ALBANY COUNTY
LONG TERM CARE COUNCIL

RECOMMENDATIONS FOR REBALANCING THE LONG TERM CARE SYSTEM

PROGRESS UPDATE
2012

The Long Term Care Council has continued its work in analyzing the long term care service delivery system within Albany County, exploring more components of the service delivery system, involving additional community representatives with specific areas of expertise, and delving more in-depth into selected service areas, best practices and recommended strategies.

Once again, the Council has modified timeframes for specific strategies and action steps based on work activities as well as State and local funding constraints. The Council also continues to assess each action step to determine if they need to be revised, updated or if another action step needs to be added or substituted to align strategically in the short term, long term or both.

In 2009, the Council identified specific concerns related to the current service environment for individuals with disabilities under the age of 60. Several of these gaps are significant but the Council's jurisdiction may be limited. The Council will re-examine these gaps and identify whether the current action steps in the plan can be expanded/revised or if there are other achievable action steps that should be added to the plan to help address some of the existing gaps in service capacities for this population.

In 2010, the priority areas Long Term Care Council focused their efforts on were:

Care Coordination
Goal #2: Expand the availability of care coordination and case management services to assist the elderly and disabled, as well as their caregivers, in accessing services and resources that address their long term care needs.
A Care Coordination and Crisis Management Services which provided short-term, episodic and emergency assistance, to manage points of transition and prevent unnecessary hospitalizations or nursing home placements was implemented.

Aging and Disabled Friendly Communities
Goal #7 Strategy: Promote the adoption of policies and practices friendly to aging and disabled persons, including but not limited to universal accessible design.
With a Community Empowerment grant we were able to collaborate with Schenectady County and conduct forums to provide education on aging friendly communities as well as receive input from a variety of consitutents about what the Counties should focus on as priorities to make their communities more accessible. A final report on the outcomes of the Community Empowerment forums will be available at the beginning of 2011.

Consumer-Directed Model for EISEP
Goal #4: Expand the availability of home care services to all persons in need in order to prevent their unnecessary hospitalization or nursing home placement.
Albany County was a participant in a NYSOFA-sponsored pilot program for deployment of a consumer-directed model for EISEP service provision under a Community Living Program Grant. With this grant we were able to offer consumer directed care under EISEP and also expanding the utilization of EISEP funding for ancillary type services.
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In 2011 and 2012, the LTCC focused their efforts on:

- **With the receipt of an Aging and Disability Resource Center Grant the Council assisted Albany County Departments of Social Services and Aging to develop a Community Supports Navigator Volunteer Care Transitions Program. Additionally, NY Connects was enhanced through training and integration of an Options Counseling on long term care services component.**
- **The LTCC promoted and discussed the ongoing pilot of the Consumer Directed EISEP program and addition of ancillary type services as a permanent component of the EISEP program.**
- **Development of a Housing with Supportive Services Model**
- **Discussions and understanding of Medicaid Redesign Initiatives and its impact on the long term care system.**

The information presented in this Progress Update Report of Recommendations represents an evolving process of analysis and planning. The findings and recommendations provided are based upon the Council's broad review of what is an extremely complex service delivery system. Based on the ongoing discussions in relation to the many aspects of the long term care system, the Long Term Care Council is committed to making revisions and updates to this document in order to guide the development of long term care services in Albany County.

REBALANCING THE ALBANY COUNTY LONG TERM CARE SYSTEM

2008 – 2012 ACTION PLAN

Goal #1: Provide leadership in the continual development of a long term care service system that addresses the community-living needs of the elderly and disabled.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Maintain an Action Plan, to be updated annually, to guide the development of long term care services in Albany County. The plan will encompass but not be limited to housing, supportive services, service and case coordination and integration, home and community-based care, social day programs, family and caregiver supports, home delivered meals, transportation, and technology.	Award a contract through a competitive RFP for a consultant to assist in an analysis of priority needs, specific to various subgroups and regions within Albany County, the identification of best practices, and recommendations for action that support community-based services for the elderly and disabled. The consultant will build upon the information and priorities set forth in the LTCC's 2007 report and will provide information to inform the Council's 2008 discussions.	Albany County	INDETERMINATE TIMEFRAME

PROGRESS UPDATE 2012
With the continued uncertainty of the availability of funding resources, the issuance of a Request for Proposal (RFP) for a Consultant to work with the lead agencies and the LTCC in developing an inventory of available services, identifying gaps in resources, best practices, trends and related recommendations has been postponed indefinitely. The LTCC will continue to utilize their expertise and seek out alternative ways to identify the gaps, best practices and inventory of available services in order to make additional recommendations.

