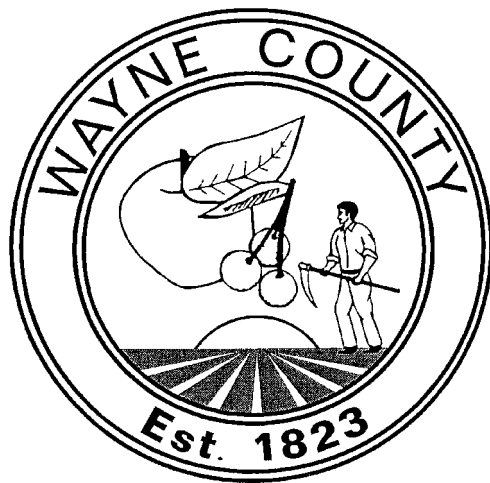


DEPARTMENT OF AGING AND YOUTH



2009 ANNUAL REPORT

Penny Shockley, Director

Martin Williams, Deputy Director of Aging Services

Kathy McGonigal, Deputy Director of Youth Services

MISSION STATEMENT

The Wayne County Department of Aging and Youth exists to promote the independence, dignity, health, and quality of life of Wayne County residents and their families; to identify and prioritize community needs; and to plan, fund, and administer a coordinated system of services to meet these needs.

**Wayne County Department of Aging and Youth
Health Services Building
1519 Nye Road, Suite 300
Lyons, NY 14489**

Phone: (315) 946-5624

Fax: (315) 946-5649

www.co.wayne.ny.us

aging@co.wayne.ny.us

youth@co.wayne.ny.us

TABLE OF CONTENTS

YOUTH SERVICES

Overview	1
2009 Accomplishments.....	2
Youth and Family Services.....	4
FACT	
Family Counseling of the Finger Lakes	
Pre-Trial Diversion Services	
Pre-Trial Homeless Program	
Dept. of Aging and Youth Runaway Program	
Intensive Crisis Respite	
Youth Development Programs	7
ARC Vacation Camp	
Recreation.....	7
Sodus Point Recreation	
Municipal Recreation Programs/Recreation Council	
Youth Board Members	9

AGING SERVICES

2009 Accomplishments.....	11
Demographic Overview of Seniors Served in 2009	13
Community and Caregiver Services	14
Aide Service	
Caregiver Services	
Case Management	
Long Term Care Ombudsman Program	
Personal Emergency Response System	
Transportation	

(continued)

Information, Assistance, and Advocacy Services	16
Case Assistance	
Home Energy Assistance Program	
Information	
Insurance Counseling	
Legal Assistance	
NY Connects: Choices for Long-Term Care in Wayne County	
Weatherization	
Nutrition, Health, and Wellness Services	18
Farmers' Market Coupon Program	
Health Promotion	
Home Delivered Meals	
Nutrition Counseling	
Nutrition Education	
Senior Centers	
Aging Services Advisory Council Members	21
Summary of Aging Services Provided by Town	22

APPENDIX

Organizational Chart.....	27
Aging Services Expenditures.....	28

YOUTH SERVICES

The Department of Aging and Youth, with the support of the Youth Board, is responsible for determining the need, planning, resource development, resource allocation, and monitoring of youth programs that are funded by the New York State Office of Children and Family Services. Funds are allocated to agencies to provide programs for youth under twenty-one years of age that focus on preventive services, runaway and homeless youth, juvenile justice, education, recreation and youth development.

As a result of collaboration, survey results, and data collected for the 2004-2006 County Comprehensive Plan it became evident that the Youth Department needed to focus on youth development and primary prevention. The 2007-2010 Child and Family Services Plan, which is an integrated plan with the Dept. of Social Services, continues to support findings that youth development and mentoring are effective ways to prevent high risk behavior. These efforts would promote emotional health and safety for youth and support family stability and ultimately reduce out-of-home placements. Mentoring programs and youth development programs have proven to be successful prevention methods resulting in asset development and placement reduction.

The Youth Dept. struggles to fulfill the findings that the data and assessment revealed due to funding. In addition, the Wayne County Youth Board concluded that youth development and mentoring would be the most efficient way to serve youth because more youth could be reached for every dollar spent. Unfortunately, youth services funding consistently has been reduced. In 2001 and 2002 the total funding to Wayne County from the Office of Children and Family Services (OCFS) was \$326,367 and \$312,582 respectfully. Within ten years there has been a 33% decrease in OCFS funding for Wayne County youth which equals \$107,679. See chart below:

OCFS FUNDING OVERVIEW

OCFS Funding	2003	2004	2005	2006	2007	2008	2009	2010
YDDP	\$173,203	\$157,094	\$150,684	\$148,148	\$150,513	\$143,313	\$124,207	\$109,032
SDPP	\$55,633	\$50,066	\$58,362	\$58,362	\$58,362	\$54,291	\$51,577	\$43,021
RHY	\$83,588	\$83,082	\$78,533	\$85,922	\$93,311	\$92,513	\$76,154	\$66,635
Total	\$312,424	\$290,242	\$287,579	\$292,432	\$302,186	\$290,117	\$251,938	\$218,688

2009 ACCOMPLISHMENTS

Youth and Family Services

The Department of Aging and Youth is the lead agency in the county for the Coordinated Children's Services Initiative (CCSI). The goal to reduce out of home placement for Wayne County children was a priority again in 2009. Families and Communities Together (FACT) is an interagency initiative designed to assist families with children who are having difficulty in their homes, school or community and are at risk for placement. FACT served **108 youth** and **69 families** in the year 2009. The number of families served is slightly down from 2008 (84 families) but the problems experienced by families were more intense. Over \$331,000 were saved because out of home placements were averted due to the FACT process. FACT is a direct service provided by the Department of Aging and Youth.

In 2009, the Department of Aging and Youth provided the direct services for the Wayne County Runaway Program. The Wayne County Runaway Program is a non-residential program that serves youth ages 12-17 with the goal of reuniting runaways with their families. Services provided by the Runaway Program include case assessment, case management, referral information, family mediation, and crisis respite.

The Director of the Department of Aging and Youth was able to secure funding so that emergency respite services could be provided to the runaway youth as well as other youth in need of the service. Crisis Respite served **21 youth** from various locations throughout Wayne County.

