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**Greene County Department of Human Services**

**2012 Annual Report**

The long process of combining two departments: Aging and Youth, into the Department of Human Services which started in July 2011, was finalized in 2012 when the regulatory agencies, New York State Office for the Aging (NYSOFA) and New York State Office of Children and Family Services (OCFS) approved the merger.

This report is broken into two main sections: Department for the Aging and Youth Bureau.

**Department for the Aging**

The goal of the Greene County Department for the Aging is to ensure a network of supportive services that assist the County's senior residents maintain their dignity and independence within their communities. The merger has not changed that. The Department provides a network of distinct services designed to meet the needs of the older residents of Greene County. These are offered through a combination of subcontracted and direct programs. The Department operates from six locations situated throughout the county to ensure maximum accessibility. Service demand has increased steadily over the past several years. According to NYSOFA, by 2015, our seniors will comprise 26% of the county population.

The Aging staff consists of 16 FTE, 14 PTE, 1 Contract Attorney, 12 Per Diem employees and 408 volunteers providing services from five senior service centers and the Department's main office. A fleet of nine vehicles is utilized for transportation of seniors, food and staff.

At the Department's main office in Catskill, we provide information and assistance, legal services, caregiver support, energy assistance, entitlement and health insurance counseling, transportation and the operation of volunteer programs. Supportive services coordinated through the main office are transportation to medical appointments and the Long Term Care Ombudsman Program. The long term care services of case management, homemaker/personal care services, home delivered meals, respite services, senior companions and personal emergency response systems provide necessary support to frail homebound older persons.

Seniors per day enjoy a noon-time dinner at the five senior service centers at which various social, health, recreational and educational activities are scheduled each month. From these five locations meals are prepared and delivered daily to the homes of frail elderly.

1,521 senior citizens received one or more services from the Department for the Aging in 2012. The attached 2012 Service Report indicates the actual numbers of elderly served per service for the year. In addition to the services provided to seniors, the Department also targets services to the caregivers of seniors, i.e. family and friends who are caring for an older person. The number of these services has not been captured in the past. They will however be monitored in the future.

## Service Report

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.

### Aging Services

- Assisted 434 functionally impaired elderly and their families through case management home visits which include services for screening, assessment, service arrangements, and monitoring;
- Provided 6,030 hours of personal care to 76 frail clients and housekeeping to 34 additional frail elderly;
- Secured necessary in-home equipment and supplied personal emergency response systems for 97 functionally impaired homebound clients;
- Through caregiver support programs, provided 1,246 hours of respite care.
- The Long Term Care Ombudsmen Program investigated 43 complaints by either residents or family members of residents of Adult Care Facilities in the county. They conducted 262 visits to Nursing Homes and Adult Homes and provided 21 additional people with information and assistance. We have 3 certified Ombudsman volunteers and have participated in DOH surveys and attended Resident Council Meetings;
- Assisted 91 people with questions and problems regarding health insurance claims, bills, and policy applications through the Health Insurance Information Counseling and Assistance Program (HIICAP);
- Assisted 286 people with home energy assistance, weatherization, and other energy packaging related benefits
- Made outreach contacts to 98 hard-to-reach, isolated or homebound elderly residents to assist them with needed services;
- Provided 40 people with in-home contact and support including telephone reassurance calls, friendly visits or shopping assistance;
- Provided 9,979 rides to 301 seniors to and from shopping, medical appointments, errands, and the senior service centers;
- Provided 41 seniors with legal assistance by the Department's legal services provider;
- Provided 854 contacts on behalf of 612 individuals with information, referral, and case assistance for various problems including taxes, health insurance, legal and other complex issues

- Point of entry for long term care services; Greene County New York Connects – Choices for Long Term Care, provides information and assistance, screening, and public education to all persons in need of long term care, regardless of age or payment source. The Department for the Aging operates this program and makes referrals as appropriate to the Departments of Social Services, Public Health and local community agencies. In 2012 Greene County NY Connects assisted 184 people.

#### Nutrition Program

- Delivered 76,098 meals to 370 homebound elderly clients;
- Served 23,135 noon time meals to 305 participants at the senior service centers;
- Provided 64 hours of counseling on nutritional and dietary needs for 62 seniors;
- Conducted 185 nutrition education sessions to 613 seniors;
- Conducted 2,026 units of education and recreational activities in our nutrition program.
- Presented 4,466 units of health promotional activities at our nutrition sites.