Goal #1: Provide leadership in the continual development of a long term care service system that addresses the community-living needs of the elderly and disabled.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Maintain an Action Plan, to be updated annually, to guide the development of long term care services in Albany County. The plan will encompass but not be limited to housing, supportive services, service and case coordination and integration, home and community-based care, social day programs, family and caregiver supports, home delivered meals, transportation, and technology.	Continue LTCC discussions regarding system capacity, gaps and unmet needs, and recommended strategies and best practices. Particular emphasis during 2008 will be placed upon the long term care service needs of disabled children and adults, and available service resources	LTCC	ONGOING THROUGHOUT DURATION OF PLAN

PROGRESS UPDATE 2012
LTCC discussions continue to focus on identifying resources, conducting gap analysis, as well as identifying and prioritizing unmet needs. The intent of the LTCC is to annually update the Report of Recommendations, continually building upon the analysis, goals, strategies and targeted action steps. The LTCC discussions are increasingly becoming more specific as we move forward.

Goal #1: Provide leadership in the continual development of a long term care service system that addresses the community-living needs of the elderly and disabled.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Establish a forum for discussions among counties in the Capital District region, regarding shared concerns and mutual action related to the development of long term care service resources.	Seek the support of the chief elected officials for Albany, Rensselaer, Schenectady and Saratoga Counties for the convening of regional discussions.	LTCC	CY 2009 **Revised CY 2014**
	Seek the involvement of the Capital District Regional Planning Commission to support a regional planning effort related to long term care service resources.	LTCC	CY 2009 **Revised CY 2014**
	Convene a steering committee of stakeholders from within the Capital Region to develop and implement a plan for holding regional discussions.	To Be Determined	CY 2009 **Revised CY 2014**

PROGRESS UPDATE 2012

During 2010, with a Community Empowerment Grant, and support of elected officials we were able to hold joint forums with Schenectady and Albany County stakeholders to discuss shared concerns in relation to aging and disabled friendly communities as well as long term care resources. This was an initial approach to collaborative discussions. The LTCC should assess whether additional combined efforts focusing on long term care service resources can be realized over the next few years.

Goal #2:   Expand the availability of care coordination and case management services to assist the elderly and disabled, as well as their caregivers, in accessing services and resources that address their long term care needs.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Establish a program of Care Coordination and Crisis Management Services that provides short-term, episodic and emergency assistance, to manage points of transition and prevent unnecessary hospitalizations or nursing home placements.	Identify existing care coordination capacities, their target populations and roles within the overall long term care system. Determine the specific areas of unmet need to be addressed through a contracted initiative.	LTCC	CY 2008 **COMPLETED 2008**
	Award a contract through a competitive RFP, to select a community-based agency(ies) for the provision of care coordination and crisis management services.	Albany County DSS and Aging, and Contracted Provider(s)	CY 2008 **COMPLETED 2009**
	Establish a Care Coordination Program to provide, short-term, episodic and emergency assistance.		**Care Coordination Program established in May 2010 with Rehabilitative Support Services (RSS)**
	Establish a Crisis Management Team and related protocols for coordination with community providers.		
	Establish an allocation of flexible funds that can be used to meet a one-time only or emergency need, in order to prevent an unnecessary hospitalization or nursing home placement and/or to facilitate discharge to the community.		**Flex Funds included as part of Care Coordination Contract** **Care Coordination Program ended October 31, 2011 due to funding constraints.**