The Department of Aging and Youth put forth a great amount of collaborative effort in 2009 because resources continue to be limited. The Deputy Director was a member of many committees including YAP/OCFS Committee, SPOA and the Criminal Justice Committee in an effort to better serve youth and families.

Youth Development

To increase youth development opportunities in Wayne County the Department of Aging and Youth developed asset training for various groups in 2009. The Youth Services Assistant developed curriculums that educated youth in such areas as teambuilding, communication, self-esteem, problem solving, anti-bullying and leadership. Also, the Deputy Director for Youth and the Youth Services Assistant led one, 2 hour training for the Department of Social Services' foster parents. The trainings for foster parents focused on techniques to engage and communicate with youth in a productive manner.

The Department of Aging and Youth was the lead agency in providing the revised 18 hour training, *Advancing Youth Development* (AYD) for **10 people** from Wayne County. The training was made available to youth workers throughout the county. AYD training was also provided to summer recreation employees ages 15-19. Youth employees from two recreation centers participated in this type of AYD training. The training provides positive methods of dealing with youth and the importance of asset building for youth.

Youth from Wayne County took part in a Leadership Forum in Albany sponsored by the Association of New York State Youth Bureaus. The first day of the event youth participated in various workshops that were youth driven. The second day they attended a Legislative Breakfast where Assemblymen and Senators met with the youth to discuss local issues. Over 250 youth from across the State attended.

The Department of Aging and Youth was a collaborative partner in the CBAPP (Community Based Adolescent Pregnancy Prevention) program. Aging and Youth was the lead agency in organizing a full day, asset-based, countywide Youth Conference.

Recreation

In 2009 approximately 7,000 individuals utilized Sodus Point Park for swimming, picnicking and relaxing. Three full days of activities occurred at the annual Fun-in-the-Sun event at Sodus Point. The Department of Aging and Youth organized the event and approximately **380 youth** participated. In August the Dept. of Aging and Youth was the lead organizer for a triathlon at Sodus Point. Two hundred people participated in the event which is the maximum number of people allowed.

In the fall of 2005 the Department of Aging and Youth met with recreation centers throughout Wayne County to possibly start a collaborative effort to enhance recreational activities in the county. In 2009 the Wayne County Recreation Council continued to meet on a regular basis to communicate issues, concerns and plan events. A countywide Junior Olympiad was held at Casey Park. Over **240 youth** from across the county participated.

Collaboration

The Department of Aging and Youth continues to work closely with family service agencies in Wayne County to provide quality service. Ongoing participation on various committees is an important part of collaboration. The Department of Aging and Youth plays an active role in the following committees:

- SPOA
- The Housing Consortium
- The Chemical Dependency Sub-Committee
- Criminal Justice Committee
- Oversight Committee
- Cornell Cooperative Ext. (CCE) Nutrition and consumer Science Advisory Council
- Wayne County Recreation Council
- Domestic Violence Task Force
- Rural Health Network (RHN)
- CCE Eat Well Play Hard Coalition
- Community Service Board
- RHN Mental Health/Substance Abuse Sub-Committee
- Wayne County Diversity Committee
- YAP/OCFS Committee

YOUTH AND FAMILY SERVICES

Families and Communities Together (FACT)

The Family and Communities Together (FACT) primary goal is to enhance family functioning by providing coordinated, individualized services to at-risk children and their families in order to prevent more invasive and costly interventions such as, juvenile justice/ family court, residential/correctional placements or alternative school placements.

FACT is designed to assist families with children in grades K-8 who are identified at high- risk of placement due to emotional or behavioral challenges. Youth that experience difficulty in their home, school or community are referred to the program. The FACT initiative mission is to provide better oversight, coordination and collaboration of existing services to improve families' success of remaining intact.

FACT initiative serves eight school districts in Wayne County; Clyde-Savannah, Lyons, Marion, Newark, North Rose-Wolcott, Palmyra-Macedon, Sodus, and Williamson. Schools are the primary referral source to FACT. They are frequently the first to identify the behavioral indicators that could potentially lead the youth to future placement. FACT is an appropriate intervention prior to schools initiating PINS/court involvement.

Since the inception of the program in 2000, FACT has continued to grow in both the number of school districts served, as well as increasing the target population age from elementary students to including middle school students in 2002/2003. The Sodus School District contracted for FACT services to begin in January of 2010 to work with high school students.

The operating budget for the FACT program in 2009 has multiple funding sources. In 2009, revenue sources to support this effort were New York State Office of Children and Family Services, Office of Mental Health Reinvestment dollars, the Bullis Foundation and eight contracting schools.

In 2009, FACT worked with **108** youth from **69** families. The school systems and youth serving agencies identified 19 of these youth were on the threshold of placement on the referral. A post evaluation completed by the referral sources revealed that 3 educational, 14 foster care, 1 residential placements and 1 psychiatric placement were averted, saving approximately \$331,000 plus educational costs.

FACT – Comparison for 2006-2009

Program Year	School Contracts	Grade Level Served	Youth Served	Families Served
2006	7	K-8	122	93
2007	8	K-8	135	91
2008	8	K-8	122	84
2009	8	K-8	108	69

2006 PLACEMENTS AVERTED

TYPE	NUMBER OF CHILREN	ESTMATED SAVINGS
Educational	1	Varies with program type
Foster-care	12	\$96,000 plus educational costs
Residential	0	\$0 plus educational costs
Psychiatric	2	\$250,000 plus educational costs
TOTAL	15	\$346,000 plus educational costs

2007 PLACEMENTS AVERTED

TYPE	NUMBER OF CHILREN	ESTMATED SAVINGS
Educational	4	Varies with program type
Foster-care	4	\$36,000 plus educational costs
Residential	0	plus educational costs
Psychiatric	3	\$375,000 plus educational costs
TOTAL	11	\$411,000 plus educational cost

2008 PLACEMENTS AVERTED

TYPE	NUMBER OF CHILREN*	ESTMATED SAVINGS
Educational	0	Varies with program type
Foster-care	8	\$72,000 plus educational costs
Residential	1	\$80,000 plus educational costs
Psychiatric	2	\$250,000 plus educational costs
TOTAL	11	\$402,000 plus educational cost

2009 PLACEMENTS AVERTED

TYPE	NUMBER OF CHILREN*	ESTMATED SAVINGS
Educational	3	Varies with program type
Foster-care	14	\$126,000 plus educational costs
Residential	1	\$80,000 plus educational costs
Psychiatric	1	\$125,000 plus educational costs
TOTAL	19	\$ 331,000 plus educational cost

- Children were identified at risk of placement by the referral source.

