior Center

Manager:
Shirley Ruggles
(518) 677-8592 5
Park Place, Cambridge

The Senior Center of the Kingsbury & Ft. Edward Area

Manager:
Max McDonnell
(518) 747-9352
78 Oak St., Hudson Falls

Whitehall Senior Site

Manager:
Hellin LeClaire
American Legion
(518) 499-2482
148 Main St.,
Whitehall

Pop Up Events

In 2018, we facilitated 60 pop up events. Locations of our events include libraries, museums, senior housing, churches, fire houses and more!





Restaurant Dining

The Restaurant Dining Program is a partnership between the Washington County Office for Aging and local restaurants. The program has been a huge success due to the generous and compassionate attitude of the owners and staff of these restaurants. Each participating restaurant offers a unique Senior Dining Menu, which provides a variety of delicious and nutritious

food. You must be 60+ and live in Washington County to register in the program.

2018 Participating Restaurants

Latham's Diner
Hudson Falls

Sally's Hen House
Hudson Falls

Christ the King Spiritual Center - Greenwich

China Wok Restaurant
Whitehall

AJ'S Restaurant
Granville

Seeley's -Fort Edward

What's Cookin
(2 locations) Hartford

Johnson's Cabin Grill
Hartford



In 2018

162 registered participants of the Restaurant Dining Program were served 3,106 meals

Washington County Town Supervisors for Meals

Town Supervisors, Elected Officials and Washington County's Administrator were invited to take a tour of our central kitchen and deliver delicious meals for the Office for Aging's Home Delivered Meals (aka Meals on Wheels) program. Special Thanks goes out to the following:

- * Town Supervisor Sue Clary of Salem
- * Town Deputy Supervisor Deb Witherell of Fort Ann

Office for Aging Recognizes Nutrition Program Volunteers

Research shows that volunteering is good for the health and well-being of older adults. Older adults who volunteer live happier, healthier lives while making a difference in their communities.

In conjunction with the observance of National Volunteer Week, Washington County Office for Aging celebrates the dedication and hard work of the senior Dining Site volunteers. They provide critical

support for our Nutrition Program.

In April 2018, Office for Aging showed appreciation to volunteers by hosting pizza parties at each nutrition site.



Nutrition Counseling

Personalized guidance to individuals who are at nutritional risk because of their health or nutrition history, dietary intake, chronic illnesses, or medications use. Counseling is provided one on one by a Registered Dietitian, who evaluates the person's nutritional needs, develops and implements a nutrition counseling plan, evaluates the consumers outcomes, maintains documentation and distributes

In 2018, 70 benefited from Nutrition Counseling

appropriate literature.

Washington County OFA contracts with Kristin Stewart for Registered Dietitian Services. To qualify, you must be a Washington County resident age 60 or older.

Nutrition Education

A planned program to promote better nutrition, physical fitness and health through information and instruction on nutrition and related consumer topics of general interest. The program is provided by or under the direction of our Registered Dietitian (RD). Information and instruction may occur in group settings and/or through a distribution of materials.

We served over 1,000 individuals and share our information with over 300 Washington County organizations, employers and businesses.



Managed Long Term Care Organizations

OFA is talking BUSINESS.....

Office for Aging engages in formal agreements with Washington County's Managed Long Term Care Organizations for the service provision of Home Delivered Meals. This business action provides OFA with revenue funding to supplement the Nutrition Program that resulted in \$13,673.50 being brought into the agency.



Senior Center Recreation and Education

Activities organized and scheduled through OFA or our subcontractors which involve older persons in courses, workshops, other learning activities and satisfying use of free time.

Some examples of those activities include: Yoga, line dancing, a variety of games, Wii bowling, Zumba, crafts, Performing Arts and day trips.

FARMERS MARKET

The New York State Farmers Market Nutrition Program provides coupons for income eligible individuals, age 60 and over. From July 1 to September 30th Farmers Market Coupon Booklets are available through the Washington County Office for Aging. The coupons are used to purchase locally grown veggies and fruits from local farmers at Farmers Markets throughout the county. In 2018, 468 coupon booklets were distributed.