Goal #2: Expand the availability of care coordination and case management services to assist the elderly and disabled, as well as their caregivers, in accessing services and resources that address their long term care needs.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Establish a program of Care Coordination and Crisis Management Services that provides short-term, episodic and emergency assistance, to manage points of transition and prevent unnecessary hospitalizations or nursing home placements **(continued).**	Assess needs, potential models and funding sources for care coordination in conjunction with the establishment of a "virtual" assisted living program (see Goal 3) and expanded implementation of the Neighborhood Naturally Occurring Retirement Communities (NNORC) model (see Goal 4).	LTCC (see Goals 3 and 4)	See Goals 3 and 4 for related time-frames.
PROGRESS UPDATE 2012 *In May 2010, Rehabilitative Support Services, Inc. was established as provider of record for the Care Coordination Program which provided short term assistance to manage points of transition and prevent unnecessary hospitalizations and nursing homes placements. The program ended in October 2011 due to County funding constraints. The Care Coordination Program assisted 88 individuals (less than anticipated); 57.3% were diverted from an institutional setting, 11.25% ended up in a higher level of care. Those who were diverted from a higher level of care provided an estimate of savings of approximately $700,000 during the existence of the program.*			

Goal #3: Increase the availability to the elderly and disabled of safe, affordable permanent housing options, including units in both independent living and supportive, congregate settings.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Establish a home modification program to assist low-income elderly and disabled individuals to remain in the community.	Award a contract through a competitive process for a community-based agency(ies) to develop and implement a home modification program.	Albany County	CY 2008 **Revised Indeterminate Timeframe**
	Support and pursue opportunities for funding to be secured through State and federal sources for the expansion of a home modification program.	Albany County, Contract Agency(ies), LTCC	CY2008 **COMPLETED CY 2009**
	Collaborate with area service providers, faith communities and municipalities to identify elderly and disabled persons for priority participation in a home modification program.		**Ongoing Referrals to Home Modification Programs**

PROGRESS UPDATE 2012

It was determined that Albany County should provide encouragement with existing providers to expand home modification programs throughout Albany County. During the last several years, encouragement has led to the establishment of the Access to Home Program, and expansion of the Umbrella Program into the Town of Colonie. The LTCC members have worked to ensure Albany County residents in need can access these home modification programs. The LTCC should continue to assess whether there is the potential and need to establish additional home modification programs through other means.

Goal #3:   Increase the availability to the elderly and disabled of safe, affordable permanent housing options, including units in both independent living and supportive, congregate settings.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Establish a "Housing with Supportive Services Program"	Research models for establishing a "virtual" assisted living program by combining housing with on-site services. Solicit sponsorship interest in development of a program from among housing and service providers. Develop and implement a plan, based upon the specifics of the model selected and the capacities of the involved provider agencies.	LTCC	CY2008 **CY 2011** CY2009 **CY 2012** CY2010 **Revised CY 2013**
PROGRESS UPDATE 2012 *During 2012, the LTCC focused their efforts on developing a Housing with Supportive Services Model. The Housing with Supportive Services Sub Committee met several times throughout the year to flesh out the potential model. Once fully developed, DePaul Housing has agreed to pilot the model at a few of their low income senior housing complexes located in Albany County. We are currently working with Umbrella of the Capital District to determine the potential to utilize a modified version of this program as a component of this model for DePaul Housing residents as well as the traditional Umbrella program for those low income individuals residing in their own homes. We anticipate the potential model construct being finalized and piloted in 2013.*			

Goal #3: Increase the availability to the elderly and disabled of safe, affordable permanent housing options, including units in both independent living and supportive, congregate settings.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Explore opportunities for the development of a full continuum of safe, affordable housing options for the elderly and disabled.	Include housing needs as a priority area for analysis and recommendations in the consultant's report and annual action plan (see Goal #1).	Albany County, LTCC, Contracted Consultant	CY 2008 **Revised CY 2014**
	Identify and implement specific opportunities for Albany County to collaborate with local municipalities, developers and non-profit agencies related to the development of housing targeting the elderly and disabled.	Albany County	Ongoing throughout duration of plan

PROGRESS UPDATE 2012
Each year we continue to report, in the absence of obtaining a Consultant to work with the lead agencies and the LTCC to analyze and explore opportunities for the development of a full continuum of safe, affordable housing options for the elderly and disabled, the Council has had to delay moving forward with an in-depth analysis on housing needs. As an alternative, the Council should seek to identify experts in the housing arena as well as other collaborative opportunities to identify the gaps, best practices and inventory of available housing can be feasibly attained.