Family Counseling Service of the Finger Lakes

The Youth Department contracts with Family Counseling Service of the Finger Lakes, Inc. to provide counseling services to youth and their families. In 2009, individual and family counseling services were provided to **124 youth**. See charts below for detailed information on the population served by Family Counseling for 2006-2009.

Family Counseling 2006/2007/2008/2009

	2006	2007	2008	2009
Total Served	153	114	146	124
Male	80	62	82	71
Female	73	52	64	53
Age 0-9	70	43	44	41
Age 10-15	59	49	67	60
Age 16-20	24	22	35	23

Pre-Trial Diversion Services

The Diversion Program is for youth 16-21 years of age who have committed a crime and may be more successful in a non-traditional court process. Diversion services are an option for individuals that court feels would benefit from a coordinated treatment program of counseling and supportive services. In 2009 Pre-Trial Diversion worked with **167 clients** that received individual service plans and client-based assessments. There continues to be an increase in Diversion services since 2006. Eighty-two percent of the Diversion clients in 2009 successfully met the goals of their contract and were favorably discharged from the program.

Year	Number served	% of increase since 2006
2006	141	N/A
2007	160	14%
2008	189	34%
2009	167	16%

Pre-Trial Homeless Program

Wayne Pre-Trial Services, Inc. served **52 youth** ages 16-21 in the Homeless Program. The program defines a homeless youth as a person under the age of 21 who is in need of services and is without a stable place of shelter. The Homeless Program provides services such as short-term crisis management assisting the youth to obtain shelter, food, and clothing; crisis intervention; counseling; case management; and independent living skills. Individualized treatment plans are provided that include weekly counseling, academic services and vocational training.

Dept. of Aging and Youth Runaway Program

The Department of Aging and Youth provided direct service for the Runaway Program for the first time in 2009. The Wayne County Runaway Program is a non-residential program that serves youth ages 12-17 with the goal of reuniting runaways with their families. Services provided by the Runaway Program include case assessment, case management, referral information, family mediation, and crisis respite. In 2009 the Runaway Program received 52 helpline calls. **Eighteen youth** received case management services, which included counseling, mediation, transportation, and at times an alternative temporary living situation. Also, 10 face to face assessments were conducted and the youth was referred to appropriate services.

Intensive Crisis Respite

Wayne County Action Program (WCAP) received funding from the Department of Aging and Youth to provide crisis respite for youth in the FACT Program, the Runaway Program, the Homeless Program and any other appropriate program that was in need of this service.

WCAP provided crisis respite to **21** youth in 2009.

YOUTH DEVELOPMENT PROGRAMS

ARC Vacation Camp

Twenty youth, ages 7-20 participated in four, one-week sessions of Day Camp held during school vacations. Developmentally disabled youth enjoyed field trips and various active sports such as swimming, bowling, and roller-skating.

RECREATION PROGRAMS

Sodus Point Recreation

Approximately **7,000 individuals** utilized Sodus Point Park for swimming, picnicking and relaxing during the 2009 season. Fun-in-the-Sun was equally well attended with 12 programs offered for over **380 youth** ages 5-12. Six sessions of Fun-in-the-Sun were held over three days.

Municipal Recreation Programs/Recreation Council

Nineteen municipalities received State funding that enhanced youth programs in 2009. No two youth programs are alike as each municipality develops programs unique to the needs of its youth population. Some towns/villages have community centers with year-round programs, some provide a summer only program utilizing school buildings. Not all recreation programs in Wayne County receive OCFS funding. The chart below

shows the number of participants in youth programs that received state funding in 2006, 2007, 2008, and 2009.

Number of youth served in Wayne County Recreation Programs

	2006	2007	2008	2009
Sodus Point Fun-in-the-Sun	309	390	290	380
Town of Arcadia Recreation	1595	1588	1582	1,588
Town of Arcadia Counseling Referral	52	52	50	51
Town of Butler, Red Creek, Wolcott	285	263	259	274
Arcadia Cultural Awareness/Employment	82	77	75	78
Village of Newark Recreation	2855	2858	2851	2858
Village of Newark Juvenile Aid	2413	2916	3417	3145
Town of Galen/Village of Clyde Recreation	192	184	147	53
Town and Village of Lyons Recreation	1260	1900	1900	1900
Town and Village of Lyons Service	1260	1900	1900	1900
Town of Marion Senior Bash	93	80	97	93
Town of Ontario Recreation/Service	2211	2211	2211	2478
Town of Macedon	1200	1321	1200	1298
Town and Village of Palmyra Recreation	1970	1900	1880	1950
Town of Savannah Recreation	85	85	75	120
Town and Village of Sodus Recreation	94	125	114	99
Village of Sodus Point	317	209	212	218
Town of Williamson	117	117	117	108
TOTAL	16,390	18,176	18,377	18,591

