

# 2019 Office For Aging Annual Report Supplement



*Photo Credit: Jennifer Currier*

Washington County Office for  
Aging and Disabilities  
Resource Center

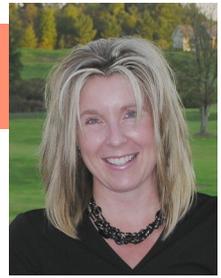
Gina Cantanucci-Mitchell  
Director





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## **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 2019 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 2019 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,

A handwritten signature in black ink, appearing to read "Gina Cantanucci-Mitchell".

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.



## DSS/OFA Comparison of Expenditures to Revenue 2018 & 2019

|   | 2018<br>Actual | 2019<br>Actual |
|---|----------------|----------------|
| <b>Administration</b>   | \$ 7,646,078   | \$7,756,440    |
| Includes salaries & on-call for DSS,<br>Equipment & Contractual Costs for DSS |                |                |
| <b>OFA Salaries &amp; Equipment</b>   | \$ 344,186     | \$ 359,893     |
| <b>Fringe Benefits DSS &amp; OFA</b>  | \$ 2,919,785   | \$ 2,919,900   |
| <b>Programs DSS &amp; OFA</b>   | \$ 8,526,642   | \$ 8,199,457   |
| <b>Total Cost to Administer Programs</b>                                      | \$19,429,531   | \$19,235,690   |
| <b>Total Revenues<br/>(State &amp; Federal)</b>                               | \$14,571,227   | \$14,615,977   |
| <b>Net Cost for DSS/OFA Programs</b>  | \$ 4,858,304   | \$ 4,619,713   |
| <b>Medicaid Cost to County</b>  | \$10,853,751   | \$11,010,856   |

### Medicaid Cost Comparison

|   |               |
|---|---------------|
| County Cost for 2019 Medicaid Benefits\$  | \$ 11,010,856 |
| Gross Value Medicaid Expenditures for<br>Washington County Recipients<br>(for all medical services provided in<br>2019) | \$136,333.925 |

## 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.



### Reach Us:

- ◆ Facebook
- ◆ Washington County website
- ◆ NYConnects.gov
- ◆ ADK Wellness Connections

In 2019, NY Connects staff actively participated in both regional and local committees consisting of NYSDOH, Office of Alcoholism and Substance Abuse (OASAS) and Office for People With Developmental Disabilities (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 community's may encounter.

To keep a pulse on current services, programs and initiatives, staff attend local training and informational meetings, as well as, nationwide webinars and partner with the following:

- ◆ Adirondack Rural Health Network
- ◆ Adirondack Health Institute
- ◆ FEMA Core Advisory Group
- ◆ Hometown vs Heroin Coalition
- ◆ Partners in Hope North Country
- ◆ Warren/Washington Suicide Prevention Coalition
- ◆ Criminal Justice and Community Task Force

# NY Connects Statistics

## SOURCE TYPE (2019 TOP 3)

|  |       |
|--|-------|
| Self                                   | 2,663 |
| Local Agency or Human Service Provider | 1,007 |
| Friend, Neighbor or Relative           | 580   |

## MODE OF CONTACT

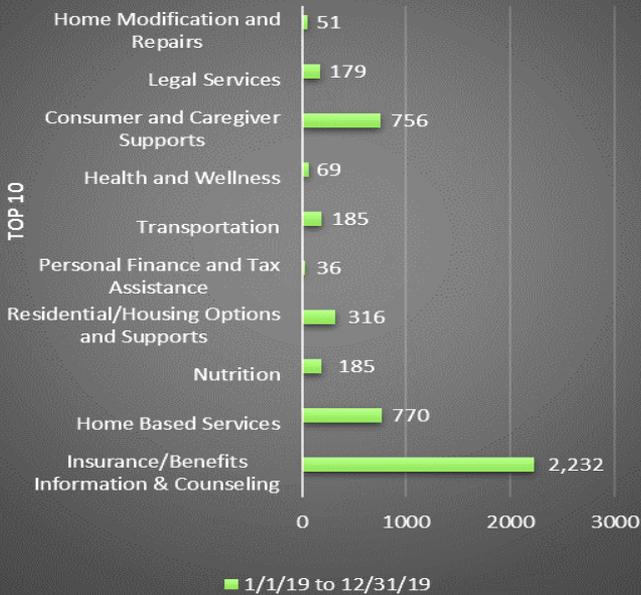
|              |       |
|--------------|-------|
| Face to Face | 966   |
| Phone Call   | 3,502 |

