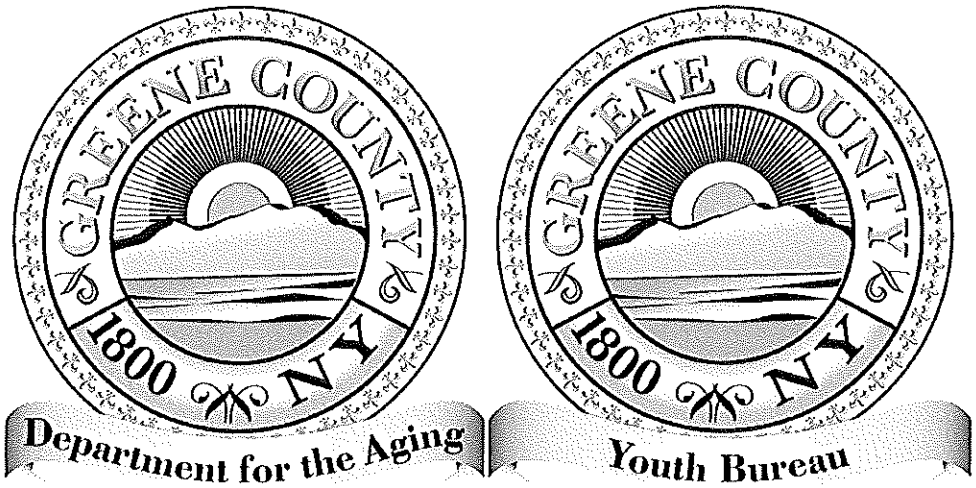
Greene County
Department of Human Services
Annual Report 2014



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Executive Director Department of Human Services

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The Greene County Department of Human Services is composed of two distinct and separate departments; the Department for the Aging also known as the Area Agency on Aging (AAA) and the Youth Bureau. This report will be broken down accordingly.

Department for the Aging

VISION

Greene County Department for the Aging seeks to secure and maintain maximum independence and dignity for older persons.

MISSION

The Department will assist older adults in maintaining and/or improving their social, economic, health, safety and nutritional status by providing a network of supportive services.

SUMMARY

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. They are the main office at 411 Main St. in Catskill, Rivertown Senior Center (also known as Club 39) in Athens, Coxsackie Senior Center, Washington Irving Senior Center, Acra Community Center and the Jewett Municipal Building. The County owns the main office and Rivertown Center. We rent space at the other locations.

We provide Information and Assistance, legal services, caregiver support, energy assistance, entitlement and health insurance counseling, transportation, the Ombudsman Program and the coordination of the volunteer programs from the Catskill main office. The Long Term Care Services of case management, homemaker/personal care, home delivered meals (HDM), respite services and personal emergency response system units (PERS) provide the necessary support to frail homebound persons. These are also coordinated by the main office staff. The staff targets services to the caregivers of seniors who are caring for the older person as well.

Aging utilizes 16 full time employees, 11 part time employees, 10 per diem employees, 1 contracted Attorney, 1 contracted Registered Dietician and approximately 200 active volunteers to provide services to the county's citizens. A fleet of 9 vehicles is used to transport seniors, food and staff.

The Department is funded in part by the Greene County Legislature, NYS Office for Aging (NYSOFA) which includes Federal allocations, Grants and Donations.

DEMOGRAPHICS

According to the New York State Office for the Aging, County Data Book for Greene County, our population of residents 60 years and above is currently 11,297. The bulk of the seniors are between 60 and 74 years of age. There are 532 minority elderly. 3,249 of the seniors live alone. 28% of the seniors are considered frail/disabled and 20% of the seniors are low income.

The prediction is that the over 60 population is going to grow to 14,437 by the year 2020 and continue to grow to 16,867 by the year 2040. This mimics the national trend of the aging of the population.

Appendix A shows these population trend predictions from 2010 through 2040.

2014 GOALS

1. ***Expand the audit and control protocol that was established in 2012.***
   - ✓ The department instituted a change in the bidding, ordering and menu planning functions. We moved to a policy that allowed a bid to be awarded to the company that provided 75% or more of the products. We followed the county's policy of awarding the "best value" as well. The menus for the HDM and congregate sites were changed to a 2 month cycle. This resulted in better inventory control, more accurate ordering and reduced costs. The policy of utilizing what was already in inventory and not ordering special items for "party" events also reduced costs.

