

Dutchess County Division of Aging Services



Annual Report 2010 - 2011

Aging Services Advisory Board

Raymon Oberly, President
Kathi Delisa, Vice President
Kenneth J. Doka, PhD
Wendie Jackson
Barbara Good, RN, MSN
Barbara Jensen
Raymond Joyce
Edward Koziol
Leon Krakower, M.D.

Danielle Marxer
Patricia Moore
Howard Nichols
Dana Pavelock
Robert Allers
Betsy Brockway
Betsy Fratz
Sabrina Jaar Marzouka
Hon. Steve White



Listening to the needs and concerns of the senior citizens of our community is such an important part of what we do....

-County Executive Steinhaus

Long Term Care Council

Barbara Good, President
Shirley Adams
Robert Allers
Meg Boyce
Mary Brendler
Cynthia Fiore
Judy Fraleigh
Katherine Graff
B. Hayden, PhD
May Mamiya

Maureen Marchessault
Ellen Ott
Doris Reap
Nelson Rivera
Cynthia Rodriguez
Mary Scileppi
Richard Trocino
Karen Trokan
Dawn Whitten, LCSW



Enjoying one of 20 Senior Picnics during 2010.

Dutchess County Legislature Family and Human Services Committee

Suzanne Horn, Chairman
Michael Kelsey, Vice Chairman
Donna Bolner
Marge Horton

Barbara Jeter-Jackson
John Thomes
Steve White

A Message To The Community



William R. Steinhaus
County Executive



Betsy Brockway,
Commissioner
Department of Services for
Aging, Veterans and Youth



Mary Kaye Dolan, Director
Division of Aging Services

Division of Aging Services
27 High Street
Poughkeepsie, NY 12601
agingservices@co.dutchess.ny.us
(845) 486-2555
Toll free: (866) 486-2555
www.dutchessny.gov

Dear Friends,

It is with great pleasure that the Division of Aging Services presents it's 2010 - 2011 Annual Report. Throughout this report, you will find a wealth of information about the programs and services provided by the award winning staff at Aging Services.

Effective January 1st, 2011, the former "Dutchess County Office for the Aging" became the "Dutchess County Division of Aging Services" as a result of restructuring and consolidation throughout Dutchess County Government. Aging Services, Veterans Services and Youth Services have been brought together as a single county Department of Services for Aging, Veterans and Youth (SAVY), led by Commissioner Betsy Brockway. Each division remains dedicated to serving their target populations.

The Division of Aging Services continues to carry out the wide ranging services residents have come to depend on such as home care, transportation, senior centers, home delivered meals, socialization programs, information and referral, legal services, caregiver support and so much more. Aging Services' mission continues to be to plan, coordinate and provide an array of community based services to the elderly, their caregivers and those who require assistance in the long term care system, in an effort to promote independence, dignity and quality of life.

We are grateful we have continued to enjoy widespread community support as we work to address the needs of seniors and others in our community.

Sincerely,

*William R. Steinhaus
Dutchess County Executive*

*Betsy Brockway, Commissioner
Department of Services for Aging, Veterans and Youth*

*Mary Kaye Dolan, Director
Division of Aging Services*

Aging Services Mission Statement

The Division of Aging Services/DUTCHESS NY Connects plans, coordinates and provides an array of community based services to the elderly and persons who require assistance in the long term care system, in an effort to promote independence, dignity and quality of life.

Through its distinctive role of committed advocate and community partner, the agency strives to ensure clients' needs will continue to be met now and in the future.

Dutchess County Government Mission Statement

The mission of Dutchess County Government is to provide essential services to county residents in a cost effective and successful manner, being mindful that government is most effective when it is functioning as both partner and servant to the public at large.

Aging Services/DUTCHESS NY Connects

The Division of Aging Services provides a wide array of services to the senior citizens of Dutchess County. Since our inception in 1974, we have been committed to assisting seniors to remain in their homes. We operate 7 Senior Friendship Centers that provide seniors with a healthy, nutritious noontime meal as well as socialization, grocery transportation and recreation. Home Delivered meals are provided to the frail, home bound elderly. We assist caregivers with information, case management and respite. We also provide legal assistance, home energy and housing information and referral, assistance with health insurance and entitlement programs, volunteer opportunities as well as physical and mental fitness programs.