## CONTACTS BY AGE OF CONSUMER

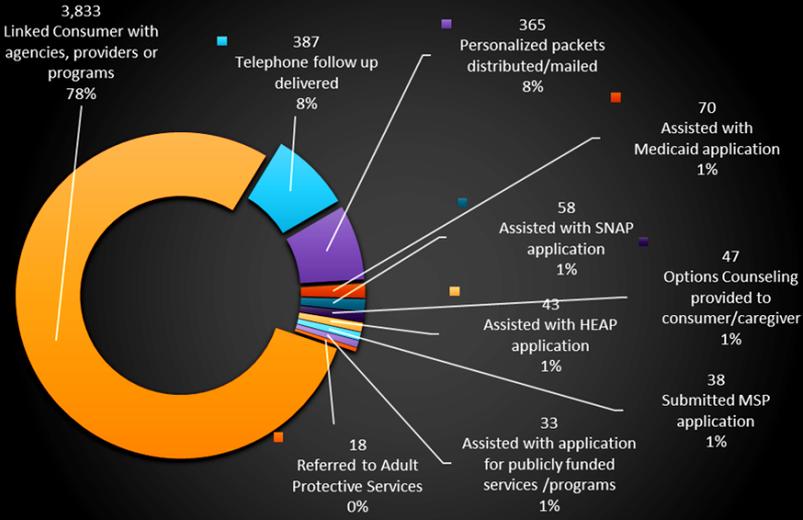
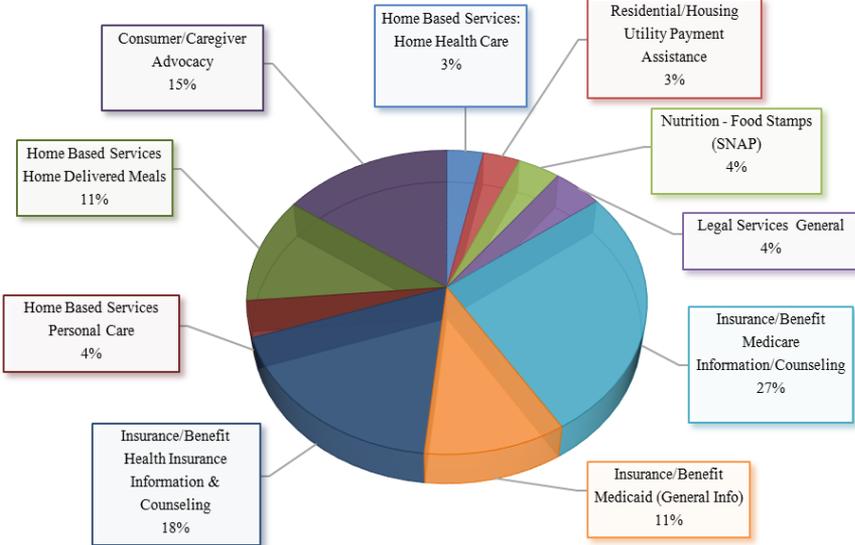
|                                 |       |
|---------------------------------|-------|
| Age 60 yrs of age or older      | 4,233 |
| Age 59 years of age and younger | 376   |



## NY Connects Information Requested



## INFORMATION PROVIDED (2019 TOP 10)



1/1/19 to 12/31/19 Assistance Provided (2019 Top 10)

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 232 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 2019 Key Topics

#### **Transportation: A long term barrier to our communities**

The Transportation Roundtable consists of a large group of individuals comprised of some members of the LTCC and other stakeholders in the Warren-Washington Counties area. It is a forum to pull together ideas and share information without duplication of services. We want to focus on meeting the needs of the community at all levels, even if it means just a piece at a time. One of the leaders of the group found a software platform

called Basecamp 2. This cloud-based platform will allow participants to share transportation related information/documents, initiate and participate in on-line discussions, ask questions, and overall provide a means to efficiently communicate with each other about area transportation related issues. This is a fantastic way to share ideas and give quick updates to our partner agencies.



