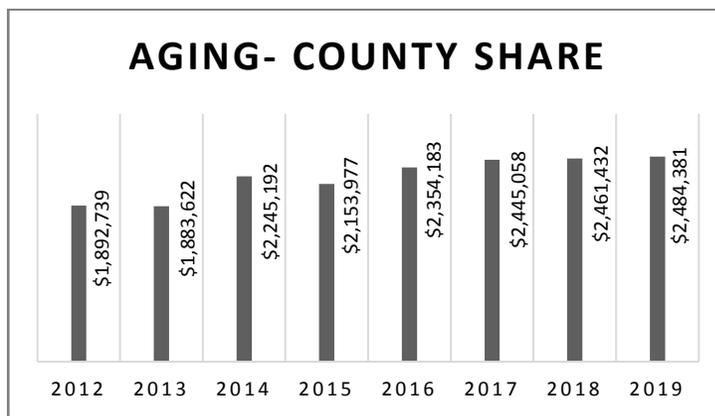


## AGING 6772 & 6778



### MISSION

Albany County Department for Aging (ACDFA), strives to maximize choice and self-direction for the people of Albany County as they age. Albany County Department for Aging's mission is to connect adults age 60+ and their families/caregivers with community resources that promote independence, self-direction, dignity and improved quality of life.

Albany County Department for Aging is guided and informed by our commitment to:

**Inclusiveness:** we respect all people, value diversity and are committed to equity.

**Participation:** we value and recognize the contributions of individuals and organizations to the life of our communities.

**Quality:** we strive for excellence in our work and are committed to continuous quality improvement.

**Openness:** we are committed to a culture of transparency, teamwork and collaboration.

### WHO WE SERVE

ACDFA serves all adults aged 60+ and their families/caregivers. According to the most recent data collected by the U.S. Census Bureau and American Community Survey estimates, there are currently just under 70,000 individuals over the age of 60 residing in Albany County and this number is expected to grow to nearly 75,000 in less than two years. The number of County residents aged 60+ is expected to continue increasing with long term estimates projecting adults age 60+ in the County will reach more than 82,000 by 2025, less than 7 years from now. ACDFA services support people throughout the aging process across a span of more than 50 years through a wide range of physical, social and emotional needs.

### ABOUT OUR DEPARTMENT

The Albany County Department for Aging touched the lives of more than 20,000 adults aged 60+ and their caregivers in 2018. Our supportive services included:

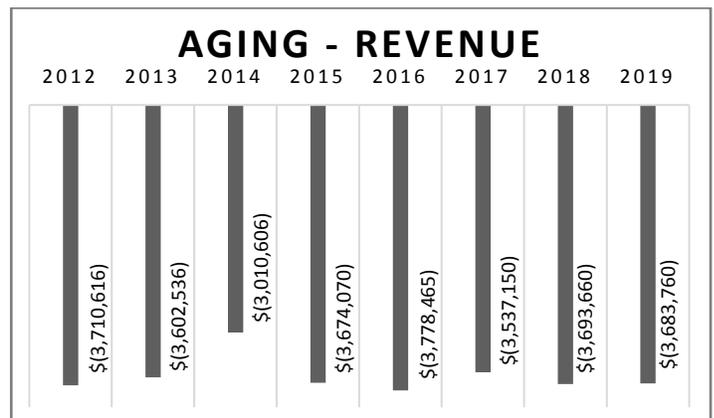
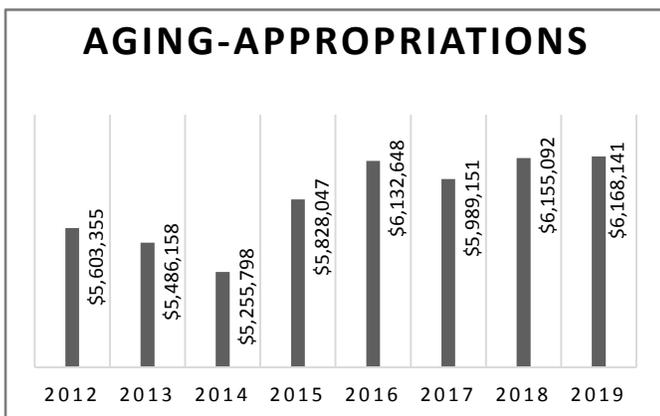
- More than 90,000 nutritious meals served in congregate settings and delivered to the homes of our participants when needed;
- Nearly 15,000 rides to transport our participants to vital medical appointments, shop for groceries and to decrease social isolation through engagement in community programming;
- Personal care support in home to assist with housekeeping, meal preparation, bathing, etc.;
- Respite for people caring for their loved ones at home and needing personal time to manage self-care, appointments and other responsibilities;
- Social Adult Day Services to provide high-quality care and support many caregivers need to work part, or full-time while maintaining their caregiving responsibilities;
- Case management for our residents living in the community needing professional support;
- Information and Assistance to more than 7500 people contacting our NY Connects Single Point of Entry call center;
- Additional services including insurance counseling, outreach and education, legal assistance, caregiver support programs, Tai Chi for Arthritis exercise classes, nutrition education and Personal Emergency Response monitoring.