     The department is mandated by NYSOFA to utilize computer software that captures our data. As a result of data that was difficult to verify, we contracted with our software provider, SYNERGY to remap our program. This was done in the last quarter of 2013. Therefore, data from 2014 is easier to access and verify.

2. ***Prepare department for 2015 NYSOFA fiscal audit.***
   - ✓ All supervisors were emailed monthly expense reports to help them more accurately track their program expenditures and budgets. All coordinators were sent a monthly grant recap for the same purpose. A stricter time

frame for county vouchers and state aid claims was adopted. This resulted in better accountability and faster reimbursements.

3. ***Standardize procedures within the 5 meal sites.***
   - ✓ This began during the 3rd quarter of 2014. This work continues into 2015. As a result of the different physical locations of the 5 meal sites, each one operates in a slightly different manner. That was expected. The standardization relates to the use of volunteers, per diem staff, supply requisition, staff training and interaction with the site participants.
4. ***Evaluate our Aging Services monitoring templates and procedures.***
   - ✓ The monitoring forms for the Home Care Aide agencies were changed with the assistance of NYSOFA. The nutrition site checklist and the end of route temperature monitoring tools were revised and updated.

PROGRAMS AND SERVICES

New York State Office for Aging (NYSOFA) mandates that we provide the following 5 basic components into our work with older adults in our county. They are:

1) Empower older adults, their families, caregivers, and other consumers to make informed decisions about, and to be able to easily access, existing health and long-term care options including community-based services.
2) Enable older adults, especially those who are in greatest social and economic need to remain in their own homes with high quality of life for as long as possible through the provision of home and community-based services, including supports for caregivers.
3) Empower older adults to stay active and healthy through Older Americans Act services.
4) Ensure the rights of older adults and prevent their abuse, neglect and exploitation.
5) Maintain effective and responsive management.

This work is done through the main programs that the department operates. Appendix B shows the client and unit program data for all of the services under those main programs. Please note that data recorded prior to October 2013 was suspect due to a software mapping issue mentioned in goal 1 above. This problem was resolved.

The normal fluctuation in totals is evident with the exception of the congregate meal, health promotion, homebound transport, housekeeping, in – home contact and support, nutrition education and outreach totals. The reason for the fluctuation in health promotion, nutrition education and outreach is due to the change in their definitions and

the misinterpretation thereof. This will not be an issue in the future. Congregate meal numbers have gone up in part due to the economy, our public relations campaign and the other programs we operate that bring people into the centers. Homebound transportation has gone down due to the reduction in the number of available volunteers. Housekeeping is also lower than in the past due to the lack of aides available. We have prioritized the use of aides for the personal care program. In- home contact and support has been drastically reduced from previous years. This is due to the Senior Companion Program ending. We now offer telephone reassurance in this category.

All work and no play would be efficient but boring. Therefore, as part of our nutrition program we "throw parties". Throughout the year we have theme lunch events. There have been Luaus, an Oktoberfest, Mardi Gras, Valentine's Day and Halloween themed lunch activities to name a few. We also hold an annual Senior Day at the Point in Catskill. This event combines food, entertainment and information geared for seniors. 2014 was the 4th annual event and it was themed "Hooray for Hollywood".

During our NYSOFA evaluation, we were noted for some best practices in the delivery of our services. Those best practices are:

- Partnering with an organization to provide homebound clients in Coxsackie with complimentary toiletry items.
- Using the county's code red system to create a separate list for the notification to congregate and home delivered participants about closures as many don't notice the closings posted on the television.
- Creating a system to track denials of service for medical transportation so they we can look for patterns and address them more efficiently.

REVENUE

The Department operates from distinct funding sources with different fiscal cycles: the Federal fiscal year starts on October 1 and runs through September 30, the State fiscal year starts on April 1st and runs through March 31st and the County fiscal year starts on January 1 and runs through December 31st. Additionally, seniors are allowed by law, the opportunity to make contributions to some of the programs we provide. There is also a cost-share component to certain programs on a sliding fee scale. Anyone unable to contribute however is not denied services. Finally, we partner with the Aging Services Foundation to assist seniors, we receive a grant from the Athens Community Foundation and we operate the Senior Angel Fund that utilizes donations by "Spreading cheer 365 days of the year" to local seniors without family or other resources.

Federal

Title IIIB –Supportive Services Program – funds services aimed at helping seniors remain independent and in their own homes. These services are transportation, information and assistance, home care and legal assistance, case management and activities at senior centers.