## Long-Term Care Council 2019 Key Topics Cont.

**UPLIFT** Warren Washington was made available through a grant facilitated by AHI. Many members of the LTCC are also partners with AHI. Uplift offers free transportation assistance to individuals in Warren and Washington counties who have had recent health issues. Uplift Warren Washington is an initiative that provides bus tokens/ passes, taxi vouchers, and gas cards to eligible individuals who have been discharged from a hospital or emer-

gency room within the past 30 days. Transportation assistance is available for: Medical appointments not covered by Medicaid transportation; Department of Social Service appointments; care/case management appointments; Obtaining prescriptions, medical supplies, or equipment; Participating in community-based support groups; immediate access to needed groceries.

### **Home Care Recruiting & Retention: Limited workforce to meet the needs of the community**

LEAN Process Activity. Staff from AHI (Adirondack Health Institute) led a brainstorming session, based on LEAN principles, to develop new approaches to challenges with recruitment and retention of home care and direct care staff members. The session's goal was for each participant to leave the meeting with one idea they could potentially implement within their organization to positively impact recruitment and retention or to inform statewide advocacy efforts. The brainstorming session was meant to help participants identify where their actions may be able to have an impact, and to empower them to take small steps towards the larger goal of a statewide solution to the current home care/direct care workforce crisis. New ideas and approaches to recruitment and retention of home care/direct care staff were generated and participants identified how they could take action and where taking small steps towards the larger goal of a statewide solution to the workforce crisis. Ideas implemented included: Connect with schools, hospitals, senior groups, and faith-based communities.

The ABC's of the XYZ's presentation was provided by Gail Hamel of Hamel Resources, LLC. The presentation was geared to understanding the defining moments of each generation that we work with and provide services to is the key in creating a positive and dynamic work environment. The session was designed to assist participants in understanding and appreciating the diversity of generations and developing the skills to better manage all working relationships.

## Long-Term Care Council 2019 Key Topics Cont.

**Community Resources:** Lack of knowledge about and access to resources continue to be a barrier for community members in need. Housing, food, medical care and financial stability continue to burden our communities.

One of our agency members (Warren-Washington Association for Mental Health) continue to seek financing and collaborative opportunities to bring more resources to our communities. They discussed current residential housing options of Supported Housing, Housing First, Community Living Apartments, and Community Residences. Plans for new apartments in Glens Falls to assist people who have chronic mental illness, domestic violence survivors, and people who are chronically homeless was presented.

North Country CoC Partners in Hope Coalition recently held a symposium in Saratoga County. This was initiated to address homeless awareness. They reached out to faith-based community leaders and local agencies to make each other aware of the other services available helping to end a dupli-

cation of services. The event was spectacular. Members of the Coalition wanted to replicate the symposium in the Warren Washington County area. As a result of their initiative, several members of the LTCC are now actively participating in trying to make this event happen again in the future.

**Adirondack Emergency Community Chaplains** invited members of the LTCC to attend a presentation with key note speaker Rev. Dr. Marcos Miranda. An author, consultant, and educator, he has traveled throughout the United States delivering lectures, trainings, and workshops on crisis, trauma, and disaster spiritual care. A board-certified chaplain, he currently serves as Chaplain at Homeland Security Investigations and the New York State Fraternal Order of Police. This invitation was prompted by their desire to see a network of trained Chaplains throughout NY that can be called upon by First Responder agencies and representatives of NY Connects. We continue to be in contact with Rev. Bruce Hersey with the goal of finding ways to work together to enhance the ability to serve our community.

### **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 2019, we collected and delivered a total of 208 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.

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.

### *Unduplicated Count of Individuals Served:*

*4/1/2018 – 3/31/2019: 58*

*4/1/2019 – 12/31/2019: 54*

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

## 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:*

*4/1/18 - 3/31/19: 49*

*4/1/19 - 12/31/19: 31*

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 2019,  
12  
Caregivers  
Completed  
the Savvy  
Caregiver  
Program in  
Fort Edward.**

### Tai Chi

In 2019, we partnered 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 2019**  
we achieved the following:

March: Cambridge - 23 people served

May: Granville - 17 people served

October: Greenwich - 14 people served

Kingsbury - 7 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.

## HIICAP Topics

|   |       |
|---|-------|
| Medicare Information/Counseling           | 1,174 |
| Health Insurance Information & Counseling | 801   |
| Medicaid (general info.)                  | 465   |
| Social Security Benefits                  | 17    |
| Veteran Benefits Assistance               | 11    |



# Health and Wellness Fall Festival

On October 4, 2019, We had our Annual Health & Wellness Fall Festival this 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 207 meals.