Special Needs Registry

Individuals residing in Washington County who feel as though they are in need of special assistance in the event of severe weather, prolonged power outage, flooding, or evacuation can be placed on a special needs registry. This Registry is maintained and accessed by Office for Aging staff. Services are coordinated with Public Safety and other emergency management services. At this time, there are 32 Washington County residents on the Special Needs Registry.

Scanning Services

Having personal documents and contact information easily available can make recovery quicker and less stressful after a disaster. Washington County office for Aging is a designated site to have personal documents scanned and placed on a thumb

drive that is given back to the customer. Examples of information that can be scanned include: household identification, financial and legal documentation, medical information, and household contacts.

Community Check Program



OFA works with the Mobile Health Care Systems' Community Check Program. The Community Check Program provides medical care that individuals would receive from EMT's and Paramedics in the comfort of a person's home. The goal of these wellness checks are to reduce risk of illness and injury that can be prevented. OFA, with NY Connects, is an information and referral resource for the Community Check Programs' front line workers. In 2018, 26 referrals were received from EMT's and Paramedics on topics such as: home care options, nutrition services, transportation options, medical alert services, health care navigation, etc.

Medicare Improvement for Patients and Providers Act (MIPPA)

On July 15, 2008, Congress enacted the Medicare Improvements for Patients and Providers Act of 2008 (MIPPA), Pub. Law 110-275. MIPPA is a multi-faceted piece of legislation containing several important provisions that directly changed the Medicare program and allocated federal for State Health Insurance Assistance Programs (SHIPs), Area Agencies on Aging (AAAs), and Aging and Disability Resource Centers (ADRCs) to provide outreach to low-income Medicare beneficiaries to increase enrollment in Medicare low-income assistance programs.



MIPPA

For the last reporting period we established that we would increase our efforts to assist individuals with application and enrollment processes for MSP and LIS. Based on our reporting system (Peerplace/HIICAP) we have screened 471 individuals for LIS and assisted with 33 applications. We have screened 749 individuals for MSP and assisted with 302 applications.



Office for Aging Advisory Council

The development and implementation of services within the Office for Aging is based on local needs and available resources. To ensure local input, Washington County Office for Aging has an Advisory Council.

The OFA Advisory Council is required under the Older American Act. The Advisory Council is mostly composed of older adults, appointed by Supervisors from each town in Washington County, representatives from senior groups and community providers. The Advisory Council reviews current aging programs

and services and makes recommendations for additional programming to meet local needs.



2018 Advisory Council Representatives

- * Argyle - Sandra Lufkin
- * Cambridge—Carol Hamilton
- * Dresden— Open
- * Easton— Judith Stevens
- * Fort Ann—Gretchen Stark
- * Fort Edward—Open
- * Granville—Carol McGivern
- * Greenwich -Gerald Foelsch
- * Hampton -Susan Perry
- * Hartford –Marie McCotter
- * Hebron -Alice Coldwell
- * Jackson -Sharon Dunn
- * Kingsbury -Sandy Wheeler
- * Putnam -Open
- * Salem –Open
- * White Creek - Carol Hamilton
- * Whitehall -Pat Provost
- * At Large Members
 - Mary Ann Nichols -V. Pres.
 - Pat Cantanucci
 - Antonia Estrada
- * Kingsbury/FE Sr. Center—Max McDonnell- President
- * Public Health—Patty Hunt
- * Dept. of Social Services -
Tammy DeLorme/Jodie Smith

We are always looking for Feedback!

Customer satisfaction surveys are used for several different purposes, each of which is important to our agency. Our goal is to continuously monitor and improve a customer's experience.

Top objectives include:

- * **Fix any meaningful problems that have occurred for customers with our agency's products or services.**
- * **Assess the performance of our customer-facing programs and services.**
- * **Improve our agencies processes and standards for service delivery.**
- * **Understand customers' needs as they use our agency's products and/or services so that we can help them have a better overall experience.**

"I am very grateful for this program- what a difference it makes."