Title IIIC-1 –Congregate Nutrition Services Program

Title IIIC-2 –Home Delivered Meal Program

The Nutrition Programs provide food and socialization at senior centers and at seniors' homes through the home delivered meal program. Each meal provides 1/3 of the recommended daily allowance of nutrition. The purpose is to reduce hunger, help maintain health and provide for daily contact with other people. Federal Funds are also received by NYS Agriculture and Markets to distribute Farmer's Market coupons to seniors through our department. The coupons can be redeemed at participating Farmer's Markets throughout the state.

Title IIID –Disease Prevention and Health Promotion – Physical activities, nutrition counseling and classes are used to help educate seniors on staying active and healthy as well as the prevention and delay of chronic conditions.

Title IIIE –National Family Caregiver Support Program – this fund was designed to help the family caregiver. Counseling, support groups, respite and home care are used to meet that goal.

Title VII – Long Term Care Ombudsman program – complaints and concerns of adults living in nursing homes, adult care homes or other independent living facilities are investigated and resolved by this program.

HIICAP – Health Insurance Information Counseling and Assistance Program – trained counselors offer unbiased guidance regarding insurance, costs, coverage and are able to answer most questions concerning seniors and their health insurance options.

HEAP – Home Energy Assistance Program – the department is an alternative site for completing applications for those older citizens who are having trouble paying their energy bills.

RSVP – Volunteer Program - The Volunteer Coordinator orients, trains and places individuals at various locations throughout the county. The programs using the most volunteers are the Home Delivered Meal and Medical Transportation Programs.

State

AAA Transportation - provides funds so that seniors have access to programs and services.

CSE – Community Services for the Elderly – this is a flexible program that allows the department to utilize funds to pay for non-medical services. Ombudsman program services are not allowed under this funding source.

CSI – Congregate Services Initiative – these funds are used to provide services within the confines of a Senior Service Center. The five centers are listed in the summary.

EISEP – Expanded In-home Services for the Elderly Program – this program assists seniors in their homes by providing non-medical assistance such as an aide or a personal emergency response unit.

LTCOP – Long Term Care Ombudsman Program – see Title VII above.

NY Connects – Choices for Long Term Care – this program is an information and referral source for people of any age looking for long term care.

State RSVP – Volunteer Program. See RSVP above.

WIN – Wellness in Nutrition, these funds help pay for the congregate and home delivered meals program.

County

County funds are used to cover the match requirement on some of the above listed grants as well as the remaining budget items not paid for by donations, cost share and other grant funding.

CHALLENGES

- NYSOFA announced that they would issue a request for proposals to create a NY State software program that would replace the existing ones that all of the Aging Departments currently use. Greene County's software provider did not win that proposal. As we move forward, the new system is expected to come on line October 1, 2015. The migration of data and the debugging of the new system is a concern. We have decided to operate parallel systems as a precaution until the process is complete.

- Our centers and services are partially dependent on the use of volunteers. As with other organizations, we have noticed that it is becoming more difficult to recruit them. We have therefore changed our approach to outreach. This will continue to be a challenge into the foreseeable future.
- Greene County does not have a Social Adult Day Care or an Adult Day Habitation Program housed within our border. A few citizens who meet certain requirements are able to access this type of program but must go to Northern Columbia County. We are beginning to field more calls regarding these services. It is currently an unmet need.

2015 GOALS

1. Develop a handbook for the HDM program and the Homebound Medical Transportation program volunteers based on the general volunteer handbook.
2. Redesign the orientation and training of all volunteers.
3. Introduce Advisory Board trainings.
4. Continue to standardize policies and procedures throughout the whole department.

Youth Bureau

VISION

All Greene County children will be ready, willing and able to become full participating members of society.

MISSION

The Department will help coordinate youth services for children and young people in Greene County, birth to 21, by providing technical assistance to municipalities, private agencies and groups in program development, evaluation, financial planning, program management and training

SUMMARY

The Youth Bureau assists in the development and implementation of programs and services for children and young people less than 21 years of age. This is based on the 8 features of positive youth development settings that have been established by the National Research Council.

These programs encourage youth to become involved, develop a sense of responsibility, and make a positive contribution to their community. Throughout Greene County, cultural and recreational opportunities are provided to build character and encourage physical, emotional and intellectual growth.