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 2020.

We partnered with Senator Betty Little, Kingsbury Firehouse, Health Insurance Providers, 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 shot clinic
- ◆ Trivia with Mike Dubrey
- ◆ 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.

| 2019 Statistics                 | Unduplicated Count of People Served |
|---------------------------------|-------------------------------------|
| Personal Care                   | 53                                  |
| Consumer Directed Personal Care | 16                                  |

### 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 house-keeping, 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.



### 2019 Statistics

|  |    |
|--|----|
| Personal Care Assistance                   | 7  |
| Consumer Directed Personal Care Assistance | 97 |
| 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 2019, we served 3 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.

*52 people were served in 2019*



## **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.

*4 people were served in 2019*



## **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.

### 2019 Service Statistics

|                            |     |
|----------------------------|-----|
| Referrals                  | 195 |
| Investigations             | 110 |
| Representative Payee Cases | 30  |
| Guardianship Cases         | 8   |

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.

***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:*

*4/1/18 - 3/31/19: 50*

*4/1/19 - 12/31/19: 23*

*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.



31 Individuals from the surrounding communities participated in these events. We hope for an even larger turnout for 2020!

|                    |   |
|--------------------|---|
| June 13, 2019      | Financial Exploitation, Elder Abuse, Scams  |
| July 11, 2019      | Grandparent Rights & Kinship<br>Family Law—Custody Issues   |
| August 8, 2019     | Understanding Your Rights for Substance Use Disorder<br>Treatment and Insurance Coverage, Family Supports |
| September 12, 2019 | Financial Planning for Retirement and Long Term Care  |
| October 10, 2019   | Special Education and Rights in Education for Disabled Children<br>Parent Supports.                       |
| November 14, 2019  | Long-Term Care, Supplemental Trusts and Medicaid Planning.  |
| December 12, 2019  | Power of Attorney & Guardianship for Adults and Children<br>with Disabilities                             |

## Home Delivered

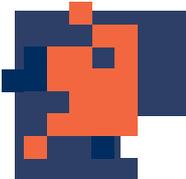
### “Meals on Wheels”

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, to the spouse of an eligible participant when it is in the best interest of the meal recipient, and to individuals with disabilities under the age of 60 who reside at home with an eligible participant. Nutritionally balanced meals approved by a Registered Dietitian are delivered to older adults that are unable to prepare their own meals.

In 2019, we averaged 14 meal routes and 320 meals delivered on a daily basis.



|  | <u>2016</u> | <u>2017</u> | <u>2018</u> | <u>2019</u> |
|--|-------------|-------------|-------------|-------------|
| <b># of Meals</b>                          | 70,898      | 67,814      | 74,978      | 75,181      |
| <b>Unduplicated Count of People Served</b> | 573         | 572         | 598         | 626         |



## 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.

### **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



**We served 479 people  
with a total of 12,176  
meals at the Senior  
Dining Sites & Pop Up  
Events in 2019.**



In 2019, we facilitated 102 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.

### **In 2019**

232 registered participants  
of the Restaurant Dining  
Program were served  
4,195 meals

### 2019 Participating Restaurants

**The Auction Barn**  
Argyle

**Sally's Hen House**  
Hudson Falls

**Charlie B's**  
Hudson Falls

**China Wok Restaurant**  
Whitehall

**Fort Ann Service Center**  
Fort Ann

**Seeley's**  
Fort Edward

**Cabin Café**  
Hudson Falls

**Johnson's Cabin Grill**  
Hartford

**Market 32 – Ft. Edward**  
**Price Chopper-Granville**

## Washington County Town Supervisors for Meals

On March 23, 2019, 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, and/or serve a meal at a Senior Dining Site. Special Thanks goes out to the following:

- \* Town Supervisors: Sara Idleman of Greenwich, Daniel Shaw of Easton, Dave O'Brien of Hampton, Matthew Hicks of Granville and Evera Sue Clary of Salem.
- \* Senator Daphne Jordan, Senator Betty Little and Assemblywoman Carrie Woerner
- \* Under Sheriff John Winchell



## 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 2019, Office for Aging showed appreciation to volunteers by hosting pizza parties at each nutrition site.





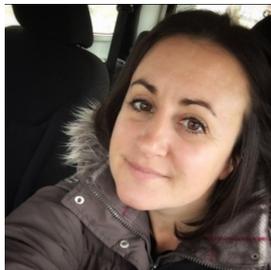
## Nutrition Counseling

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 appropriate literature.