Goal #4: Expand the availability of home care services to all persons in need in order to prevent their unnecessary hospitalization or nursing home placement.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Expand available capacities for custodial-type, non-skilled services.	Seek for Albany County to be a participant in a NYSOFA-sponsored pilot program for deployment of a consumer-directed model for EISEP service provision. Conduct an assessment of needs related to the provision of custodial-type, non-skilled services.	Albany County DSS and Aging LTCC	CY 2008 **CY 2011** CY 2008 **Revised CY 2013**

PROGRESS UPDATE 2012

Over the last few years, Albany County participated in a Community Living Program (CLP) which provided us an opportunity to pilot a Consumer Directed EISEP program. Since the pilot, NYSOFA has amended the EISEP regulations to make the consumer directed model a provision of the EISEP program. Once the EISEP program reopens, we will offer consumer directed as an option to all individuals eligible for the EISEP program.

A partial assessment of non-skilled services will be conducted in conjunction with the home care needs assessment in 2013. Once this data is collected and analyzed the Council will determine whether recommendations can be made or if further evaluation will be required.

Goal #4: Expand the availability of home care services to all persons in need in order to prevent their unnecessary hospitalization or nursing home placement.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Expand home care capacities to address existing gaps and capacity short-falls.	Conduct an in-depth assessment of unmet needs related to existing home care capacities and the related workforce development needs and program reimbursement issues. Explore potential models for the establishment of home care capacities that address existing gaps and shortfalls, including but not limited to: • Services that are accessible to persons who are not Medicaid-eligible. • Capacities available for difficult to fill hours and time allotments. • Capacities targeted to under-served geographic areas	LTCC	CY 2008 **Revised CY 2013** **Revised CY 2013**
PROGRESS UPDATE 2012 *During the last quarter of 2012 we met with Home Care Providers to rekindle our discussions regarding the implementation of the data collection tool to analyze unmet needs related to existing home care capacities. We are looking to implement the tool sometime during the first quarter of 2013. Once data is collected and analyzed, the home care providers and LTCC members can have discussions at a Local and State level to determine whether potential models that address existing gaps and shortfalls can be explored.*			

Goal #4: Expand the availability of home care services to all persons in need in order to prevent their unnecessary hospitalization or nursing home placement.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Expand home care capacities to address existing gaps and capacity short-falls. **(continued)**	• Capacities available to provide emergency "back-up" services. • Capacities for brief morning assistance needed to support the ability of individuals to make use of available day services. • Models for blending of "traditional" and consumer-directed home care services. Identify home care provider agencies willing and able to develop additional capacities targeted to identified gaps and short-falls.	Albany County DSS	CY 2010 **Revised 2013**

Goal #4: Expand the availability of home care services to all persons in need in order to prevent their unnecessary hospitalization or nursing home placement.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Expand the use of the shared-aide model to additional building sites and neighborhoods.	Conduct an analysis of the personal care caseload, to identify potential building sites and neighborhoods suitable to use of a shared aide model. Convene discussions with contracted home care providers to implement opportunities identified for expanded use of a shared aide model.	Albany County DSS	CY 2009 **Revised: Ongoing throughout duration of plan.**
PROGRESS UPDATE 2012 *There were no new shared aide sites developed in 2012. Ongoing analysis of Albany County's personal care caseload and discussions with home care providers will continue for potential expansion and development of new shared aide sites.*			