The Youth Bureau is staffed by 1 Youth Service Worker and has a policy making Board of Directors. The departmental Administrative Assistant and the Business Manager assist in the administrative duties of the Youth Bureau as needed. It is housed within the same office as the Department of Aging. The work is also conducted outside of the office, normally within the six school districts of Greene County.

DEMOGRAPHICS

According to the United States Census Data for Greene County, our population of residents 18 years and under is 17.7 % of the total population or approximately 8,712 individuals. The bulk of this age grouping is currently between 15 and 17 years of age. 26.6% of the total number of households in Greene County has kids under the age of 18. 15.9% of these live in a two person married household, 1.7% live in a male head of household and 5% live in a female head of household. 1.4% of the under 18 population are living with relatives other than their parents and .5% are living in non-relative households.

The statistics on race for youth closely mimic those of the general population as listed below.

	Greene County	New York
White alone, percent, 2013	90.8%	70.9%
Black or African American alone, percent, 2013 (a)	6.3%	17.5%
American Indian and Alaska Native alone, percent, 2013 (a)	0.4%	1.0%
Asian alone, percent, 2013 (a)	0.9%	8.2%
Native Hawaiian and Other Pacific Islander alone, percent, 2013 (a)	Z	0.1%
Two or More Races, percent, 2013	1.7%	2.3%
Hispanic or Latino, percent, 2013 (b)	5.2%	18.4%

(a) Includes persons reporting only one race.

(b) Hispanics may be of any race, so also are included in applicable race categories.

Z: Value greater than zero but less than half unit of measure shown

2014 GOALS

1. ***Expand the audit and control protocol to include the Youth Bureau.***
   - ✓ The initial goal was completed in 2014. A stricter adherence to accuracy and time frames for county vouchers, reports and new applications was adopted. This goal will be added to 2015 goals to ensure completion.
2. ***Establish a funding category within our state aid allocation for community organizations to recognize youth achievement.***
   - ✓ A Youth Development Fund was created and will be utilized each year for this purpose.
3. ***Train an additional staff member to conduct program monitoring.***
   - ✓ The administrative assistance was trained.
4. **Train the Administrative Assistant and the Business Manager in the fiscal policies and procedures.**
   - ✓ Both were trained.

PROGRAMS AND SERVICES

The work of the Youth Bureau is overseen by the New York State Office of Children and Family Services (OCFS). The requirements for programming are not as strict as NYSOFA. This is due in part to the fact that the Federal Government is not involved in the programs or services that are offered. The philosophy is that the county through its Children, Youth and Community Board has the flexibility to offer programs that meets the needs of the youth in that county. There is no "cookie cutter" programming.

One mandated item that we must comply with however is the creation of a Child and Family Services Plan. We must collaborate with the Department of Social Services and the Probation Department and submit one plan to the state. The Youth Bureau must submit its portion of the plan regarding programs and services we offer in the areas of Youth Development, Runaway and Homeless Youth and Juvenile Justice.

Appendix C is a listing of the direct and subcontracted programs that were offered during 2014. As listed, the cost of programming and the requests for funds greatly exceeds the grant funds available. The Board prioritized funding for 2014. Those programs that help save the county money would be funded first. This is a continuation of the priority first set in 2013.

Appendix D is a perspective on the programs and services the Youth Bureau has offered from 2000 to 2014. As fewer municipalities and agencies apply for funding, coupled with a reduction in staff and state aid, the number of youth served has decreased.

REVENUE

The Youth Bureau has limited funding. We received state aid from the New York State Office of Children and Family Services (OCFS), funds from the Greene County Legislature and miscellaneous grants. The bulk of the funds from OCFS are used to fund the programs and services listed in the previous section. The County funds are used mainly for operating expenses and the salary and benefit cost for 1 employee. The only grant that was received last year was from Major League Baseball. We were able to hold a Pitch, Hit and Run competition during opening day in Cairo.

CHALLENGES

- The major challenge is the lack of money and staff. Since 2000, the Youth Bureau has undergone major changes. As noted in Appendix D the available staff has been greatly reduced.
- The merging of the Youth Bureau with the Department for the Aging into the Department of Human Services has been both beneficial and a hindrance. Due to the Older American Act restriction on the AAA Director, the duties of the Youth Bureau Executive Director have been assumed by the Board. The challenge is to keep all Board vacancies filled as well as maintain quorum at meetings.
- As mentioned in the Programs and Services section the lack of applications for funding is due to the amount of paperwork required. Whether a program receives $500 or $15,000 the paperwork is the same. The time and energy required to complete the application, claims and reports versus the amount of money received is disproportionate. This creates a challenge when we are trying to spread the funds around the county and across the age spectrum.
- The major concern regarding the Youth Bureau Community Preventive Program is that the situations that bring a client to the program are getting more severe. Drug use, parental drug use, trauma, lack of parenting and mental health concerns are becoming more the norm than the exception.