Washington County OFA contracts with Kristin Stewart

*In 2019, 103 benefited from Nutrition Counseling*

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 \$11,297 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.

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## FARMERS MARKET

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The New York State Farmers Market Nutrition Program provides coupons for income eligible individuals, age 60 and over. From July 1 to September 30<sup>th</sup> 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 2019, 583 coupon booklets were distributed.

## Emergency Assistance

### 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 48 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 2019, 6 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

Our staff continually look for events and opportunities to share information about MIPPA and provide individualized assistance for individuals who are applying for benefits.

## 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.



### 2019 Advisory Council Representatives

- \* Argyle - Sandra Lufkin
- \* Cambridge—Carol Hamilton
- \* Dresden— Open
- \* Easton— Margo Taylor
- \* Fort Ann—Gretchen Stark
- \* Fort Edward—Open
- \* Granville— Val Baez
- \* 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 satisfied with the service I receive."***

*Case Management (EISEP)*

***"I am very happy with my aid. She does an excellent job. She is super."***

*Home Care (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.



***"Very satisfied with personnel and services. Our Caseworker is very knowledgeable and informative She has gone over programs we did not know about that has been extremely helpful. She is great."***

*Case Management (Social Adult Day Care—IIIE)*

## Health Insurance Information Assistance and Counseling Survey Comments:

*"We appreciate the wonderful service. I had very helpful guidance from all of the staff. They are sincere, respectful, considerate and understanding. It shows your staff enjoys their jobs. Thank you ever so much!"*

*"NY Connects was invaluable to me concerning the transition into Medicare Health Care."*

*"They made what seemed a totally alien concept into sensible, understandable language."*

*"I am very happy with my experience in talking to staff. They are very knowledgeable and courteous."*

*"Extremely satisfied. Wonderful customer service."*

*"She helped me save money on health care and medicine in which I really needed help. Very helpful and understanding to my needs. Can't thank her enough."*

*"This was the most helpful experience I've ever had at the local county, state or national level. Thank you so much for all the services NY Connects provides. The community would be lost without you!"*

*"Well informed personnel, patient and willing to listen and explain difficult subject for me."*

*"I have already recommended you to another person. You're providing a great service. I wish I had known about your organization sooner."*

*"I was confused and overwhelmed about Medicare/Medicaid and the research and info they provided has been very helpful in sorting out the important details."*



## Nutrition Services Survey Comments

*“I think that what you are doing at the present time is very well done. Every single meal that I have gotten has had a variety and was delicious. Since I live alone and I am not very enthused to fix a healthy meal for myself, the meals are greatly appreciated. The gentleman who delivers is very polite and professional. Thank you for providing this service.”*



*“My driver is a nice person and arrives cheerful. I can’t honestly say anything negative about the service. If it ain’t broke, there’s nothing to fix.”*



*“Your drivers are very polite and cheerful. All meals are 5 stars, everything is very much appreciated. Thank you very much, you are doing an excellent job.”*

## Dining Sites.....

“Have a good meal once a day that I don’t have to cook. Over all pretty good.”

“Good meal, good company, great meal site manager.”

“I live alone and don’t always want to prepare meals.”

“I live very close and enjoy the socializing and not having to cook a meal.”

“By and large the meals are good. I meet with wonderful people and have good food.”

“Going is fun and full of laughter.”

“I go to have fun with my friends.”

“I like to interact with people and have a lot of laughs.”

“Gets me out of the house and allows me to be with other people.”

“Good food and interaction with good friends”

“Fellowship and information”

“Friendship and association with other social groups.”

## 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 - *Carol McGivern*

Greenwich Senior Citizens - *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.

**April 12, 2019**

**Spring Luncheon**

180 meals served

**October 10, 2019**

**Fall Luncheon**

165 meals served





## Senior of the Year for Washington County Clubs

On May 10, 2019 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 180 meals.