DUTCHESS NY Connects is the long term care sector of the Division of Aging Services. Program staff provide information, referral, assessment, and case management for people, regardless of age, who need help to remain at home, or who are thinking about or require residential health care facility services or other alternative living assistance. They provide an unbiased assessment of a client's total needs. They can help to arrange for the provision of home care, and long term care services.



Louis Serenate (102) and his daughter Carol attended the 2010 Celebration of Aging.



Socialization provided by the Friendship Centers is a key component to healthy aging.

Services and Funding



Community Service Worker Terri Zoller assists a client applying for benefits over the phone.



Transportation is provided to most Senior Friendship Centers.

Service	Provided Directly (D) or by Sub-contract (S)	Clients	Units	Expenditures
Home Care Level 1	S	171	12473	\$238,719
Home Care Level 2	S	186	23113	\$449,728
Home Delivered Meals	Both	572	118664	\$855,210
Social Adult Day Care	S	4	1818	\$17,059
Case Management	D	681	6187	\$192,223
Congregate Meals	Both	4486	41731	\$240,044
Nutrition Counseling	D	64	140	\$6,250
Transportation	Both	1192	50995	\$295,961
Legal Assistance	S	221	668	\$43,744
Nutrition Education	D	1360	477	\$21,688
Information and Assistance	D	5369	53112	\$229,519
Outreach	D	88	88	\$21,237
In Home Contact & Support	S	31	2171	\$5,939
Recreation & Education	D	4150	1858	\$59,595
Health Promotion	Both	1521	5412	\$20,194
Personal Emergency Response Systems	S	370	3683	\$77,638
Caregiver Services	Both	75	91	\$29,833
Senior ID Cards	D	239	239	\$1,000
Energy Assistance	D	1025	1371	\$88,577
Minor Home Modifications	S	3	9	\$2,825
Grandparent Respite	S	16	1054	\$3,000
Overnight Respite	S	3	19	\$2,090
Public Information	D	NA	156	\$80,477

Our Volunteers Deliver!

One of the hallmarks of the Division of Aging Services is our partnership with volunteers to enhance and provide services. Our volunteer base of 350 is an integral part of our home meal delivery program, and our award-winning Senior Exercise and Brain Games programs are entirely run by volunteer leaders.

Program Using Volunteers	Number of Volunteers
Home Delivered Meals	156
Exercise/Brain Games	105
Senior Socials Assistance	15
Health Insurance Counseling	12
Advisory Board	12
Friendship Center Help	14
Senior Prom & Celebration of Aging	7
Senior ID Cards	4
Other	24



Our Volunteers deliver almost 300 meals to the frail, homebound elderly of Dutchess County every Monday through Thursday.

I enjoy helping others...what you do for the elderly is wonderful! - Linda Secor, Volunteer

There are so many ways our volunteers enable us to expand on current services as well as provide new services that just could not be done by the staff alone. We have specialized volunteers who do everything from play music at events, assist with planning and execution and even video taping of our Senior Prom and Celebration of Aging, assist seniors with their Health Insurance problems, help at our Senior Socials all summer and even are members of our Advisory Board. There is always something to do, and working closely with the Retired Senior Volunteer Program and Hands On the Hudson Valley assures us that every volunteer finds their volunteer niche.



The Dukes & Dutchess volunteer to perform every other month at a free swing dance for seniors in Wappinger Falls.

The average volunteer at the Division of Aging Services works a little over 2 hours a week. All together, volunteers log over 35,000 hours a year, which translates to a value of almost \$800,000 to the county.

Dutchess NY Connects

Here is a look at the NY Connects Nursing and Case Management Activities during the 2010 calander year:



Public Health Nurse Sheila DeBiase visits a client in her home.