Case Manager (EISEP)

We perform survey's in several areas, to include Case Management, all nutrition services, Health Insurance Information Assistance and Counseling, NY Connects, all Home Care Services, Legal Services, and others.

"I don't seem so overwhelmed anymore. EISEP is a wonderful program. I can stay in my home longer. I've been here for 51 years, thank you so much."

"They treat me with respect and don't rush me."

Case Manager (EISEP)



Health Insurance Information Assistance and Counseling Survey Comments:

"I could not say enough good things about my visit and the value of the visit. It is sad that more people don't take advantage of this critical service. Thank you very much."

"They made me feel immediately comfortable and welcome. They provided me with the guidance and answers to questions that were much needed. Retirement is a huge and daunting life change and it's a relief to know that you guys have answers! Thanks"

"I would recommend this agency to anyone fighting to get their Medicaid back! I have always been treated with the utmost understanding and respect! They have set me up with a ride to my appointments, and if I call they always get back to me very quickly! They are wonderful and kind people!"

"The young lady that helped me complete the paperwork was more than helpful, very courteous and refreshingly pleasant. Thank you!"

"I thank everyone I spoke with in person or on the phone. I've worked all my life and never asked any help from any agency. The people I spoke with never made me feel less of a person. Thank you."

"I didn't realize all that the social service or aging offered. I would like to thank you for the help you have given us."

"I was so happy to finally talk face to face with a human being and did not have to punch numbers or be put on hold. The info I received was exactly what I needed to hear!"

"Thank you. Would not have been able to figure out my insurance without the help I received. Explained everything to me and also brought up avenues of help I was unaware of. Top notch staff A++."



Nutrition Services Survey Comments



"I am 95+ yrs old, and live alone on my small Social Security check but manage with the help of kind folks like you, a million thanks."

"I really look forward to the cheerful young adults that deliver the meals. This time of year-when it is too cold to be outside with my neighbors- they are often the only other humans I see. I enjoy the meals; it guarantees that I eat a decent meal."



"You are doing very good. I love the food and the staff is wonderful."

Dining Sites.....

"I like to attend to socialize."

"I attend for the information, fellowship, and healthy meal."

"I attend for a good balanced meal otherwise I would not prepare my own."

"I like to remain in touch with county programs."

"Gives me a place to go among people."

"Gives us time away from home."

"A place to meet people."

"Good meals and I enjoy talking with others."

"Keeps me active."

"I get a meal and be with people so I don't have to eat alone."

"Warm meal and great company."

"Nice to get out and enjoy company."

"Just relaxing and enjoying the social activities with friendly people while dining."

Washington County Senior Citizen Clubs and Club Presidents

Office for Aging works in close collaboration with all of the Senior Citizen Clubs throughout Washington County

Argyle Senior Citizens Club - *Loanne Bain*

Cambridge Valley Seniors Club - *Dolores Mullen*

Fort Ann Queen Anne Seniors - *Sally Walker*

Granville Mettowee Valley - *Lois Warner/Carol McGivern*

Greenwich Senior Citizens - *Larry Wilbur/Eileen DiNisio*

Hartford Fifty Plus Sr. Citizens - *Karen Harrington*

Kingsbury/Ft. Edward Seniors - *Max McDonnell*

Putnam Senior Outreach - *Joan Rock*

Salem Area Senior Citizens - *Beverly Hay*

Whitehall Senior Citizens Club - *Virginia Currier*



In partnership with the Washington County Council of Seniors, OFA supported two Council of Seniors luncheons located in Hartford.

Spring Luncheon

170 meals served

Fall Luncheon

190 meals served



Senior of the Year for Washington County Clubs

On May 11, 2018 each club recognized a senior citizen from their area as being their Senior of the Year. A celebration luncheon was held at the Kingsbury Firehouse that served 210 meals.