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- ACDFA strives to support older adults in their desire to live independently in their homes and communities for as long as possible, delaying or avoiding more restrictive and more costly levels of care. While these essential services will always remain core to our mission, there is also a growing need to develop new and innovative programming that will meet the needs of a more diverse generation of older adults. ACDFA and our partners will continue to collaboratively explore new possibilities for program development and identify ways to appropriately realign our current services to address the profound changes occurring within the senior citizen population.

## 2018 ACCOMPLISHMENTS AND CHALLENGES

- After changes in departmental leadership over the course of 2018, ACDFA has been evaluating its internal protocols and external funding to identify opportunities to streamline activities, implement operational efficiencies and bring new resources into the County to support innovative programming and services. We expect 2019 will see an increase in external funding as well as cost savings on our annual budget.
- The Age Friendly Albany County initiative saw much success in 2018 with the development of working community sub-groups, review of preliminary findings from the Age Friendly Community Survey, and the development of a community action plan and municipal Age Friendly Initiative. This represents an increase in participation and meaningful feedback from the community at large.
- ACDFA recognizes the shift in trends occurring within the older adult community as a new generation of older adults emerges and as people live longer. We have been both collaborating with our partners and municipalities to develop new programs to meet these needs; and seeking external funding to begin testing and implementing innovative new services and enhancing existing ones.
- In 2018, ACDFA significantly increased our outreach efforts in the community. All departmental staff were granted opportunities to spend time in the field engaging with a diverse group of older adults. In particular our targeted outreach efforts included refugees, individuals with limited English proficiency, low-income and health disparity communities and rural settings.
- The new Statewide Client Data System and Informed Consent regulations continue to pose some challenges in regards to encouraging more participation in programs and accuracy of client data collection. ACDFA and other agencies across the state continue to work with NYSOFA to address ongoing technical issues.
- The Home Health Aide shortage continues to limit ACDFA's ability to ensure all eligible clients receive the in-home care required to meet their individual needs. All EISEP eligible clients receive case management, home-delivered meals, personal emergency response devices, and laundry services; however, the crisis-level aide shortage has resulted in approximately 200 unfilled hours a month in unmet, personal homecare services. We continue to evaluate possible solutions to this shortage so that every senior can get receive the services they need.
- In 2018, costs for delivering all forms of services have increased. Due to local and state budget constraints, ACDFA staff regularly examine monthly and quarterly budget trends to ensure funds are being allocated and expended in the most efficient manner across all program areas and to implement shared and streamlined service strategies wherever possible.