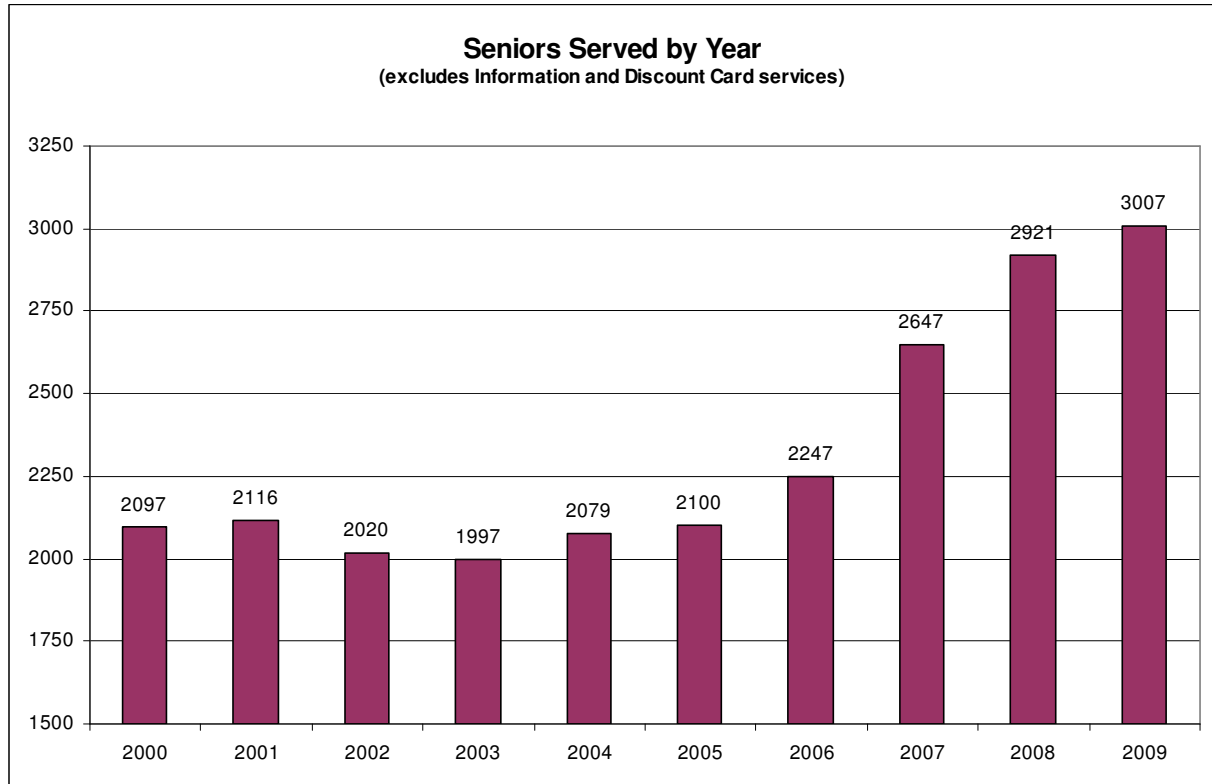
2009 WAYNE COUNTY YOUTH BOARD

NAME	EMPLOYER	Community / Professional Affiliation
Germain, Debora Chairperson		Town of Walworth Rep.
Johnson, Donna Vice-Chairperson	Wayne County Action Program	Council on Alcoholism Rep.; WC Jail Advisory Board; Parent Support Conn. Adv. Board, Marion SOC, Maion Food Pantry Board
Benedict, William	Wayne County Sheriff Dept.	Juvenile Justice Rep.
Coons, Richelle	Student	Lyons School Youth Rep.
Crane, Laurie	Town of Huron	Board of Supervisors, Comm 7 Chairperson
DiCraсто, Don	Faith Community Rep.	Scarlet Thread Ministries
Haitz, James	Wayne Behavioral Health Network	Director
James, Kayla	Student	Lyons School Youth Rep.
Jones, Mary A.		Village of Clyde Rep
Marr, Chase	Student	Lyons School Youth Rep.
McFaul-Frey, Laurie	Sodus Rec.	Town of Sodus Rep.; President Sodus Rec. Assoc.
Muscolino, Michael	Alex Eligh Community Center Inc.	Rec. Council Rep.; NYS High School Coaches Assoc.; ASA Softball Assoc. ; Newark Rotary; Newark Lodge 1249; Palmyra Moose Lodge
Orsini, Norine	BOCES	Town of Williamson Rep.
Phillips, Pam	Wayne County Probation Dept.	WC Probation Rep.
VanAcker, Susan	Wayne Central School	Town of Huron Rep.; Boys Scouts Exec. Council; Lakes Work Experience; Asset Committee, WC Farm Bureau
VanDongen, Valerie	Newark Skate Park	Village of Newark Rep.; Skate Park Rep.
Van Lare, Jackie		Walworth Rec

AGING SERVICES

2009 ACCOMPLISHMENTS

Demand for Aging Programs Continues to Increase



*Statistics exclude our basic Information service which does not track services by client and the Discount Card program that is a service of the Wayne County Senior Citizen Action Council (S.C.A.C.).

Over the past decade, the Department has seen an amazing 43% increase in the number of seniors we serve on an annual basis. This increase is due to a number of factors that include:

- **Increase in the Senior Population.** The number of people age 60 and older in Wayne County is estimated to have grown by 11% since 2000, even though the total Wayne County population is estimated to have dropped by 2% during this time. In contrast, Wayne County's 18-to-59 population has remained steady, and the 17-and-under population has decreased nearly 15% over the decade.
- **Introduction of New Programs.** NY Connects: Choices for Long-term Care, a collaborative effort between the New York State Office for the Aging and the New York State Department of Health, was launched in 2007 to help people of all ages make informed decisions about the types of long-term care services they receive. In 2009, we served 535 individuals under the program. We currently

have two employees (1.0 FTE) devoted to NY Connects, with additional administrative time as necessary.

- **Complexity of Insurance Options.** With the introduction of Medicare Part D a few years ago and the availability of many more Medicare Advantage plans, demand for our insurance counseling services has skyrocketed. Our insurance counselors also provide seniors and their family members with information about other prescription plan options, Medicare Parts A and B, Medicare supplemental policies, employer-based insurance coverage, Medicaid, and long-term care insurance. We have also introduced Medicare 101 and Medicare 102 educational sessions. Ten years ago, one employee handled this program part-time. Today, four employees (2.5 FTE) are involved.
- **Expansion of Senior Center Programming.** Nationwide, attendance at senior centers has dropped by 17% over the last decade. Locally, we were seeing a similar decrease until we took the initiative to change our focus from “nutrition sites” to “senior centers.” While the “noontime-meal-at-a-nutrition-site” model worked well for previous generations, interests and demands of today’s seniors are different. We decreased the emphasis on meals, increased the emphasis on social activities, and introduced fun and exciting exercise programs like Bone Builders. The result was an increase of 8% in the number of meals served in the last ten years even though the Lyons Community Center closed their program in 2004 so we now have six centers instead of seven.
- **Technology.** Over the last ten years, we have worked hard to ensure that the Department’s aging-related services have a strong presence online. Seniors and their caregivers are increasingly turning to the Internet to learn about the programs we offer, find out about upcoming events and activities, sign up for or read our newsletter, and check to see what’s on the menu at our senior centers. We are easily found 24 hours a day, seven days a week through the County’s website as well as through links on the websites of the United States Administration on Aging (aoa.gov), the national Eldercare Locator (eldercare.gov), the New York State Office for the Aging (aging.ny.gov), and New York Connects (nyconnects.org).