### **Argyle Senior Citizens**

Faith McWhorter

### **Cambridge Valley Seniors**

Maureen Beddows

### **Fort Ann Queen Anne Seniors**

Barbara Eagle

### **Granville Mettowee Valley Senior Citizens**

Violet Williams

### **Greenwich Senior Citizens**

Marcia Jeffords

### **Hartford Fifty Plus Senior Citizens**

Philip Hodge

### **Kingsbury/Ft. Edward Senior Center**

Deborah Beahan

### **Salem Area Senior Citizens**

Marilyn Hanby

### **Whitehall Senior Citizens Club**

Josephine Lyman



## You Should Also Know that in 2019....

### Public Hearing

In October, Office for Aging facilitated a Public Hearing with approximately 165 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:

- ◆ Pop Up Events—need to be located in areas that have ample parking and room inside for more than 5 -10 people.
- ◆ Hot water and tea bags for us non-coffee drinkers! Heavy duty silverware.
- ◆ The Hudson Falls American Legion is probably the best place to hold this function.
- ◆ Buy local milk and water.
- ◆ Was getting help with my Medicare Insurance. But it is/will be cancelled. My paycheck will not go up. Don't have enough money to pay bills they keep going up.
- ◆ We thank you for all your efforts in bringing us out, being together as a group. Keeping us moving is so important.
- ◆ Very good and informative. I learned a lot about the services provided.
- ◆ All services are well coordinated. I am very satisfied with services.
- ◆ I do appreciate everything Office of Aging has done for me.
- ◆ Please provide larger "silverware".
- ◆ Very good and helpful. It's amazing how much is out there for Washington County.
- ◆ Wonderful service! Thank you.
- ◆ Most difficult to obtain help is for those of us who are still functioning but in a limited way.
- ◆ More fish for seniors luncheon menu, otherwise food is very good.



## 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 394 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.

The Oaks Wellness Fair  
Fort Edward School Open House & Community Fair  
Humana Cabin Fever Event (Aviation Mall)  
Open Door Health Fair  
Whipple City Festival  
Community Resource Day in Queensbury  
Elder Law Summit

*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 continue to conduct live broadcastings once a month on various topics that touch on the lives of aging adults on WVNR-WNYV radio

### 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.



### 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.



**June 11, 2019** — Fort Ann Library Seniors to George Museum.

**June 12, 2019**— Salem seniors visited Owl Pen Book barn and had lunch at the Cossayuna lake Pavilion

**July 11, 2019** - Whitehall Dining Site, miniature golf outing

**September 20, 2019** - Cambridge Dining Site , miniature golf outing

## Inter-generational Event

In partnership with the Argyle School Drama Club and the Student Council, we facilitated an intergenerational dinner theater event on April 4th at the Argyle School. We had 120 individuals enjoying an evening that included Colonel Mustard's Roast Beef with Gravy, Mystery Mashed Potatoes, Mr. Green's Guilty Vegetable and Miss Scarlet's Cherry Cheesecake dinner and a viewing of the play "Clue on Stage"



When you bring together the seniors and a group of kids there seems to always be smiles all around. On a weekly basis, 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 Anthony Cantanucci and Arlene Green both from Fort Ann as Washington County Seniors of the Year given their dedication and commitment to volunteerism and civic engagement.



Anthony “Tony” Cantanucci was born in Troy, New York in 1943 and spent his summers growing up on Hadlock Pond in West Fort Ann, NY. For 7 years, Tony was an Alter Boy at St. Pat-

rick’s in Troy and after graduating from Catholic Central High School, he attended Hudson Valley Community College.

In 1965, Tony served in the United States Army and Army Reserves during the Vietnam War. In 1969, after serving in the Army, Tony started working for Ford Motor Company in Green Island, NY. In 1968, Tony met Patricia and they were married in 1971. They have 1 daughter Gina Nicole, a son-in-law James Mitchell and 1 granddaughter, Jady Nicole.

In 1985, Tony and his family were transferred to Ford Motor Company in Plymouth, Michigan. Tony worked for Ford Motor Company for 30 years and received several recognition awards for his creative suggestions. Upon retiring in 1997, Tony and Patricia moved to West Fort Ann, New York.

At the age of 68, Tony taught himself how to play the drums, and is a drum-

mer for various American Legion Parades. Tony enjoys being active in many ways. He continues to enjoy water skiing, snowmobiling, boating, photography, and being on the Adirondack Foothills Pistol League, where he won 1st Place Handicap Team in 2017-2018.