Care at Home Cases	12
In Home Services for Elderly Program Clients	498
Long-Term Home Health Care Program Cases	128
Field Visits (non nutrition or care assist)	5,031
Case Management	15,278
Medicaid Personal Care Cases	379
Adult Foster Care Cases	54
Assisted Living Cases	171
Consumer Directed Care Cases	60
Case Assist Cases (NY Connects)	229
Discharge Planning Hours	365
Patient Review Instramnets	67
Single Visit Assessments	76

Dutchess NY Connects Intake

During the period April 1, 2010 through March 31, 2011, Dutchess NY Connects Intake Staff handled 2,197 intakes*:



Intake staff discuss how to best assist a client who is in need of services.

Topic Area	Number
Consumer and Caregiver Supports	870
Facility Based Services	1089
Home Based Services	1403
Insurance/Benefits	833
Protective and Prevention Services	64
Residential/Housing Options & Supports	341
Transportation	146
Other	459

**Some intake clients requested information on more than one service area which is why the total of the breakout numbers is so much higher than the total intakes.*

Subcontractors

Service	Subcontractor(s)
Assisted Living Program	The Avalon Dutchess Care Hedgewood Home New York Senior Care in the Valley
Caregiver Services	Alzheimer's Association St. Francis Home Care Services
Grandparent Caregiver Services	Cornell Cooperative Extension
Grandparent Respite	Cornell Cooperative Extension
Health Insurance Counseling	Edward Towsley
Home Delivered Meals Delivery (Beacon)	Martin Luther King Cultural Center
In Home Contact and Support	Friends of Seniors
Legal Services to the Elderly	Paul Weinberger, Esq.
Long Term Care Resource Directory	Margo Schumacher Edward Towsley
Minor Home Modifications	Rebuilding Together
Nutrition Program Caterer	Aramark Compass
Overnight Respite	Vassar Warner Home
Personal Care Levels 1 and 2 and In Home Respite	A & T Home Care Accent Care (Comprehensive) Always There Home Care Any Time Home Care Bermac Home Aides Hudson Valley Home Care Premiere Home Care St. Francis Home Care Services The Execu Search Group Unlimited Home Care Vision Care Will Care
Personal Emergency Response Systems	Commercial Instruments Kingston Hospital
Senior Exercise & Brain Games Programs	Jean Curlee
Senior Friendship Center Transportation (Beacon)	Martin Luther King Cultural Center
Social Adult Day Care	Always There Home Care The Manor at Woodside
Transportation (All Types)	Martin Luther King Cultural Center
Transportation, Medical (Non Medicaid)	Community Resources & Services Center Friends of Seniors North East Community Center



Soldiers from West Point are welcomed to the Tri-Town Senior Friendship Center at the annual USO Party.



Aramark barbecues chicken at the Senior Picnics.



Jean Curlee congratulates a Senior Exercise Group for their 10 years together.

Funding

The Dutchess County Division of Aging Services/NY Connects receives the majority of its funding from non-county tax revenues. Over 80% of 2010 expenses were paid with federal and state funding or client cost share, contributions and donations. It should be noted that during the 2010-11 state fiscal year, nearly \$160,000 in program income was received from client cost share, contributions and donations.

Demographics

The Dutchess County Division of Aging Services is required to focus its services to federally identified target groups and is expected to serve those groups in at least the same proportion in which they are represented in the total age 60+ population.

Target Group	% in Clients Served	% in Dutchess County 60+ Population
Low Income	15.26%	13.28%
Age 75+	65.14%	43.80%
Age 85+	33.53%	9.14%
Frail/Disabled	61.08%	25.09%
Rural	29.93%	28.73%
Live Alone	54.06%	23.93%
Minority	14.31%	8.85%

HIICAP Volunteers

The Dutchess County Division of Aging Services staff and Health Insurance Information, Counseling and Assistance Program (HIICAP) volunteers scheduled and assisted 798 clients during the 2010 Medicare Open Enrollment period which ran between November 15 and December 31st.



The Finance Division goes over the budget.



Celebrating St. Patrick's Day at the Senior Friendship Center.



Outcomes

Nutrition Services

Home Delivered and Congregate Meal Services

- Meals meet the nutritional needs of seniors;
- Social contact at the Friendship Centers improve seniors' sense of well being;
- Meal services help frail seniors to remain independent;
- Interaction with the meal delivery person helps home delivered meal clients to feel less isolated.