#### RSVP Program

- Recorded 23,182 hours of volunteer service to the community and to Department programs through the efforts of 408 volunteers, of which 348 were over the age of 55 years
- Held the 5<sup>th</sup> Annual MLK Health Fair with 38 vendors and 114 people in attendance
- Held our first Mountain Top Senior Awareness Day at Hunter Mountain with 31 vendors in attendance.
- Attended Senior of the Year Day in Albany
- Participated in two local Fill-the-Trolley events for the benefit of the registered food pantries in Greene County.
- Presented information on services available to Greene County residents at the Altamont Fair, New Baltimore Day and the Greene County Youth Fair.
- Held annual volunteer recognition in October with over 300 in attendance. We facilitated the issuance of a special “Volunteers Light the Way” postal stamp cancelation from the Catskill post office.
- Other recognition events included the Crafters Tea, Medical Transportation Recognition Pizza party and a RSVP Christmas tree in the lobby of the County building.
- Held Advisory Council Installation of Officers, Holiday luncheon, Picnic at the Point.
- In order to fundraise for this program the RSVP volunteers held a fuel raffle, 2 bake sales, a Day in December sale and a nickel social

### Highlights, Accomplishments and Goals

1. The 2<sup>nd</sup> Annual Senior Day was held in May. Vendors, entertainment and food were the main attractions for this celebration of Senior Life.
2. The annual Senior Angel Program continues to be a success. In 2012 \$5,999 was donated by local businesses, organizations and individuals to be used to purchase specific holiday gifts for seniors in need, as identified by Department staff. Sixty-six older residents received these individual gifts and both recipients and donors were very pleased with the program.
3. The Greene County Aging Services Foundation, Inc. supported the Homebound Transportation program and made two Personal Emergency Response System (PERS) units available for at-risk homebound individuals with a donation of \$6,000.
4. The Department assisted Leatherstocking Honor Flight, in sending three World War II veterans to Washington D.C. to visit the World War II Monument in June. There was no cost to the veterans. The Honor Flight program will soon begin offering this program to Korean War veterans.
5. Despite rising costs the department was able to come under budget. Steps were taken to offset the overages in our raw food costs. Plans were started that will be implemented in 2013 to continue to reduce our costs in the Home Delivered and congregate meal programs without affecting service.
6. A new audit and control policy was started at the end of 2012. Benefits of this new policy will be realized in 2013.

### Youth Bureau

The main functions of the Youth Bureau under its current makeup are to operate a Youth Development programming, advocate for youth and to offer grants to nonprofit organizations serving youth. The funding for the Youth Bureau comes from the New York State Office of Children and Family Services and the Greene County Legislature.

### Youth Development

The Youth Bureau is comprised of 1FTE Youth Service Worker. Her office is in with the Aging staff but she travels to the 6 school districts for client consultation and case review in the operation of the Pre-PINS program. She has access to one of the vehicles within the department. The main purpose of this program is to keep youth out of the juvenile justice system. Although this program was projected to work with 50 youth, the total number of youth that were seen in 2012 was 95. The major challenges for the past year have seen the increased severity of issues affecting youth such as generational poverty, lack of transportation, mental illness and trauma. The successes however have been aided with the implementation of the early recognition screening program through Greene County Mental Health. New Pre-PINS cases are screened for the appropriateness of services. Youth may be best served in the mental health arena and not the juvenile justice one.

The Youth Bureau is a member of the Greene County Community Services Board, Greene

County Networking, Capitol District Youth Bureau Association and the New York State Association of Youth Bureaus. The Youth Bureau participates with Probation and DSS in meeting the needs of area youth.

Funding

The Youth Bureau provided funding for 7 agencies and 8 municipalities to provide recreational as well as other youth services. These services range from youth enrichment to services for victims of violence as well as programs targeting education and recreation. Funding is based on an application, past performance, geographic and age distribution as well as the availability of funds. 2012 grant awardees are listed below.

MHA of Columbia-Greene	Violence Prevention
WGXC Radio	Youth Media Program
Athens Cultural Art Center, Inc.	Summer Art Program
GC Council on the Arts	Artsreach -sprouts
Village of Athens	Athens Recreation Program
Town of Athens	Athens Recreation Program
Village of Coxsackie	Coxsackie Recreation
Town of Coxsackie	Coxsackie Recreation
Town of New Baltimore	Youth Parks Program
Town of Cairo	Cairo Recreation
Common Ground Dispute Res	Family Mediation/Conflict Resolution
Cornell Coop Extension	Expanded 4 H Access to Leadership Opportunity
Girl Scouts of NENY	Encouraging Young Readers
Cairo Library	Young Readers
Greenville Library	