

ATTACHMENT B

TWELVE MONTH SERVICE REPORT

In the twelve month period from April 1, 2008 through March 31, 2009 the Department for the Aging has provided a high number of quality services to the older residents of Greene County. The following is an example of the Department's productivity.

From April, 2008 through March, 2009 the Department served 1,929 older residents:

Assisted 466 functionally impaired elderly and their families through case management home visits which include services for screening, assessment, service arrangements, and monitoring;

Provided 8,490 hours of personal care to 106 frail clients and 3,404 hours of housekeeping to 56 additional frail elderly;

Secured necessary in-home equipment and supplied personal emergency response systems for 99 functionally impaired homebound clients;

Through caregiver support programs, gave information on services to 68 caregivers and assisted 19 caregivers to obtain services; and provided 1,365 hours of respite care in the home to 10 caregivers;

The Long Term Care Ombudsmen investigated and resolved 91 complaints by either residents or family members of residents of Adult Care Facilities in the county. Conducted 157 visits to Nursing Homes and Adult Homes and attended 26 Resident Council Meetings;

Assisted 218 people with questions and problems regarding health insurance claims, bills, and policy applications through the Health Insurance Information Counseling and Assistance Program (HIICAP);

Provided 23 homebound elderly persons with a Senior Companion;

Delivered 64,552 meals to 356 homebound elderly clients;

Served 27,688 noon time meals to 196 participants at the senior service centers;

Provided 72 hours of counseling on nutritional and dietary needs for 67 seniors;

Provided 8,795 rides to 244 seniors to and from shopping, medical appointments, errands, and the senior service centers;

Provided 54 seniors with legal assistance by the Department's legal services provider;

Conducted 281 nutrition education sessions to 552 seniors;

Provided 5,720 contacts on behalf of 704 individuals with information, referral, and case assistance for various problems including taxes, health insurance, legal and other complex issues;

Made outreach contacts to 157 hard-to-reach, isolated or homebound elderly residents to assist them with needed services;

Provided 57 people with in-home contact and support including telephone reassurance calls, friendly visits or shopping assistance;

Conducted 515 educational and recreational activities attended by 336 seniors, including craft meetings, art classes, writing classes and 55 Alive Driving classes;

Presented 98 health education and health screening programs for 75 people;

Assisted 656 people with home energy assistance, weatherization, and other energy packaging related benefits;

Recorded 27,500 hours of volunteer service to the community and to Department programs through the efforts of 318 volunteers, of which 300 were over the age of 55 years;

Through the services listed above and others, the Department for the Aging continues to provide an array of necessary supportive services for our County's older residents.