Wayne County Selected to Participate in U.S. Administration on Aging Survey

In early 2009, the Wayne County Department of Aging and Youth was selected by the United States Administration on Aging (AoA) to assist with the Fifth National Survey of Older Americans Act Participants. In Wayne County, 57 seniors and caregivers were randomly selected to assist AoA with evaluating the overall, nationwide effectiveness of case management, senior center meals, home delivered meals, aide service, transportation, and services to caregivers.

Responses were confidential and all information was collected and analyzed by AoA so, unfortunately, no local feedback is available. The data will eventually be used to provide the President and Congress information about AoA’s performance outcomes, to

support AoA budget requests, and to enhance services and programs for the aging population throughout the country. We are pleased to have been selected to assist with this survey and are proud to have given Wayne County seniors and their caregivers a voice in national affairs.

Nutrition Programs Benefited from Economic Stimulus Funds

The Department of Aging and Youth received \$24,295 in American Recovery and Reinvestment Act (ARRA) funding in 2009, which was earmarked for use in nutrition programs. We directed these funds into our senior centers and home delivered meals programs and were able to fund a total of 5,000 meals for 262 Wayne County seniors. This funding allowed us to offset cuts in other funding sources and to keep healthy, balanced meals available at our centers and in seniors’ homes five days per week.

DEMOGRAPHIC OVERVIEW OF SENIORS SERVED IN 2009

Total seniors served (all programs, age 60+)	3,007	
Category	Number	% of total
Low income (<150% of federal poverty level)	1,006	33%
Members of minority groups	117	4%
Frail or disabled	1,036	34%
Age 60 – 74	1,590	53%
Age 75 – 84	905	30%
Age 85+	512	17%
Live alone	1,309	44%

COMMUNITY AND CAREGIVER SERVICES

Staff: **Janet Freeman, Senior Caseworker**
Don Combes, Services Assistant
Nicole Grevell, Caseworker
Sharon Tiballi, R.N.
Marsha Walker, Caseworker
Dotty Whitcomb, R.N.

Contracts: Lifetime Care (aide service)

Aide Service: The department contracts with Lifetime Care to provide personal care and homemaker services. The cost of service is based on income. The goal of the program is to help seniors continue to live safely and independently in their own homes or apartments.

Caregiver Services: Caregiver Services includes workshops for grandparents caring for their grandchildren and, for caregivers of older relatives, educational programs and support groups.

Case Management: Case Management is provided to all aide service and adult day services clients but may also be provided on its own. Caseworkers are available to meet with seniors and their family members to assess the need for a variety of community-based services and to assist with organizing and setting up these services. The goal of case management is to assist seniors in preserving or increasing their independence and to stay safely in their own homes and apartments as long as possible.

Long-term Care Ombudsman Program: Ombudsmen are New York State trained and licensed volunteers who are assigned to local nursing homes and adult care homes. Their activities include receiving complaints, resolving problems, protecting resident rights, identifying adverse issues and conditions affecting residents, and providing information and assistance to improve and maintain residents' quality of life.

Personal Emergency Response System: Personal emergency response units are available to people who are generally alone for at least eight hours a day and who have health conditions that may require immediate help. The Department's 160 units are monitored 24 hours a day by Wayne County's E-911 center. Units are assigned based on need. Units are available at no cost, but donations to offset program expenses are appreciated.

Transportation: Whether you choose not to drive or prefer the convenience of door-to-door transportation, the Department of Aging and Youth can help you get to where you need to go. The department provides transportation for seniors to medical and agency appointments in Wayne County and the surrounding area. We also offer transportation for shopping and to several senior centers. Service is available to Wayne County residents age 60 and older. Rides are scheduled on a first-come first-served basis.

COMMUNITY AND CAREGIVER SERVICES

Program	Units of Service	Participants
Aide Service	13,595 hours	103
Caregiver Services	10 programs	27
Case Management	2,984 hours	123
Personal Emergency Response System	1,799 unit months	192
Transportation	2,779 rides	120

INFORMATION, ASSISTANCE, AND ADVOCACY SERVICES

Staff: Dawn Jendrick, Aging Services Specialist
Susan Claeysen, Services Assistant
Shirley Lancaster, Services Assistant
Kyra Smith, Services Assistant
Margaret Voigt, Aging Services Worker

Contracts: Legal Assistance of Western New York, Inc.

Case Assistance: When seniors have situations that require more than a simple answer, department staff are trained to provide necessary information, make referrals to appropriate agencies, assist in obtaining benefits and services, and serve as advocates.

Home Energy Assistance Program (HEAP): HEAP assists persons with limited incomes in paying home heating costs. The Department of Social Services contracts with us to send, receive, and process HEAP applications for applicants age 60 and older or who are disabled and any age.

Information: The Department is a trusted source of information about aging-related issues. Each unit of service is a contact that staff made with the public or a question we were able to answer.

Insurance Counseling: We provide neutral, unbiased information about Medicare, supplemental insurance, HMOs, Medicaid, Medicare buy-in programs, EPIC, and long term care insurance. We also help with understanding billing questions, filing claims, and comparing policy coverage.

Legal Assistance: The Department contracts with Legal Assistance of the Finger Lakes to provide professional legal counseling and representation in civil matters to the seniors of Wayne County. Typical cases include benefit denials, landlord-tenant disputes, and consumer rights.

NY Connects: Choices for Long-Term Care in Wayne County: Long-term care encompasses the wide range of services and supports available to people with both chronic and short-term care needs. NY Connects provides unbiased and comprehensive information to individuals and families trying to access appropriate long-term care services. The goal is to reduce the need for and delay entry into more costly institutional care by encouraging the use of community-based services and offering better coordinating care.

Weatherization: Weatherization services assist low-income households in reducing energy consumption, lowering fuel bills, and increasing home comfort. Examples of services include drafty window and door replacement, insulation and weather stripping installation, and furnace cleaning/tune-up.