2015 GOALS

1. Conduct a Public Relations campaign to reintroduce the Youth Bureau to the community.
2. Introduce Advisory Board trainings.
3. Standardize policies and procedures throughout the whole department.
4. Continue implementing the audit and control protocol begun in 2014.

Appendix A

Population Trends

	2010	2015	2020	2025	2030	2035	2040
Total population	49073	49758	50534	51361	52195	53027	53870
Ages 60 and over	11297	12611	14437	15995	16729	16844	16897
Ages 65 and over	7938	9071	10294	11925	13212	13701	13690
Ages 75 and over	3441	3500	4034	4845	5535	6478	7232
Ages 85 and over	962	936	867	848	924	1100	1249
Ages 60-74	7856	9111	10403	11150	11194	10366	9635
Ages 75-84	2479	2564	3167	3997	4611	5378	5983
Minority Elderly							
60 and over	532	636	841	1154	1522	1960	2428
Ages 65 and over	376	468	585	776	1085	1470	1925
Ages 75 and over	162	185	266	346	429	610	941
(1)Disabled 60 +	4021	4489	5138	5693	5954	5995	6003
(2)Poverty Age 65+	599						
Below 150%	1686						
Below 200%	2452						
(3)Housing Own/Rent	3711 / 757						

(1)Disability counts are estimates prepared by NYSOFA

(2) Poverty determination based on Bureau of the Census "Poverty Factor" for 2009

(3) Households with one or more person age 65 or over (age 65 is the American Community Survey age break for these data.)

	2014		2013	2012	2011	2010	2009
Services Report	people	units	people	people	people	people	people
Blizzard Boxes	197	197	#	#	#	#	#
Caregiver	5	723					
Case Management	369	3307	357	434	331	461	407
Center Van	23	2805	13	*	*	*	*
Congregate Meals	590	21282	370	305	339	254	201
County Bus	73	3554	64	*	*	*	*
Farmers Market	225	225	27				
Hamlet Bus (shopping)	92	2156	*	*	*	*	*
HIICAP	256	338	276	91	233	217	218
Health Promotion	248	2657	633 U	4466 U	3533 U	246 U	106 U
HEAP	405	301	356	286	356	636	656
Hol, Sup, Wkend<	223	19631	#	#	#	#	#
HDM	349	47518	227	370	408	359	356
Homebound Transport	165	2634	202	301	243	220	246
Housekeeping	19	1519	27	34	45	46	56
Info & Assistance	684	995	627	612	636	671	704
home contact & support	1	145	54	40	84	76	57
Legal assistance	49	53	30	41	80	23	54
Nutrition counseling	76	85	48	62	61	46	67
Nutrition education	7	4196	91	613	613	613	552
NY Connects	109	109	195	184	184	168	#
Outreach	1	155	17	98	115	154	86
PERS unit	90	901	92	97	84	88	99
Personal Care	69	5223	64	76	83	77	88
Rec & education		391	155 U	2026U	835 U	178 U	334 U
Respite	8	627	776 U	1246 U	743 U	407 U	1005 U
Wasted meals	4	906	#	#	#	#	#
Total	1,934	122633	3137	3644	3225	3394	3239
Clients expected to be served	1,400	2,000	2,000	2,000	2,000	2,000	2,000
KEY							
Info not available =							
*Hamlet and Homebound transportation was combined in the past.							
U = units		# Info not collected in the past					