Seniors gather for lunch at the Poughkeepsie Senior Frindship Center

Case Management and Home Care

- Services help clients to remain independent;
- The program has provided services clients would otherwise not be able to afford;
- Services help clients feel safer and more secure in their home;
- Services relieve some of the burden on caregivers.

Legal Services

- The Legal Service program assists clients remain independent.
- Clients are able to obtain legal assistance who would not otherwise be able to afford it.

Dutchess NY Connects Intake, Information and Referral

- Clients found the information received from Dutchess NY Connects to be helpful and reported that they would contact Dutchess NY Connects again and would recommend it to others;
- Clients reported that Dutchess NY Connects staff provided them with information on the program/service they were inquiring about.

Senior Exercise Program

- Improved balance and strength;
- Reduced isolation, reduced loneliness and reduced depression as a result of being in the program.



Volunteers enjoy a relaxing day on the river as a thank you for their service.

Transportation



Seniors at the Tri-Town Senior Friendship Center celebrate "Country-Western Day"

- *Provided safe, reliable access to medical care and helped to address health issues and maintain health;*
- *Lessened reliance on friends and family;*
- *Enabled clients to remain living independently in the community;*
- *Clients have access to services and community life;*
- *Reduced loneliness and isolation;*
- *In Home Contact and Support (Friendly Visiting, Telephone Reassurance, Grocery Shopping and Respite);*
- *Isolated seniors have enhanced quality of life and companionship;*
- *Isolated, frail seniors have access to food;*
- *Caregiver burden is reduced.*

Caregiver Minor Home Modifications

- *Family caregivers are able to continue assistance to family members, thereby avoiding/delaying nursing home placement.*

Caregiver Services



Senior Friendship Center participants enjoy a "Pajama Party!"

- *Caregiver stress is decreased;*
- *Relationships between family caregivers develop and provide an ongoing support system;*
- *Participants are able to access support service and education;*
- *Participants received education in order to become better caregivers.*

Services to Grandparents and others Raising Relative Children

- *Increased skills and knowledge in parenting, youth development, intergenerational communication, legal issues and mental health resources;*
- *Support related to entitlements, benefits and other community services;*
- *Respite to non parent relative caregivers to increase well being and reduce stress;*
- *Youth and non parent relative caregivers develop sense of belonging to a larger group with in similar situation.*

Health Insurance Information, Counseling and Assistance Program (HIICAP)

- *Seniors helped to make informed Health Insurance decisions;*
- *Those assisted would request help again and tell others about the Health Insurance Information, Counseling and Assistance Program (HIICAP).*

Client Satisfaction

What our clients are saying...

Congregate Meals/Friendship Centers:

"It is a great place to meet friends and make new friends. The meals are great also. To receive a hot meal in the middle of the day is great."

"Socialization is as important as food to me. The center fills the need, and the shopping is very important to me too."

"The staff is very friendly and helpful. They have helped my mom to come out of her shell."



Seniors enjoy a meal at the Millerton Senior Friendship Center

Home Delivered Meals:

"Look forward every day to my dinner and smiling face of the delivery gentlemen. It is a big help to me."

"I look for them all day, my only contact with people."

Contracted Senior Medical Transportation (not Dial A Ride or Medicaid):

"I am very grateful for this service since I don't drive and both my daughters work or live a distance away."

"It is a lifeline which is needed by many aging, disabled and blind people. Thank you."

Legal Services:

"I want to say that everyone I came in contact with were very helpful and professional in what they do. Thank you."

"This is a very important service to seniors and Mr. Weinberger is very helpful and thank you."



Attorney Paul Weinberger counsels a client

Brain Games:

"The ladies who do our brain games classes are so wonderful and fun, we enjoy coming to the class."

"Great way to meet people – wish it could be longer some times. I travel 25 miles each way to enjoy my weekly getaway."

Senior Exercise Program:

"I have been able to do more since joining this class than I did with having an instructor come to the house."

"The program is lots of fun!"

"Volunteer leaders have been wonderful! I think a lot of people feel more connected, and look forward to each Tuesday and Thursday. This has been especially helpful during a long boring winter."



