

Greene County Department of Human Services

2013 Annual Report

The Department of Human Services has been a merged department for 18 months. We were formally approved by our respective regulatory agencies in July 2012.

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 remains to ensure a network of supportive services that assist the County's senior residents maintain their dignity and independence within their communities. 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.

The Aging staff consists of 16 FTE, 12 PTE, 1 Contract Attorney, 1 Contract Registered Dietician, 11 Per Diem employees and 317 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 and personal emergency response systems provide necessary support to frail homebound older persons.

On average, 275 seniors a month enjoy a noon-time dinner at one of the five senior service centers at which various social, health, recreational and educational activities are additionally scheduled. From these five locations, 210 meals are prepared and delivered daily to the homes of frail elderly.

The attached 2013 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. We however started to record these numbers starting in 2013 when we served 5 caregivers.

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 357 functionally impaired elderly and their families through case management home visits which include services for screening, assessment, service arrangements, and monitoring;
- Provided 6,993 hours of personal care to 64 frail clients and housekeeping to 27 additional frail elderly;
- Secured necessary in-home equipment and supplied personal emergency response systems for 92 functionally impaired homebound clients;
- Through caregiver support programs, provided 776 hours of respite care.
- The Long Term Care Ombudsmen Program investigated 23 complaints by either residents or family members of residents of Adult Care Facilities in the county. They conducted 219 visits to Nursing Homes and Adult Homes and provided 26 additional people with information and assistance. We have 4 certified Ombudsman volunteers and have participated in DOH surveys and attended Resident Council Meetings;
- Assisted 276 people with questions and problems regarding health insurance claims, bills, and policy applications through the Health Insurance Information Counseling and Assistance Program (HIICAP);
- Assisted 356 people with home energy assistance, weatherization, and other energy packaging related benefits
- Made outreach contacts to 17 hard-to-reach, isolated or homebound elderly residents to assist them with needed services;
- Provided 54 people with in-home contact and support including telephone reassurance calls, friendly visits or shopping assistance;
- Provided 5,520 rides to 215 seniors to and from shopping, medical appointments, errands, and the senior service centers;
- Provided 30 seniors with legal assistance by the Department's legal services provider;
- Provided 420 contacts on behalf of 627 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 2013 Greene County NY Connects assisted 195 people.

Nutrition Program

- Delivered 64,884 meals to 227 homebound elderly clients;
- Served 23,258 noon time meals to 370 participants at the senior service centers;
- Provided 57.50 hours of counseling on nutritional and dietary needs for 48 seniors;
- Conducted 1,324 units of nutrition education to 91 seniors;
- Conducted 155 units of education and recreational activities in our nutrition program.
- Presented 633 units of health promotional activities at our nutrition sites.

RSVP Program

- Recorded 28,333 hours of volunteer service to the community and to Department programs through the efforts of 317 volunteers, of which 296 were over the age of 55 years
- Held the Annual MLK Health Fair with 42 vendors and 108 people in attendance
- Held our 2nd Annual Mountain Top Senior Awareness Day at Hunter Mountain with 34 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 Department services available to Greene County residents at the Greene County Youth Fair.
- Held annual volunteer recognition in October with over 300 in attendance
- Other recognition events included the Crafters Tea, Medical Transportation Recognition luncheon and a RSVP Christmas tree in the lobby of the County building.
- Held Advisory Council Installation of Officers
- Joint Holiday luncheon and Picnic at the Point with the Department's Citizens Advisory Council.
- In order to fundraise for this program, RSVP volunteers held a fuel raffle, bake sales and fall flower bulb sale.

Highlights, Accomplishments and Goals

1. The 3rd Annual Senior Day was held in May. Vendors, entertainment and food were the main attractions for this celebration of Senior Life. Over 300 people attended. The 4th Annual Day will be held on May 15th, 2014 at Catskill Point.
2. The annual Senior Angel Program continues to be a success. In 2013, \$6,010 was donated by local organizations and individuals to be used to purchase specific holiday gifts for seniors in need, as identified by Department staff. Forty one 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 four Personal Emergency Response System (PERS) units available for at-risk homebound individuals and helped offset the cost of volunteer mileage reimbursement with a donation of \$6,000.
4. The Department assisted Leatherstocking Honor Flight, in sending World War II veterans to Washington D.C. to visit the World War II Monument at no cost to the 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. As reported in 2012 our plans were implemented in 2013 to reduce our costs in the Home Delivered and Congregate Meal program. We created an inventory control protocol that is proving successful.
6. Our change to real plates has been an improvement in the manner in which meals are served in the centers. This has also led to a reduction in the cost of supplies and trash.
7. We continue to utilize our audit and control policy that was started at the end of 2012. This has been expanded from the Nutrition Department and is now being utilized throughout the whole department.

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 and municipalities 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 2013 was 93. 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, Workforce Investment Board, Capital District Youth Bureau Association and the New York State Association of Youth Bureaus. The Youth Bureau participates with Probation and DSS as well as Columbia Greene Community College in meeting the needs of area youth.

Funding

The Youth Bureau provided funding for 7 agencies and 8 municipalities to provide youth services and recreation. 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. Please note that these grants are not the same as the Youth Legislative Grants. Those are under the direct purview of the Greene County Legislature. The Youth Bureau is not involved in the decision making or administration of those grants. The 2013 Youth Bureau 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 Resolution	Family/Custody Mediation: Parent Education, PINS Mediation
Cornell Coop Extension	Expanded 4 H
Girl Scouts of NENY	Complete Girl Scout Experience
Cairo Library	Encouraging Young Readers
Greenville Library	Young Readers
Town of Durham	Summer Recreation
Youth Bureau	Community Preventive Program