Tony has been and is still involved with several civic organizations. He was with Speigletown Volunteer Fire Co. and was a member of the New York State Guard. Commendably, at the age of 70, Tony trained as a Certified First Responder, then upgraded to an Emergency Medical Technician for the West Fort Ann Fire Department. He also trained in High Angle Rescue (using ropes to extricate climbers who have fallen from cliffs), Swift Water Rescues (extricates individuals whom have fallen in rivers, tributaries, etc.) and is a Certified Scuba Diver, when in his early years he volunteered his diving skills to assist emergency agencies in underwater recovery. Currently, Tony volunteers with the West Fort Ann Volunteer Fire Department as the Fire Police Captain and as a Class C Firefighter. He serves as a Honor Guard and Color Guard and is a Adjutant with the American Legion Post 703. He is also a member of the Fort Ann EMS Rescue Squad,

*Continued on next page*

## NY State Senior of the Year Recognition (cont.)

Washington County Fire Police, and New York State Fire Police Association. He has volunteered to deliver food to homebound individuals with the Corner Stone Church Food Pantry. With St. Ann's Catholic Church, he has helped Usher and assisted with food preparation for their chicken barbeque fundraisers. He is a member of the Kingsbury Barnstormers Snowmobile Club, where he has assisted with trail maintenance and serving as their website manager. He has volunteered with the Fort Ann Historical Society assisting with the published "Fort Ann's 300 Year History" book and also creating a DVD for the Society about Fort Ann

cemeteries. He has volunteered several years with the Adirondack Charity Rodeo, which raises money for local not-for-profit organizations. He is currently a member of the Queen Anne Senior Citizens Club and the Senior Center of Kingsbury/Fort Edward. He enjoys volunteering his time participating in local Historical Site events and helping the Girl Scouts with their Tractor Parade Float.

Tony was asked, what advice he had about volunteering for other New Yorkers, he stated "Keep yourself active, it keeps you young".



Arlene was born 85 years ago to Florence and Edward Moore and has been a lifelong resident of Fort Ann.

She graduated from Fort Ann Central School and Plattsburgh

State Teachers College at Plattsburgh. Arlene married Charles Bolster of Glens Falls and they had 2 children, Charles (CJ) and Charlene. She has 1 grandchild, Caroline. In 1988, Arlene's husband passed away. In 2008 Arlene married Stanley Green and has 9 step-children, 25 step-grandchildren and 28 step-great grandchildren.

Arlene taught school for 34 years, 3 years at Hartford Central School and 31 years at Hudson Falls Central School.

She began her teaching career as a School-Nurse Teacher and finished her career as a 2nd grade teacher. She enjoyed teaching and found great satisfaction in helping children to become good citizens and good students.

After retiring from teaching in 1992, Arlene became a Real Estate Agent for several years. Now, she continues volunteer work, and in her spare time she enjoys her family, flower gardens, traveling, playing golf and spending the winter months in Myrtle Beach, SC.

Arlene's parents were very active in the community and were always helping others. As an only child, she would attend community meetings with her mother and feels that her mother was responsible for her interest and involvement in the community.

*Continued next page*

## NY State Senior of the Year Recognition (cont.)

Arlene attends Town Board meetings, is a strong supporter of school activities, sports, religious events and community functions. She takes great pride in making her community a better place to live. In 2016, Arlene was the Post Star's Shining Star Fort Ann winner.

As President of the Old Stone House Library committee, she enjoys organizing children's programs and working with children and adults. Arlene was successful in getting the library placed on the State and National Registry of Historic Places.

Arlene is on the Finance Committee with St. Ann's Catholic Church. She is a Charter member of 66 years with the Court Mater Mariae, Catholic Daughters of the Americas, where she was the Regent and now the Treasurer.

In 2000, Arlene was a founding member of the Fort Ann Historical Society and currently serves as President. In 2007, after 6 years of research, writing, and collecting pictures, Arlene was honored to be instrumental in the writing and publishing of the book "Fort Ann: 300 Years of History".

For many years Arlene enjoyed providing ushering services at the Saratoga Performing Arts Center. She has volunteered her time for the Fort Ann Cemetery Association, Fort Ann Central School Alumni Association, Fort Ann Town Recreation Committee, Fort Ann Canal Beautification Committee, and Laureate Alpha Mu of Beta Sigma

Phi Sorority, where she supported Glens Falls' Amanda's House and visiting nursing homes. Arlene worked on the community Master Plan. From 1995-2014. She volunteered with the Glens Falls Hospital Guild (Whitehall Branch). She is also a member of the Queen Anne Seniors.