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## 2019 GOALS AND PERFORMANCE TARGETS

- ACDFA will continue to actively identify federal and state grant opportunities with the intention of providing new services, enhance existing services, and help offset operational expenses. In 2018 ACDFA was a partner in two grant applications which together generated \$150,000 annually into the County budget and to ACDFA community partners.
- ACDFA will continue its efforts to develop innovative programming and modernize systems to better fit the needs of our growing older adult populations. Two such programs planned for 2019 include our proposed Restaurant Based Congregate Dining Program and our **Make Your Home** Age Friendly Home Modifications Program (MYHome) to support small home modifications that promote independent living (see attached memos).
- ACDFA submitted its Action Plan for Age Friendly Albany County to the World Health Organization in the fall of 2018. The Action Plan, with broad community support, is focused on three major initiatives: communication, the built environment and civic engagement. To achieve Action Plan goals, ACDFA will develop the Age Friendly Albany County Local Program. This program will invite local municipalities to apply to become Age Friendly Communities of the County by demonstrating their commitment to making their community increasingly Age Friendly in one of the eight Age Friendly Domains. To support local efforts, ACDFA will offer a small matching challenge grant opportunity to applicants to support a local project that increases or enhances age friendliness within the community (see attached memo).
- ACDFA will work with the University at Albany School of Public Health and our community partners to conduct a comprehensive needs assessment as required by NYSOFA. This assessment will help provide meaningful information to be applied toward the state mandated Four-Year Implementation Plan, the Age Friendly Albany County Action Plan, and departmental offerings and operations.
- The needs assessment will also support our continued outreach efforts to maximize activities and audience targeting by understanding the needs of younger older adults and focusing on vulnerable and disparate populations in our community.
- ACDFA will explore new opportunities to collaborate closely and more frequently with other Albany County agencies that offer programming relevant to aging and older adults.

## SUMMARY OF BUDGET CHANGES

- To continue broad support for this work and to celebrate and encourage local innovation, ACDFA will develop the Age Friendly Albany County Local Program designation. This program will invite local municipalities to apply to become Age Friendly Communities of the County by demonstrating their commitment to making their community increasingly Age Friendly in one of the eight Age Friendly Domains. In addition and to support local efforts, ACDFA will offer a small matching challenge grant opportunity to municipal applicants to support a local project that increases or enhances age friendliness within the community in any of the eight Age Friendly Domains. The project is overall budget neutral (please see memo).
- ACDFA is proposing a pilot program seeking to address the issues related to our aging housing stock and growing older adult population through minor home modifications distributed based on need and/or through a matching program. The **Make Your Home** Age Friendly Home Modifications Program (MYHome) will provide an opportunity for County residents age 60 and older to make small modifications to their homes targeted at increasing independence and self-direction. The project is overall budget neutral (please see memo).
- The Albany County Department for Aging (ACDFA) proposes to initiate a Restaurant Based Congregate Dining Program demonstration during 2019. This new program will allow all eligible older adults the option of dining out at a food establishment of their choosing, dining with people they choose and selecting from a menu of pre-fixe meal options that can be made to order. Participating restaurants would develop a menu based on the USDA nutritional requirement standards to insure that participants are provided with the high quality and nutritious meal. The project is overall budget neutral (please see memo).

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President John F. Kennedy established May as Older Americans Month in 1963, when life expectancy barely reached 70 nationally (*World Bank*) and few supports existed to meet the needs of older citizens. By contrast, current life expectancy here in Albany County has topped 78 for males, 82 for females (*Institute for Health Metrics and Evaluation*). Addressing the ever-growing demands of our exploding older adult population, which will jump another 11% by 2020 (*County Data Book – Selected Characteristics, NYSOFA*), will continue to challenge our human and monetary resources even more.

Throughout May 2018, ACDFA proactively planned several events in observance of Older Americans Month. This year's theme as determined by the Administration on Aging, *Engage at Any Age*, applauds the vibrant contributions older adults make to enrich their communities, emphasizing that anyone at any age can make a difference. These activities represented a key opportunity for our entire staff to interact directly with people we serve, gathering valuable input on what our constituents deem most beneficial and identifying potential growth areas. Whether lending a hand at various congregated meal sites; imparting information at Empire State Plaza and Crossgates Mall; or riding along on a transportation route, this active engagement demonstrates firsthand the motto that "Albany County Cares About Our Seniors," right up to County Executive Daniel P. McCoy, who joined us for lunch in Berne. We intend to uphold this commitment to be more visible and more importantly, more impactful throughout Albany County on a continual basis.