Appendix B

2014 Youth Bureau Funding

Name	Request	Cost	Grant	% prog	Program	Age	Projected enrollment	Attendance	Location
Athens C A Center Inc	$ 6,500.00	$ 24,000.00	$ 1,500.00	6%	Art	5 to 15	115	117	Athens
2013 grant	$ 1,000.00								
Common Ground	$ 5,696.00	$ 36,450.00	$ 6,500.00	18%	Mediatio	MS/HS	125	330	All
2013 grant	$ 5,696.00								
C C E	$ 5,908.00	$ 59,082.00	$ 2,500.00	4%	Ed/train	2nd, 6th	1000	955	CD,Cat,WAJ
2013 grant	$ 2,000.00								
Girl Scouts of NENY	$ 1,500.00	$ 12,557.00	$ 1,000.00	8%	Leaders	5 to 20	405	379	county
2013 grant	$ 1,475.00								
Council on the Arts	$ 3,500.00	$ 21,643.00	$ 3,000.00	14%	Art	3 to 7	360	270	C-A,Cat,WAJ
2013 grant	$ 2,180.00								
Mental Health Assoc	$ 36,255.00	$317,108.00	$ 2,500.00	1%	Prevent	5 to 17	2000	2407	Cat,CD
2013 grant	$ 2,000.00								
Town of Cairo	$ 5,000.00	$ 13,255.00	$ 1,500.00	11%	Rec	5 to 14	185	145	Cairo
2013 grant	$ 1,400.00								
Town of Coxsackie	$ 5,000.00	$ 28,576.00	$ 2,500.00	9%	Rec	5 to 14	151	143	Coxsackie
t-1500, v-700 2013 grant	$ 2,200.00								
Town of Durham	$ 1,500.00	$ 8,550.00	$ 1,000.00	12%	Rec	4 to 17	96	96	Durham
2013 grant	$ 600.00								
Community Prevent -PINS*	$ 20,000.00	$133,000.00	$15,000.00	11%	J Justice	>18	50	115	county
2013 grant	$ 8,712.00								
Admin*	$ 10,000.00	$ 35,000.00	$ 5,000.00	14%	admin	n/a	n/a	n/a	n/a
2013 grant	$ 10,805.00								
Youth Development*	$ 2,832.00	$ 2,832.00	$ 2,832.00	100%	Ydev	>20	n/a	n/a	county
2013 grant	$ -								
TOTALS	$ 128,691.00	$692,053.00	$44,832.00	17%			4487	4957	

*Operated by the county

Appendix C

Youth Bureau	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000
Staff	1	1	1	1.5	3	4	5	5	12*	11*	11*	11*	11*	14*	14*
Program															
ACS Daffodil Festival								x	x	x	x	x	x	X	X
Agencies Funded	7	9	8	10	13	16	13	13	11	13	12	11	12	13	14
Camperships~	lack of participation					x	X	x	x	x	x	x	x	X	X
Community Preventive/Advocacy	Joined with the Pre-PINS program	x				x	x	x	x	x	x	x	x	X	X
DARE Day		x	x	x	x	x	X	x	x	x	x	x	x	x	x
Even Start Literacy Program~	This program was transferred to QUESTAR													X	X
GC Networking	x	x	x	x	x	x	x	x	x	x	x	x	x	X	X
ICC/SPOA	x	x	x	x	x	x	x	x	x	x	x	x	x		
Jr. Golf	Tech Valley Golf			x	x	x	X	x	x	x	x	x	x	X	X
Juvenile review	This became ICC/SPOA													x	X
Municipalities Funded	3	8	8	5	9	13	14	14	15	14	14	14	16	16	16
Olympic Skills~						x	X								
Safe Kids/Info/Outreach	x	x	x	x	x	x	x	x	x	x	x	x	x	X	X
Safe Places Afterschool~	Funding ended, Cornell started similar program, Cost and regulations became prohibitive													X	X
School Based Preventive Program	DSS program that was closed								x	x	x	x	x	X	X
Stop DWI Education	Given to Sheriff			x	x	x	X	x	x	x	x				
Summer Lunch~	County did not meet qualifications in past, now not enough staff to operate.													X	X
Toy Program $	Transferred program and funds to CAGC							x	x	x	x	x	x	X	X
Trainings				x	x			x	x	x	x	x	x	X	X
Youth Employment	County defunded this in 2003												x	X	X
Youth Fair	x	x	x	x	x	x	X	x	x	x		x	x	x	x
Reality Check ~											x	x	x	x	
ACT for Youth~									x	x	x				
Tennis~				x	x	x	x	x	x	x					
Youth of Year~				x	x	x	x								
Pre-PINS~	x	x	x	x	x										
Common Sense Parenting~	No staff time GCMH runs				x										
# total youth Served	4957	4,093	4,127	3,674	7,394	11,052	12,550	13,230	7,665	7,530	11,710	9,677	13,009	9,688	11,728
KEY															
~Grant funded															
$ Donations															
* includes DSS staff assigned to YB															

Appendix D