Goal #4: Expand the availability of home care services to all persons in need in order to prevent their unnecessary hospitalization or nursing home placement.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Establish Neighborhood Naturally Occurring Retirement Communities (NNORC) programs in additional communities.	Conduct an analysis of the demographic and service characteristics of Albany County communities, to identify and prioritize those with the potential for establishment of a NNORC. Select a priority community, identify a lead agency and convene a task force to plan for establishment of a NNORC.	LTCC	CY 2010 **Revised CY 2013** CY 2013

PROGRESS UPDATE 2012
There is limited to no funding availability for the development of NNORC's so the action steps related to this strategy have been postponed. There are a number of informal NNORC's in Albany County that should be identified to determine if there are potential ways to formalize them. The LTCC should work with the Capital District Regional Planning Commission to analyze the current demographic characteristics of Albany County communities. In addition, the LTCC will work with the lead agency of the current NNORC- Jewish Family Services, Leading Age, and the NYS Homes and Community Renewal to determine what additional analysis of the demographic and service characteristics of other Albany County communities is needed to identify and prioritize those with the potential for establishment of NNORC.

Goal #5: Expand the availability of a full array of supportive services necessary to assist the elderly and disabled to remain in the community and to avoid unnecessary institutional placements.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Expand the availability of Adult Day Care Services as a means of supporting caregivers and delaying nursing home placements.	Conduct an assessment of current utilization and unmet needs for development of additional Adult Day Service capacity.	Albany County Dept. for Aging	CY 2009 **Revised 2013**
	Explore models and pursue strategies that address funding issues associated with the delivery of adult day care services.	To Be Determined	CY 2010 **Revised 2013**
PROGRESS UPDATE 2012 *In 2010, discussions and assessment of the current Social Adult Day Services Program utilization, admission guidelines, discharge guidelines, hours of service, list of services provided in each of the Day Services Program, unmet needs and current funding streams was completed. A forum on Adult Day Care Programs and Capital District Adult Day Services Guide was developed based on these discussions. A more comprehensive assessment that also includes consumer/caregiver perspective should occur in relation to both medical and social adult day care programs, assessing utilization, funding issues and other unmet needs to expand Adult Day Service capacity. Consideration of collaborating with the NYS Adult Day Health Care Council to conduct an assessment should be considered. The NYSOFA Caregiver Support Assessment conducted in 2010 may be helpful with this process.*			

Goal #5: Expand the availability of a full array of supportive services necessary to assist the elderly and disabled to remain in the community and to avoid unnecessary institutional placements.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Expand the availability of support services targeting both consumers and caregivers.	Explore the potential for adopting use of a standardized caregiver assessment tool.	LTCC	CY 2009 **Revised 2015**
	Expand telephone reassurance, friendly home visitors and shopping assistance programs.	Albany County Department for Aging	CY 2009 **Revised CY 2013**
	Explore the development of on-line resources and communication with family members and other informal caregivers, including the potential for creation of a "virtual" Family Caregiver Resource Center.	LTCC	CY 2010 **Revised 2013**
	Explore the availability of resources needed to expand the provision of home-delivered meals to the non-elderly disabled population.	LTCC	CY 2009 **Revised 2010**

PROGRESS UPDATE 2012
Albany County is currently in the process of expanding specific components of support services such as shopping assistance programs for consumers and caregivers to utilize. Additionally we are working with NYSOFA and 2-1-1 to develop on online resource database for 24/7 access to services available for consumers and caregivers. Although there are currently no available funding sources to support the non-elderly disabled population in the purchase of home delivered meals, this population can access the HDM program through a private pay mechanism. The LTCC will continue to explore our ability and need to expand the availability of support services targeting caregivers and consumers.

Goal #5: Expand the availability of a full array of supportive services necessary to assist the elderly and disabled to remain in the community and to avoid unnecessary institutional placements.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Expand the availability of support services targeting both consumers and caregivers. **(continued)**	Develop a program to hire and train social workers to conduct telephone support groups, particularly for persons in rural areas.	Albany County Department for Aging	CY 2009 **Revised CY 2015**

PROGRESS UPDATE 2012
The LTCC has delayed this strategy to focus on other priorities that have been identified by the members.   The Council still agrees an evaluation and discussion of Senior Services of Albany's federally funded Telephone Support Group should be conducted. The analysis should include whether support groups are being utilized and desired by caregivers, what percentage of SSA's support group participation are of individuals from rural areas of Albany County, and what is the efficacy of telephone support groups in providing necessary caregiver support. If the analysis suggests there is a need to expand the existing support group or establish additional telephone support groups, the LTCC will explore and pursue opportunities for funding to be secured through federal or private grant funds.