She is always looking for ways to improve it. Fort Ann has a lot of history. It is very important for her to help preserve it. When anyone drives through Fort Ann, she wants them to say-Look! - a Waterfront Park, a Pocket Park with an amazing Time Line, a project soon to be completed by the Fort Ann Historical Society, a Village Walking Tour, let's look where the Old Barge Canal was located, the old well, and in the future it is very important to her to see the trail completed to Battle Hill.

Arlene was asked, what advice she had about volunteering for other New Yorkers, she stated "Get involved, go to meetings, share your ideas, volunteer. Be Positive, Be Patient, and Keep Moving.



## Annual Senior Citizen Picnic

On Friday, July 12, 2019 our annual picnic was held at the Washington County Fairgrounds. This year over 320 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 DJ Mike Dubrey.

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

|       | 2019   |
|-------|--|
| Jan   | Assistance Programs Incidental Fund  |
| Feb   | Employee Recognition Fund  |
| March | Wounded Warrior Project  |
| April | Tanya Crosier Sports Scholarship Fund, and \$495 to the children of Brittany Smith |
| May   | Make-A-Wish Foundation   |
| June  | Food Pantry/Hygiene Products   |
| July  | St. Jude's Children's Hospital   |
| Aug   | Hayne's House of Hope  |
| Sept  | Employee Recognition Fund  |
| Oct   | Argyle Thanksgiving FEAST  |
| Nov   | Cindy's Comfort Camp   |
| Dec   | Toy Drive  |
| Total | \$3,639.00 + 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 58 dozen cookies which were then bagged and distributed to Approximately 350 Home bound individuals.



## Holiday Toy Drive

Several bins of toys were donated by employees in December of 2019 for distribution, as needed, by our staff. To the left is just a small showing of toys that were collected. This helped to provide holiday cheer for several local families!



# Employee Appreciation

Beginning in 2016, Washington County DSS adopted a Trauma Informed approach to serving individuals and families in our community. This includes practicing the 5 Principles of Trauma Informed Care: Safety, Trustworthiness, Choice, Collaboration and Empowerment.

Adopting this approach in our work can sometimes create a residual effect of secondary trauma on our staff. In order to properly respond to the needs of our clients, we must also recognize when each of us may

be experiencing trauma, and adopt skills to appropriately manage it. In 2019, we held two Agency events to recognize our staff's dedication, commitment and practice of the Trauma Informed Principles while providing some assistance in recognizing the effects of trauma and various techniques to manage it.



In April, the Agency held an Employee Appreciation Event, and staff from the LaSalle School in Albany presented information to our staff on the ACES (Adverse Childhood Experiences Study) and offered insight on how these experiences can influence a person's ability to navigate life's challenges as an adult. Staff completed an ACES questionnaire for themselves, and learned how to interpret their scores and utilize this information in their daily interactions with clients.

Employees also participated in a "Run for the ACES" knowledge-building activity in which each employee chose from a variety of prizes for their completion of the activity.

In October, the Agency held "Make a Difference Day". Employees enjoyed a luncheon, after which a training counselor from EAP presented a program titled "A Fresh Look at What Stress is Teaching Us". The presentation focused on how stress can affect our ability to effectively perform our jobs, how to recognize triggers of stress, and practice techniques to minimize its impact on us.

In December, the Agency held its annual holiday luncheon. Employees enjoyed lunch together in the training rooms that were festively decorated by the Holiday Committee. This was followed by a lively gift exchange for employees that chose to participate. As usual, it was the highlight of the holiday season at the Agency.



## Retirements



**Rhonda Lee**, Caseworker in the ADRC Division, retired after 13 years of service.

*In 2019, Office for  
Aging & Disabilities  
Resource Center  
Celebrated  
3 Retirements*



**April Bassett**, Senior Clerk in the ADRC Division, retired after 31 years of service.



**Andrew "Jock" Williamson**, Senior Caseworker in the ADRC Division, retired after 13 years of service.

## In Remembrance

Office for Aging and the Washington County Sheriff's Office suffered a devastating loss with the unexpected passing of Craig Phalen on October 21, 2019. Craig was an integral part of our Senior Nutrition Program. He was a great person who added so much joy to every life he touched. His loss is felt deeply by his fellow employees and our Washington County Senior Community.



## 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.

Sixteen submissions were received this year, with the Directors’ Secretaries and Commissioner’s Administrative Assistant voting for their favorite.

The featured photo was chosen as the winner!



This year’s photo was taken by Jennifer Currier.



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



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

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