INFORMATION, ASSISTANCE, AND ADVOCACY SERVICES

Program	2009 Units of Service	2009 Participants
Case Assistance	174 contacts	66
Home Energy Assistance Program	1,095 applications	968
Information	7,088 contacts	N/A
Insurance Counseling	2,950	505
Legal Assistance	67 hours	35
NY Connects: Choices for Long-Term Care	1,151 contacts	652
Weatherization	115 contacts	45

NUTRITION, HEALTH, AND WELLNESS SERVICES

Staff: Susan Blair, Nutrition Services Coordinator
Debbie Fox, Aging Services Aide
Sue Gutschow, Aging Services Aide
Joan Howell, Aging Services Aide

Contracts: Faith United Methodist Church (Wolcott senior center)
Geri Morse, R.D. (nutrition counseling, nutrition education, menu planning)
Home Meal Service, Inc. (home delivered meals)
St. John's Catholic Church (Clyde senior center)
Town of Ontario (Ontario senior center)
United Third Methodist Church (Sodus senior center)
Village of Newark (Newark senior center)
Village of Palmyra (Palmyra senior center)
Wayne County ARC/Key Industries (meal preparation)

Farmers' Market Coupons: The department serves as a distribution point for the farmers' market coupon program operated by the New York State Department of Agriculture and Markets. Each booklet contains \$20 in coupons that can be used the same as cash at local farmers' markets.

Health Promotion: Nurses check blood pressure, pulse, and weight monthly at free wellness clinics at several locations throughout the county — including all of our senior centers, with the exception of Newark. In addition, the Bone Builders osteoporosis prevention is available at the Clyde, Newark, Sodus, and Wolcott centers while the Ontario center features the Arthritis Association exercise program.

Home Delivered Meals: Home delivered meals are provided through our contract with Home Meal Service, Inc. Any person who is unable to shop or prepare food or who is nutritionally at-risk is eligible to receive meals. Meals are planned by our registered dietitian and meet 1/3 RDA requirements.

Home Delivered Meals Case Management: Every individual receiving home delivered meals is reassessed annually by the Nutrition Services Coordinator. In addition, our Dietician makes additional contacts in six-month intervals to make sure that the meals are meeting each client's needs.

Nutrition Counseling: Our registered dietitian is available to meet with seniors and/or caregivers to answer nutrition-related questions and to provide advice on making healthy menu choices.

Nutrition Education: Nutrition Education activities are provided in several formats on a monthly basis by our registered dietitian. Nutrition-related articles also appear in the department's quarterly newsletter.

Senior Centers: Our senior centers offer a number of programs and activities in addition to a hot, nutritious noontime meal. Centers are generally open 9:30 am – 1:30 pm Monday through Friday and meals are planned by our registered dietitian to meet 1/3 RDA requirements.

NUTRITION, HEALTH, AND WELLNESS SERVICES

Program	2009 Units of Service	2009 Participants
Farmers' Market Coupons	640 booklets	640
Health Promotion	503 events	276
Home Delivered Meals	34,443 meals	271
HDM Case Management	150 hours	124
Nutrition Counseling	49 hours	46
Nutrition Education	78 presentations	252
Senior Center Meals	24,764 meals	608

WAYNE COUNTY SENIOR CENTERS

Center Location <i>Phone Number</i>	Center Operator <i>Manager</i>	Meals	Participants	Donations
St. John's Church Hall E. DeZeng Street, Clyde <i>923-7216</i>	Department of Aging and Youth <i>Susan Gutschow</i>	3,073	89	\$4,801.57
Alex Eligh Community Center 303 East Avenue, Newark <i>331-2532</i>	Village of Newark <i>Patricia Cowles</i>	2,292	68	\$4,562.67
Brown Square Village 2100 Brown Square, Ontario <i>524-3034</i>	Town of Ontario <i>Brenda Kohler</i>	6,290	93	\$7,265.71
Village Park and Club Rooms 149 E. Main Street, Palmyra <i>597-4015</i>	Department of Aging and Youth <i>Nancy Macomber / Joan Howell</i>	2,298	73	\$3,260.31
United Third Methodist Church 56 W. Main Street, Sodus <i>483-8362</i>	Home Meal Service, Inc. <i>Betty Mayou</i>	4,834	189	\$3,133.89
Faith United Methodist Church 12223 Oswego Street, Wolcott <i>594-1644</i>	Department of Aging and Youth <i>Debbie Fox</i>	6,047	164	\$6,253.60
Total		24,764	608	\$29,277.75

**AGING SERVICES ADVISORY COUNCIL MEMBERS
as of December 31, 2009**

Marianne DeBellis, Wayne County Department of Social Services

Corrine Kleisle, Mayor, Village of Lyons

Carm Krueger, Wayne County Action Program

Mary Ann Lane, Marion

Chris Lauster, Galen

David Nussbaumer, Palmyra

Susan Nussbaumer, Palmyra

Mae Pitts, Williamson

Alice Reynolds, Walworth

Elva Robinson, Sodus

Alice Schultz, Macedon

Pam Taylor, Wayne Community Nursing Care/Public Health

Mary Veley, Wolcott

AGING SERVICES PROVIDED BY TOWN

1/1/2009 - 12/31/2009

Arcadia

555 residents served

Program	# Served
Aide Service - PCA I	3
Aide Service - PCA II	17
Caregiver Services	8
Case Assistance	10
Case Management	58
Congregate Meals/Senior Center	60
Discount Card	67
Health Promotion	49
Home Delivered Meals	65
Home Energy Assistance Program	181
Insurance Counseling	100
Legal Assistance	7
Nutrition Counseling	12
Nutrition Education	26
NY Connects	97
Personal Emergency Response System	40
Transportation	34
Weatherization	6

Butler

58 residents served

Program	# Served
Aide Service - PCA II	1
Case Assistance	1
Case Management	2
Congregate Meals/Senior Center	17
Discount Card	5
Health Promotion	10
Home Delivered Meals	5
Home Energy Assistance Program	19
Insurance Counseling	6
Nutrition Counseling	1
Nutrition Education	7
NY Connects	9
Personal Emergency Response System	4
Transportation	4

Galen

176 residents served

Program	# Served
Aide Service - PCA II	7
Caregiver Services	1
Case Assistance	3
Case Management	11
Congregate Meals/Senior Center	58
Discount Card	3
Health Promotion	31
Home Delivered Meals	19
Home Energy Assistance Program	67
Insurance Counseling	36
Legal Assistance	3
Nutrition Counseling	2
Nutrition Education	21
NY Connects	26
Personal Emergency Response System	11
Transportation	10
Weatherization	5