Goal #5: Expand the availability of a full array of supportive services necessary to assist the elderly and disabled to remain in the community and to avoid unnecessary institutional placements.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Expand the availability of support services targeting both consumers and caregivers.	Develop and implement program models that use "younger" retirees to perform easier care tasks, allowing formal resources to prioritize the provision of acute care.	To Be Determined	CY 2012 **CY 2015**

Goal #5: Expand the availability of a full array of supportive services necessary to assist the elderly and disabled to remain in the community and to avoid unnecessary institutional placements.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Expand the availability of transportation services to all subgroups of the elderly and disabled.	Award contracts through a competitive RFP process for the purchase of additional vehicles to support non-medical transportation needs, including door-to-door assistance for Adult Day Care attendees, and the expansion of home delivered meals.	Albany County DSS and Aging	CY 2008 **Revised CY 2014**
PROGRESS UPDATE 2012 *Ongoing State fiscal constraints and budget cuts have impeded the County's ability to issue a Request for Proposal offering funding for the purchase of additional vehicles to expand the availability of non-medical transportation. The LTCC will need to analyze whether there are other possible innovative solutions to attain this goal (i.e. public/private partnerships, other coordinated efforts).*			

Goal #6: Expand the use of technology to support the expansion and coordination of cost-effective services to elderly and disabled persons.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Expand home tele-health programs for monitoring of patient condition, through the purchase of equipment and reimbursement of office-based personnel time needed to monitor and interpret patient data.	Develop an inventory and working knowledge of tele-health programs currently operational in Albany County. Establish a relationship with the NYS DOH Office of Health Information Technology, various professional associations and area provider agencies, to determine best practices for coordinated health IT programs and policies.	LTCC	CY 2010 **Revised CY 2014** CY 2010 **Revised CY 2013**
Establish use of videoconferencing, electronic access to forms and other uses of technology to link consumers with Albany County Department of Social Services for benefit application processes.	Establish a committee of Department of Social Services and Department of Information Services representatives, to review current practices and explore potential uses of technology to facilitate consumer applications for benefits.	Albany County DSS	CY 2009 **Ongoing**

PROGRESS UPDATE 2012

The Council should continue to monitor the progress and strategic focus of the different divisions of the NYSDOH which is charged with developing the Health Insurance Exchange and coordinating health IT programs and policies across the public and private health care sectors. The Council should determine the impact this shift in technology will have in the way long term care services (both medical and non-medical) will be provided, as well as how benefits are accessed.

As previously reported, as Medicaid and Food Stamps continue to reduce the requirements of consumers to have face-to-face interviews, Albany County Dept. of Social Services need to establish videoconferencing has been reduced. The Council should continue to monitor and explore how to further expand and utilize this technology to facilitate consumer benefit applications.

Goal #6: Expand the use of technology to support the expansion and coordination of cost-effective services to elderly and disabled persons.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Provide education to long term care service providers on the use of technology.	Hold an Interagency Community Forum on promising practices in the use of videoconferencing and tele-health technology.	To Be Determined	CY 2011 **TBD**
	Develop a County-wide educational program targeting both providers and consumers, regarding how to access and utilize technology in long term care.	To Be Determined	CY 2012 **CY 2014**
Establish a system to allow for electronic communication and case coordination among long term care service providers.	Hold discussions with representatives of Albany County DSS, hospital discharge planners, and home care providers to plan and implement the use of electronic communications to facilitate case coordination.	Albany County DSS	CY 2011 **CY 2015**
	Explore the potential for expanding the above to additional sectors of the provider community.		CY 2012 **CY 2016**