Argyle Senior Citizens

Ruby Komarony

Cambridge Valley Senior Citizens

Christine Butkus

Granville Mettowee Valley Senior Citizens

Cathleen Commeret-Whitcomb

Greenwich Senior Citizens

Joan Campbell

Hartford Fifty Plus Senior Citizens

Elinor Burch

Kingsbury/Ft. Edward Area Seniors

Helen Floutin

Fort Ann Queen Ann Seniors

Rosemarie Elms

Salem Area Seniors

Jane Salisbury

Whitehall Seniors

Virginia Currier

You Should Also Know that in 2018....

Public Hearing

In October, Office for Aging facilitated a Public Hearing with approximately 160 in attendance. Individuals were allowed to give feedback either verbally or in writing. A summary of the testimonials is as follows:

Summary of Testimonials is as follows:

- ◆ Expand restaurant dining program
- ◆ Prescription Drug drop off's at luncheons
- ◆ Check with area clubs before scheduling events
- ◆ Great sound system
- ◆ ADRC does great work
- ◆ Better plastic ware
- ◆ More pepper on tables
- ◆ Expand transportation
- ◆ Offer cold drinks or offer ice
- ◆ Milk to all tables
- ◆ Great cranberry sauce
- ◆ Put qualifying income on paperwork
- ◆ Whitehall meal site is pleasant and enjoyable



Outreach to the Public

Office for Aging and Disabilities Resource Center engages in several outreach events throughout the year. This includes monthly mass mailings of current and important information to over 384 businesses, religious organizations, medical providers, employers, etc. In addition, we make outreach phone calls to Washington County residents that are over the age of 60 and also provide numerous presentations about the services we provide to various groups.

Office for Aging and Disability Resource Center maintains an information center that is designed specifically for disseminating current information to our community members. Many brochures, flyers and information packets are available to the public.



We have been invited by Judy Leech from WVNR-WNYV radio to conduct live broadcastings once a month on various topics that touch on the lives of aging



SENIOR TIMES

In partnership with Manchester Papers, OFA publishes a quarterly newspaper that focuses on current topics and needs of individuals over the age of 60 and caregivers. This newspaper keeps individuals up to date on the latest information including program updates, upcoming events, and senior club news.



Collaborations

Office for Aging and Disabilities Resource Center staff serve on many coalitions and committees. To include the RSVP Advisory Council, the Adirondack Rural Health Network, the Adirondack Health Institutes DSRIP project, Council for Prevention's Suicide Coalition, Catholic Charities Domestic Violence Project, Public Health's Healthy Communities Coalition, Washington County's Emergency Operation Center, Public Safety's CEPA team, Public Health's Bio-terrorism Team, Inter-Agency Council, and the Community Action Agency's Rural Impact County Challenge and other community action meetings/coalitions.

New York State Department of Corrections

Office for Aging partners with our local New York State prison to provide wood as an additional fuel source supplement to Washington County seniors who are HEAP beneficiaries.

In 2018, we partnered to provide a nutritious food baskets to Wash-

ington County homebound seniors during the Holiday Season.



Veterans & Senior Recreation/Education

The ADRC has worked in partnership with the Washington County Veteran's Administration to provide free transportation as part of our recreation and education programs. By using the accessible Veteran's Van, when it hasn't been in use, we've been able to take the seniors on the following local excursions that included a fun recreational activity and a delicious and healthy meal.



April 27th - Seniors used their Restaurant Dining coupons at What's Cookin in Hartford

July 7th - Pop-Up Event at Battenkill Creamery

December 4th - Festival of Trees in Granville

Inter-generational Event

In partnership with the Argyle School Drama Club and the Student Council, we facilitated an intergenerational dinner theater event on April 19th at the Argyle School. We had 130 individuals enjoying an evening that included Sebastian's Crab Stuffed Chicken Breast with Lemon Butter Sauce Grotto Rice Pilaf - Ariel's Fancy Vegetables - King Triton Blueberry and Lemon Trifle dinner and a viewing of the play Disney's "The Little Mermaid".