AGING SERVICES PROVIDED BY TOWN

1/1/2009 - 12/31/2009

<u>Huron</u>		<u>Lyons</u>		<u>Macedon</u>	
57 residents served		277 residents served		133 residents served	
Program	# Served	Program	# Served	Program	# Served
Aide Service - PCA II	3	Aide Service - PCA I	1	Aide Service - PCA I	2
Case Management	4	Aide Service - PCA II	2	Aide Service - PCA II	8
Congregate Meals/Senior Center	18	Caregiver Services	1	Caregiver Services	1
Discount Card	2	Case Assistance	8	Case Assistance	4
Health Promotion	11	Case Management	19	Case Management	16
Home Delivered Meals	4	Congregate Meals/Senior Center	27	Congregate Meals/Senior Center	8
Home Energy Assistance Program	19	Discount Card	23	Discount Card	4
Insurance Counseling	15	Health Promotion	5	Health Promotion	4
Nutrition Education	3	Home Delivered Meals	38	Home Delivered Meals	15
NY Connects	7	Home Energy Assistance Program	91	Home Energy Assistance Program	48
Personal Emergency Response System	2	Insurance Counseling	60	Insurance Counseling	30
Weatherization	1	Legal Assistance	4	Legal Assistance	2
		Nutrition Counseling	3	Nutrition Counseling	3
		Nutrition Education	8	Nutrition Education	3
		NY Connects	62	NY Connects	29
		Personal Emergency Response System	20	Personal Emergency Response System	10
		Transportation	16	Transportation	3
		Weatherization	3	Weatherization	2

AGING SERVICES PROVIDED BY TOWN

1/1/2009 - 12/31/2009

Marion

143 residents served

Program	# Served
Aide Service - PCA II	1
Caregiver Services	1
Case Assistance	3
Case Management	9
Congregate Meals/Senior Center	17
Discount Card	16
Health Promotion	13
Home Delivered Meals	13
Home Energy Assistance Program	45
Insurance Counseling	30
Legal Assistance	1
Nutrition Counseling	1
Nutrition Education	5
NY Connects	25
Personal Emergency Response System	6
Transportation	6
Weatherization	2

Ontario

189 residents served

Program	# Served
Aide Service - PCA I	3
Aide Service - PCA II	10
Caregiver Services	1
Case Assistance	5
Case Management	21
Congregate Meals/Senior Center	72
Discount Card	3
Health Promotion	20
Home Delivered Meals	14
Home Energy Assistance Program	68
Insurance Counseling	27
Legal Assistance	2
Nutrition Counseling	1
Nutrition Education	47
NY Connects	35
Personal Emergency Response System	16
Transportation	4

Palmyra

243 residents served

Program	# Served
Aide Service - PCA I	3
Aide Service - PCA II	7
Caregiver Services	1
Case Assistance	6
Case Management	31
Congregate Meals/Senior Center	46
Discount Card	28
Health Promotion	13
Home Delivered Meals	35
Home Energy Assistance Program	87
Insurance Counseling	49
Legal Assistance	4
Nutrition Counseling	7
Nutrition Education	22
NY Connects	40
Personal Emergency Response System	13
Transportation	12
Weatherization	5

AGING SERVICES PROVIDED BY TOWN

1/1/2009 - 12/31/2009

Rose

86 residents served

Program	# Served
Case Management	2
Congregate Meals/Senior Center	19
Discount Card	9
Health Promotion	7
Home Delivered Meals	5
Home Energy Assistance Program	42
Insurance Counseling	12
Legal Assistance	1
Nutrition Education	5
NY Connects	14
Personal Emergency Response System	6
Transportation	2
Weatherization	3

Savannah

49 residents served

Program	# Served
Case Assistance	1
Congregate Meals/Senior Center	12
Discount Card	6
Health Promotion	7
Home Energy Assistance Program	19
Insurance Counseling	14
Legal Assistance	1
Nutrition Education	7
NY Connects	5
Personal Emergency Response System	2
Transportation	2
Weatherization	1

Sodus

307 residents served

Program	# Served
Aide Service - PCA I	4
Aide Service - PCA II	8
Caregiver Services	2
Case Assistance	4
Case Management	25
Congregate Meals/Senior Center	97
Discount Card	17
Health Promotion	45
Home Delivered Meals	26
Home Energy Assistance Program	105
Insurance Counseling	44
Legal Assistance	5
Nutrition Counseling	10
Nutrition Education	38
NY Connects	47
Personal Emergency Response System	27
Transportation	9
Weatherization	11

AGING SERVICES PROVIDED BY TOWN

1/1/2009 - 12/31/2009

Walworth

54 residents served

Program	# Served
Aide Service - PCA II	3
Case Management	5
Congregate Meals/Senior Center	5
Discount Card	2
Health Promotion	3
Home Delivered Meals	2
Home Energy Assistance Program	16
Insurance Counseling	15
Nutrition Education	3
NY Connects	12
Personal Emergency Response System	1
Transportation	1
Weatherization	1