The Pleasant Valley Senior Exercise Class

Other Highlights



Aging Services' Nina Lynch receives the "Champion of Elder Rights" award from the Mediation Center of Dutchess County.

The annual "Senior Prom" is always a sell-out. The 2010 theme was a very scary "Halloween Party."



The 2010 "Celebration of Aging" honored the Senior Citizens of the year: Sally Edwards Taylor, Dorothy Fugardi, and Brud and Audrey Dickson.

The 2010 "Celebration of Aging" also honored 16 Cenenarians as well as 3 couples married more than 70 years. Pictured are Ezio & Elvira Copioli, married 73 years.



Ageing Services Staff

Administration

Commissioner
Director

Unit Supervisors

Nutrition Services Coordinator
Supervising Public Health Nurse
Case Supervisor
Business Manager
Outreach Coordinator
Case Manager
Principal Program Assistant
Outreach Coordinator

Service & Support Staff

Bus Driver
Case Manager
Site Manager - Beacon
Public Health Nurse
Substitute Site Manager
Community Service Worker
Case Manager
Bus Driver
Public Health Nurse
Bus Driver
Public Health Nurse
Bus Driver
Case Manager
Case Manager
Substitute Bus Driver
Account Clerk
Bus Driver
Public Health Nurse
Site Manager - Rhinebeck
Public Health Nurse
Public Health Nurse
Public Health Nurse
Substitute Bus Driver
Substitute Bus Driver
Substitute Site Manager



Musician Bob Martinson entertains the crowd at most Senior Picnics.



Volunteer Ginny Condon leads the Arlington Brain Games class.

Betsy Brockway
Mary Kaye Dolan

Patricia Brown
Esther Evans
Judith Hearney
Catherine Camplisson
Donna O'Brien
Maggie Kwet
Teiqua McRae
Joseph Ryan

Richard G. Avery
Barbara Bambina
Connie Barthen
Mary Jane Begley
Patricia Bell
Russell Boris
Patricia Cartelli
Alan Cooper
Sheila DeBiase
Corinne Diemer
Marie Egan
Renato Faracca
Susan Feller
Margaret Fernandez
William Fisher
Elissa Fishwick
Thomas Fitzgibbons
Jeanne Gauthier
Rosemary Gilnack
Jennifer Gronowski
Carole Heaton
Dolores Hignell
William Hitsman
James Hogan
Lucy Howe

Aging Services Staff

Lisa Jimeniz	Aging Services Aide
Rebecca Knapp	Bus Driver
Cindy Lefebvre	Substitute Site Manager
Loretta Lifgren	Site Manager - TriTown
Marty Lifgren	Substitute Bus Driver
Carole Lehrer	Confidential Secretary
Karen Lovequist	Senior Office Assistant
Linda Lurie	Case Manager
Francis Magurno	Bus Driver
Brenda Maillet	Site Manager - Millerton
Lucretia Manning	Site Manager - Poughkeepsie
Diana Martinez	Account Clerk
Marion McGhee	Site Manager - South Amenia
Claire McIntyre	Substitute Site Manager
Elaine Mendez	Office Assistant
Eileen Miccio	HEAP Examiner
Phyllis Newham	Case Manager
Stephanie Perri	Case Manager
Al Pinero	Substitute Bus Driver
Patty Polak	Home Delivered Meals Coord.
Rose Robinson	Aging Services Aide
Sharon Rushton	Community Services Worker
Nancy Salvato	Office Assistant
Eddie Steward	Bus Driver
David Tervenski	Case Manager
Deborah Thomison	Public Health Nurse
Rosemarie Yasiejko	Site Manager - East Fishkill
Linda Ziemins	Account Clerk



*County Executive
Steinhaus congratulates
Dot Neville (103) at the
Celebration of Aging.*



*Some of the 2010 - 2011
Aging Services office staff.*



Dutchess County Division of Aging Services Annual Report 2010

27 High Street, Poughkeepsie, NY 12601
(845) 486-2555 or toll free at (866) 486-2555

www.dutchessny.gov/countygov/departments/aging/agindex.htm

The Dutchess County Division of Aging Services is a County Agency funded under Title III of the U.S. Older Americans Act, the New York State Division of Aging Services, and the County of Dutchess.