When you bring together the seniors and a group of kids there seems to always be smiles all around. On a weekly basis, student student volunteers help serve meals at the Cambridge Senior Site



NY State Senior of the Year Recognition

In May, our office, as well as the New York State Office for the Aging, recognized Joseph Wright of Fort Ann and Dolores Mullen of Cambridge as Washington County Seniors of the Year given their dedication and commitment to volunteerism and civic engagement.



Joseph was born and raised in Hudson Falls located in Washington County, New York. In 1960, at the age of 18, Joseph joined the Navy. Joseph was an Aviation Jet Mechanic.

In 1966, Joseph married Wanda, whom he had met at Hadlock Pond. In 1967, Joseph and Wanda settled in Fort Ann, located in Washington County, New York and together they raised 5 children. Wanda has been involved in everything he does and has stood by his side through all his achievements. Joseph gives thanks to his mother and father for a good life, for teaching him respect, and to enjoy life and people.

Since 2011, Joseph is a proud Honor Guard at the Saratoga National Cemetery. He was a member of the Raymond W. Harvey Post 703 American Legion of Fort Ann and has held many positions to include: Post Vice-Commander, Commander, and several other positions. Member of Color Guard and Honor Guard.

Joseph served as a group leader at the United Methodist Church and chaperoned several dances at Fort Ann Central School. He coached Community League

baseball for Fort Ann and was also Fort Ann Central School's Booster Club vice-president.

Additionally, Joseph was also a member of the West Fort Ann Volunteer Fire Department. He served as Fire Police Captain, President, Lieutenant and was also an interior fire fighter. In 2012, Joseph became a member of the Fort Ann Volunteer Fire Department, where he was a Fire Police Captain, President, Chairman of Kitchen and President of the Firemen's Support Group.

Since 1986, Joseph has been active with the Boy Scouts. He has been Cub Scout leader, Assistant Cub Master, Cub Master, Committee Chairman, Charter Representative for the Fort Ann Fire Department. Boy Scout leader pack 43 Troop 46 of Fort Ann, Merit Badge Counselor, Assistant Scout Master, Committee Chairperson, and Campfire Committee. Joseph is proud to say that 21 members of his troop have become Eagle Scouts. Iroquois District Commissioner.

Joseph was asked what advice he has about volunteering for other New Yorkers. Joseph responded with: "no matter what you volunteer with, it is important". Joseph added, "It is heartwarming and gratifying to give back to the community".

NY State Senior of the Year Recognition (cont.)



Dolores was born at home in Arlington, Vermont. She has 6 siblings, 4 sisters, and 2 brothers. In 1954,

Dolores moved from Vermont to Cambridge, New York, located in Washington County. Dolores has 2 sons, named Todd and Dean, whom she raised as a single mother.

Dolores started volunteering in 1976 with the Cambridge Softball Association. She served on the board, coached, and engaged in many successful fundraisers. Dolores' pastor at St. Luke's Church refers to Dolores as "Ms. Personality" because she has a great personality and is a social butterfly that always makes sure her neighbors and their family are all ok and healthy. She is very supportive of others and is always looking out for the people in her community.

Dolores volunteers at St. Luke's Church in Cambridge helping in various capacities, including assisting with dinners and breakfast, helping with communion at the altar and also performing readings. Dolores feels that whatever needs to be done, and she is available to help, so it will get done.

Dolores is a true small-town advocate. She personally knows many, many people and is there for each of them as they grieve for a loss of a loved one, are enduring an illness, or are rejoicing at the birth of a baby or celebrating a wedding. She enjoys socializing and promoting her church and all of its' community outreach efforts, as well as, the local Cambridge Valley Senior Citizen Center and the local food pantry. She has been instrumental in reviving interest for the OFA Senior Dining site located at the Senior Center and active in establishing the Center as a site for games, puzzles, crafts, day trips and general fun for those 55 and over. She has been the Cambridge Valley Senior Citizen's President for the past 3 years and has worked tirelessly to put together yearly basket raffles, which funds the Center's fuel, needed to heat the Center. Dolores is always on the go 99% of the time and she is always completing acts of kindness to benefit someone else. She is a true asset to her community and an incredible example of energy and selflessness.