Goal #7: Provide leadership in promoting the involvement of both public and private sectors of the Albany County community in addressing needs and issues related to long term care for the elderly and disabled.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Education of key providers regarding available community-based services, and encouraging earlier referrals and enhanced cross-system communications.	Develop a standard set of triage and service protocols and related provider training Establish Memorandums of Understanding outlining referral relationships.	Albany County DSS and Aging	CY 2010 **Ongoing**
Encourage employers to assist individuals in planning for long term care, by providing all employees with information on long term care planning and long term care insurance, and assisting employees to link with related resources, as necessary.	Develop an informational packet appropriate for employers to distribute to employees, providing information on long term care insurance, service resources and planning concerns (ex. advance directives). Identify opportunities for including a "long term care planning" table at employee benefit and health fairs. Convene discussions with representatives of appropriate organizations (ex. Chamber of Commerce, providers, the Capital Region Human Resource Association), to discuss strategies for engaging with major local employers.	Albany County DSS and Aging To Be Determined	CY 2009 **Revised CY 2015** CY 2011 **CY2015** Revised CY 2012
PROGRESS UPDATE 2012 *Education of key providers regarding available community-based services, and encouraging earlier referrals and enhanced cross-system communications is an ongoing process and is continuously part of the LTCC discussions on how to streamline access to long term care services. Additional work should be done to develop MOU's with hospital and rehabilitation facilities, medical practices, etc.*			

In relation to educating employers and employees, although NY Connects offers education and outreach to all employers and organizations throughout Albany County, and we have been successful in reaching some employees at Aetna Insurance Company and in working with some EAP representatives for a few local employers, the LTCC should re-evaluate the action steps affiliated with this goal to determine what key resources are needed to assist employees in preparing for potential long term care needs for themselves or a family member as well as how to best distribute this information.

Goal #7: Provide leadership in promoting the involvement of both public and private sectors of the Albany County community in addressing needs and issues related to long term care for the elderly and disabled.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Promote the adoption of policies and practices friendly to aging and disabled persons, including but not limited to universal accessible design.	Initiate a dialogue with public sector leaders and planning officials regarding instituting land and service planning, zoning, building codes, transportation systems, and other considerations necessary to make Albany County communities "friendly" to the aging and disabled.	LTCC, Albany County	CY 2011 **CY 2011**

PROGRESS UPDATE 2012
Albany County, in partnership with Schenectady County, received a NYS Office for Aging Community Empowerment Planning Grant to promote livable communities that are "friendly" toward aging and disabled populations. Throughout 2010, multiple forums were held with specific municipalities, businesses, organizations, individuals, and other stakeholders. These forums led to dialogue where community needs were identified and suggested plans of action toward implementing changes could be developed. A final report on these planning forums was released in 2011. The LTCC should determine whether additional dialogue should be occurring with public sector leaders and planning officials regarding aging and disabled friendly communities.

Goal #7: Provide leadership in promoting the involvement of both public and private sectors of the Albany County community in addressing needs and issues related to long term care for the elderly and disabled.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Promote programs that encourage senior citizens to remain healthy and active through continued participation in the workforce.	Explore potential models and best practices for providing incentives to retired persons to remain engaged in the workforce.	Albany County Department for Aging	CY 2011

Goal #8: Provide leadership in advocating for public policy, funding and regulatory needs to support the functioning of a long term care system that meets the needs of Albany County's elderly and disabled population.

Strategy	Action Steps	Lead Entity	Timeframe for Anticipated Completion
Incorporate on a program specific level, policy priority areas where funding and regulatory changes are identified as necessary to support the provision of long term care services.	Issue an annual progress report that identifies past year priorities and the status of initiatives undertaken.	LTCC	Annually throughout plan period

PROGRESS UPDATE 2012
The LTCC continues to work on identifying the funding and regulatory changes impacting the long term care system on a program specific level rather than having the LTCC develop an entire policy advocacy agenda. Those funding and regulatory barriers identified will be reported within the priorities and initiatives addressed and undertaken so they can be shared at local and state levels.