Williamson

229 residents served

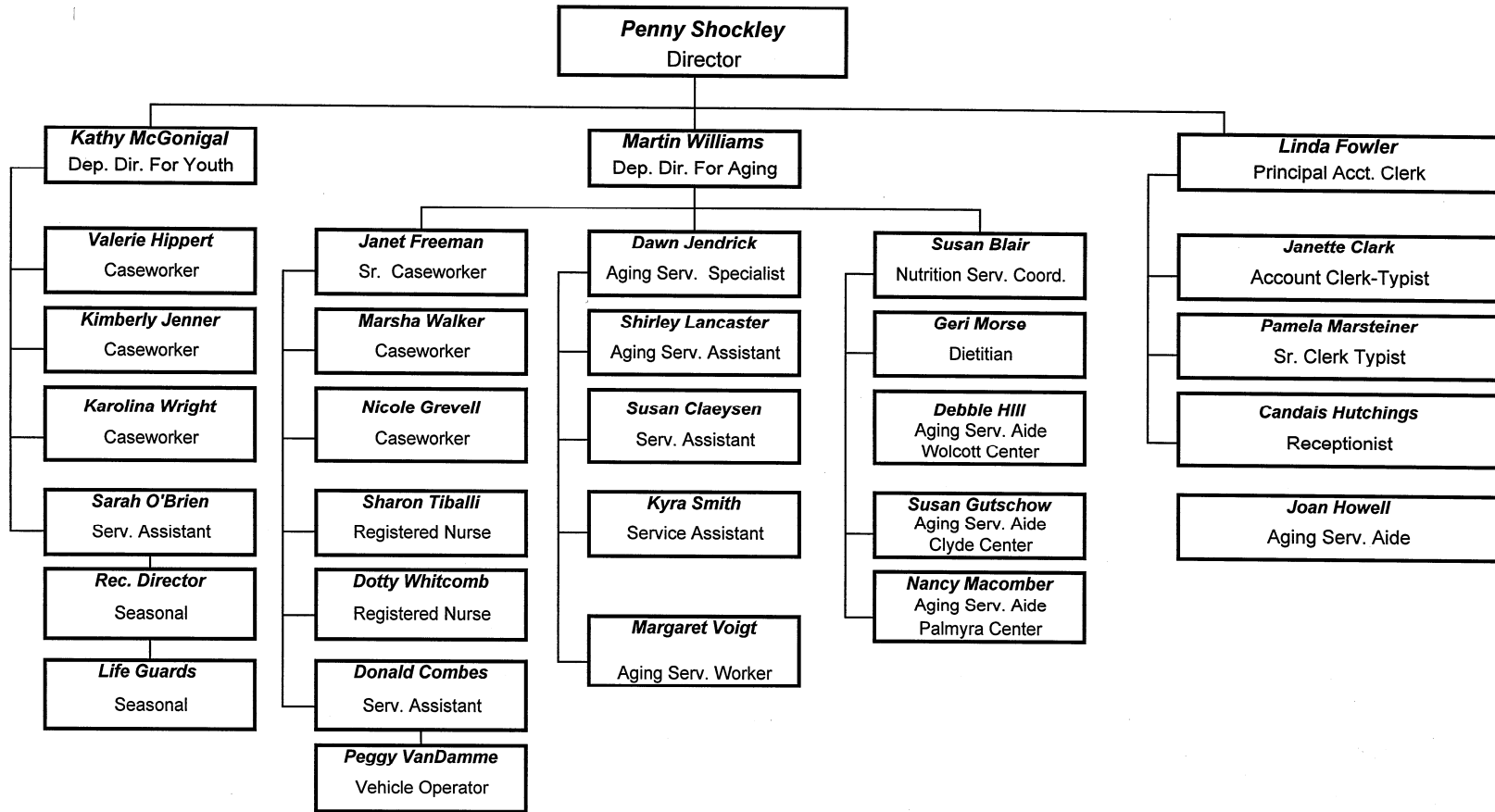
Program	# Served
Aide Service - PCA II	11
Caregiver Services	3
Case Assistance	7
Case Management	19
Congregate Meals/Senior Center	32
Discount Card	34
Health Promotion	7
Home Delivered Meals	18
Home Energy Assistance Program	81
Insurance Counseling	32
Legal Assistance	3
Nutrition Counseling	4
Nutrition Education	10
NY Connects	39
Personal Emergency Response System	16
Transportation	8
Weatherization	2

Wolcott

202 residents served

Program	# Served
Aide Service - PCA I	1
Aide Service - PCA II	8
Case Assistance	3
Case Management	13
Congregate Meals/Senior Center	73
Discount Card	16
Health Promotion	34
Home Delivered Meals	9
Home Energy Assistance Program	75
Insurance Counseling	27
Legal Assistance	2
Nutrition Counseling	2
Nutrition Education	30
NY Connects	26
Personal Emergency Response System	17
Transportation	8
Weatherization	

WAYNE COUNTY DEPARTMENT OF AGING AND YOUTH 2009



**WAYNE COUNTY DEPARTMENT OF AGING AND YOUTH
FUNDS SPENT BY PROGRAM AND TYPE OF SERVICE
2009**

SERVICE CATEGORIES	TITLE III-B	CONGREGATE TITLE III-C-1	HDM TITLE III-C-2	TITLE III-D	TITLE III-E	EISEP	COMMUNITY SERVICES	CSI	SNAP	*OTHER*	TOTAL
Homemaking/Pers.Care	\$ 3,989				\$ 31,675	\$ 206,101	\$ 35,249				\$ 277,014
Housekeeping/Chore						\$ 22,071					\$ 22,071
Home Delivered Meals			\$ 48,986						\$ 183,916	\$ 27,987	\$ 260,889
Case Management				\$ 4,574	\$ 14,155	\$ 99,089	\$ 19,097		\$ 6,455	\$ 32,711	\$ 176,081
Congregate Meals		\$ 135,927							\$ 34,626	\$ 23,834	\$ 194,387
Nutrition Counseling			\$ 547						\$ 2,809		\$ 3,356
Transportation	\$ 18,838						\$ 31,620	\$ 4,868	\$ 10,400	\$ 8,001	\$ 73,727
Legal Assistance	\$ 10,923										\$ 10,923
Nutrition Education		\$ 6,534	\$ 879						\$ 1,902		\$ 9,315
Info & Assistance	\$ 109,641						\$ 33,944		\$ 7,285	\$ 105,414	\$ 256,284
Health Promotion				\$ 555						\$ 5,311	\$ 5,866
Per.Emerg. Response					\$ 1,425					\$ 48,539	\$ 49,964
Caregiver Services					\$ 2,064						\$ 2,064
LTC Ombudsman	\$ 21,056									\$ 16,054	\$ 37,110
Other*					\$ 160					\$ 201,208	\$ 201,368
Area Plan Admin.	\$ 16,274	\$ 15,879			\$ 8,482					\$ 146,329	\$ 186,964
CSE/EISEP/PLANNING						\$ 20,810	\$ 20,721		\$ 10,358		\$ 51,889
TOTAL	\$ 180,721	\$ 158,340	\$ 50,412	\$ 5,129	\$ 57,961	\$ 348,071	\$ 140,631	\$ 4,868	\$ 257,751	\$ 615,388	\$ 1,819,272
NOTE: SPECIAL PROJECT FUNDS FOR HELP LINE ARE NOT INCLUDED. NOT ALL FUNDS IN GRANTS PASS THROUGH THE COUNTY BUDGET.											
COSTS PER UNIT OF SERVICE CANNOT BE CALCULATED BECAUSE OF VARIABLE PROGRAMMATIC REQUIREMENTS THAT SKEW THE FIGURES.											
*Due to reporting system changes the 'Other' category includes the services of Employment, Energy Assistance, Discount Cards, Public Information, and WRAP.											
OTHER funding column includes the WRAP, USDA, HIICAP, LTCOP, LTCIEOP, Title V, Wayne County, Title VII, Transportation, NY Connects and HEAP funding sources.											