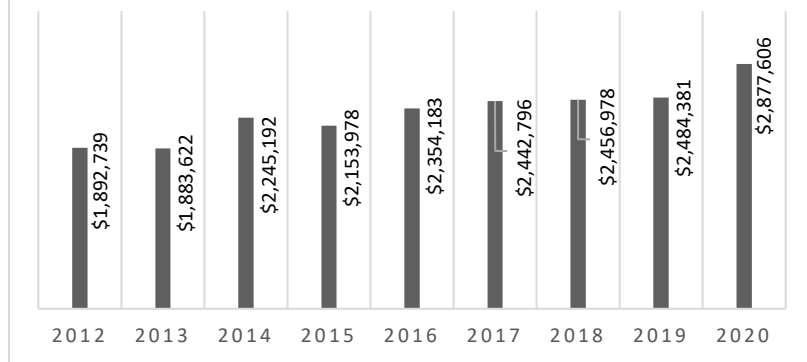


ALBANY COUNTY DEPARTMENT FOR AGING (ACDFA) 6772

6772 - COUNTY SHARE



MISSION

Albany County Department for Aging 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 equality.

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 re 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 more than 70,000 individuals over the age of 60 residing in Albany County and this number is expected to grow to more than 90,000 in the next two years. ACDFA services and supports are available to people ranging in age from 60 to 100+ who demonstrate a wide range of physical, social and emotional needs. ACDFA services support people throughout the older aging process across a span of more than 50 years.

ABOUT OUR DEPARTMENT

The Albany County Department for Aging touched the lives of more than 20,000 adults aged 60+ and their caregivers to date in 2019. Our supportive services include:

- More than 185,000 nutritious meals served in congregate settings and delivered to the homes of our participants when needed;
- Over 31,000 rides to transport our participants to needed 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 6643 people contacting our NY Connects Single Point of Entry call center.
- Additional services including insurance counseling, outreach and education, legal assistance, caregiver support programs, Yoga, exercise classes, nutrition education and Personal Emergency Response monitoring.

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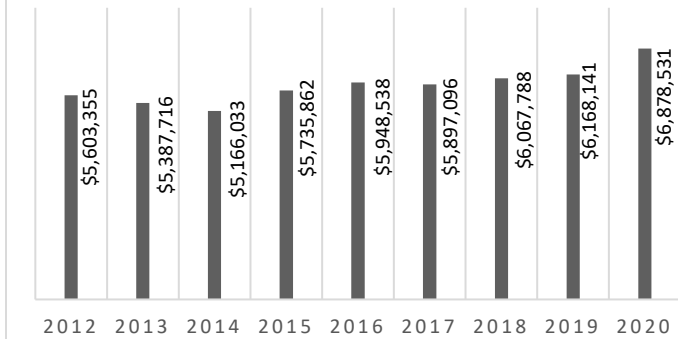
ACDFA strives to support older adults in their desire to live independently in their homes and communities for as long as possible, delaying or avoiding more restrictive and more costly levels of care. While these essential services will always remain core to our mission, there is also a growing need 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.

2019 ACCOMPLISHMENTS AND CHALLENGES

- Once again under the leadership of a new Commissioner, 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 hope 2020 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 2019 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 has resulted in an increase in participation and meaningful feedback from the community at large. The film, "Somewhere to Be," was presented to a packed house at the Spectrum theater.
- We are challenged by the increase in Home Delivered Meals and Congregate meals. Feeding older adults is paramount for this office. This year we were the recipients of funding through the Governor's additional appropriation of \$15,000,000 to underwrite unmet needs. ACDFA received \$330,000 as a result of these new monies.
- 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 2019, 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 Commissioner has met with the Muslim community, the Vietnamese Community as well as the Tendai Buddhist community in our County.
- 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 328 unfilled hours a month in unmet, personal homecare services.
- In 2019, 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 streamline service strategies wherever possible.
- We are delighted to report that the Innovations in Nutrition Grant (Restaurant grant) is off the ground and running. Twelve local restaurants have chosen to become partners and almost 1000 residents have joined this program.
- We have formed a collaborative with Saratoga, Schenectady and Rensselaer Counties as we work together on issues that concern the Capital Region. This new effort is educational, supportive, and an opportunity to search out best practices together.

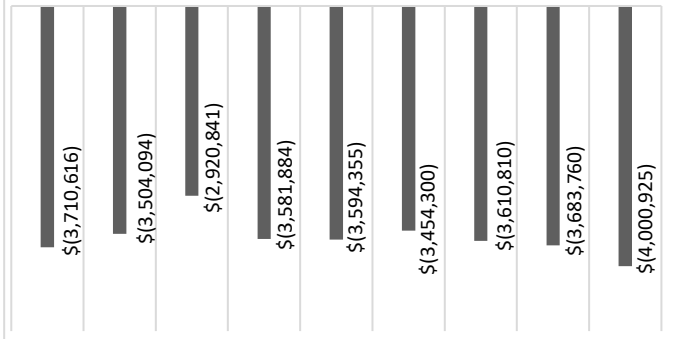
ALBANY COUNTY DEPARTMENT FOR AGING (ACDFA) – 6772

6772 - APPROPRIATIONS



6772 - REVENUE

2012 2013 2014 2015 2016 2017 2018 2019 2020



2020 GOALS AND PERFORMANCE TARGETS

- Increase the ability of older adults to remain active, healthy and living independently in their communities by participation in the new Village Movement
- Expand transportation in a new and technological effort through mobile apps such as Uber Health in partnership with NYSOFA
- Enhance our regions service capacity to develop and maintain the necessary infrastructure to deliver services in a culturally appropriate manner
- Increase our collaborations with other counties and various organizations/stakeholders through the new Business Acumen model
- Expand educational opportunities through special programming via an Elder Hostel framework complete with a committee through higher- educational personnel.
- Create a quarterly newsletter that includes education and outreach
- Continue working with law enforcement re: the safety of seniors, detection and prevention of exploitation, abuse and neglect while disseminating information on identity theft and fraud

SUMMARY OF BUDGET CHANGES

- Will continue to work to enhance Age-Friendly initiatives through expanding each of the eight domains as listed by AARP.
- Increasing the methods of outreach to rural and unserved areas relative to congregate meals, home delivered meals and supplemental food distribution
- In an effort to address issues of health by older adults and the New Senior, we will create an evidenced-based program called "The Doctor's In." Local physicians and specialists will participate in a number of areas from issues of heart and lung to mobility, dementia and over-all well-being.
- Currently plans are being made in collaboration with Schenectady, Saratoga and Rensselaer Counties to host an Alzheimer's Family support day-long workshop program and will host the world-renowned speaker, Teepa Snow, if schedule permits. This program to be offered in 2020 will offer certification and explore a more positive approach to care regarding those with dementia. It will include underwriting and target caregivers, police, elder care agencies, medical professionals, clergy and those who are responsible for the well-being of those who are living with dementia.

The newly created Restaurant Program, an extension of the congregate meal program, has already proved successful just in its outreach. Many older adults who would not have the ability or opportunity to dine out have signed up for this unique program. The feedback has been overwhelming by participants and moreover from congregate providers as this program compliments there already successful meal program. The restaurants who have chosen to be involved are grateful for the opportunity to serve our senior community and our County. These businesses have shown their desire to make a difference in the lives of older adults.