Dolores was asked what advice she has about volunteering for other New Yorkers. Dolores responded with: "You get a lot of satisfaction from helping other people and it is always good to help people in need".

Annual Senior Citizen Picnic

On Friday, July 13, 2018 our annual picnic was held at the Washington County Fairgrounds. This year over 360 people were in attendance.

Some of the seniors formed teams to compete against each other in various games. In addition to the games, we had entertainment provided by Ginny Allen's line dancing group and the band named the

Elderly Brothers.

A special "Thank You" to our Washington County Board of Supervisors, State Legislative, Elected Officials and volunteers who helped us make this day a big success



Washington County Employee's Contribute Monthly to Different Charities

Jan	Employee Recognition Fund	\$ 175.00
Feb	Adult Services Incidental Fund	\$ 325.00
March	Haynes House of Hope	\$ 270.00
April	Tanya Crosier Scholarship Fund	\$ 343.00
May	Wounded Warrior Project	\$ 225.00
June	Cindy's Comfort Camp at Double H Ranch	\$ 195.00
July	Employee Recognition Fund	\$ 165.00
Aug	Local SPCA	\$ 200.00
Sept	Food Pantry & Hygiene Products	\$270.00
Oct	Argyle Thanksgiving FEAST	\$ 345.00
Nov	WAIT House	\$370.00
Dec	Toy Drive	\$150.00 + Toys (9 full bins)
Total		\$3,033.00 + Toys

Cookies for Seniors

The December Holidays always bring out the spirit of generosity. This year the employees of Washington County Sheriff's Office, OFA and DSS contributed over 400 dozen cookies which were then bagged and distributed to Approximately 350 Home bound individuals.



Holiday Toy Drive

Several bins of toys were donated by employee's in 2018 for use by the children and adults of Washington County.



Employee Event

Appreciating Our Employees

While we appreciate our employee's dedication and hard work for this Agency, and the residents of Washington County on an everyday basis, we do set aside special days of recognition!

In October of 2018, we held Make a Difference Day. This event included an employee-purchased BBQ lunch, a spirited game of DSS Duel (which tested employee knowledge of the inner-workings of our Agency and Washington County in a format similar to a popular nightly game show), and tokens of appreciation paid for by the Management Team.

Events such as this not only bring about feelings of appreciation, but they show the true camaraderie felt by the employees here at DSS!

Our Annual Employee Appreciation Holiday Event

Our annual Holiday Luncheon was a fun event for all! Employees made centerpieces that brought holiday spirit to our training rooms! A contest was held for the best centerpiece, with two tying for first place! Many of the centerpieces were donated to local organizations; Veteran's House, Senior Center, etc.



Employees paid for a lunch catered by the kitchen in the County Jail, which featured stuffed chicken, biscuits, dessert... it was delicious!

About our Cover.....

DSS/OFA employees are asked to submit ideas for the cover of the Annual Report. The requirement of the contest is simply that it “must represent Washington County”. Submissions can be drawings, photographs, or any creation of their artistic flair. A copy of the cover will be framed and displayed, along with prior year winners, within our office.

Seventeen submissions were received this year, with the Management Team voting for their favorite.

The featured photo was chosen as the winner!



Photo was taken on Hinds Road in the Town of Kingsbury.

Credit goes to Elizabeth Cassella,
Staff Development Coordinator of DSS.



For additional copies of this annual report
please view the following web address:



<http://washingtoncountyny.gov/148/Office-for-the-Aging>

Washington County Office for Aging and Disabilities Resources

383 Broadway - Fort Edward, New York 12828

TELEPHONE: (518) 746-2420 FAX: (518) 746-2418 or 746-2571