

OFA 2021-22 Annual Update Summary

Each year, as part of its planning process and in preparation for its Four Year Plan, the Dutchess County Office for the Aging and its Advisory Board conduct public hearings to obtain comments on services and service needs for senior citizens and their caregivers. The following two pages of this publication provide a summary of current services and plans for 2021-22.

Ordinarily, we would hold in-person public hearings in September and October to gather your input and questions, but since physical safety is of utmost importance during a pandemic, we ask that you offer your input and questions in other ways. Contact us at **845-486-2555**, in writing at **114 Delafield Street, Poughkeepsie, NY 12601** or by email at **ofa@dutchessny.gov**.

Services Provided

A variety of services are provided by the Office for the Aging, both directly and through subcontracts with local providers. Below is a listing of services delivered between April 1, 2019 and March 31, 2020. Services provided through the Annual Update are funded through a combination of Dutchess County funds, federal funds, state funds, client contributions and cost share.

<i>Service</i>	<i>Units of Service</i>	<i>Clients Served</i>
Personal Care	38,551 hours	410
Social Adult Day Care	1,866 hours	11
Case Management	6,771 hours	827
Home Delivered Meals	135,972 meals	650
Congregate Meals	43,952 meals	508
Nutrition Counseling	99 hours	75
Transportation	28,664 trips	202
Legal Services	662 hours	39
Nutrition Education	24,255 items	709
Information & Assistance	28,911 calls	1,983
Outreach	654 contacts	72
In Home Contact & Support	1,722 hours	25
Senior Center Recreation & Education	2,410 sessions	340
Health Promotion	35,078 individuals	310
Personal Emergency Response Systems (PERS)	3,414 months	387
Caregiver Services	123 individuals	95

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Client Profiles

Services provided by the Dutchess County Office for the Aging are targeted to those who are most vulnerable. The chart below depicts the demographics of OFA clients receiving non-Medicaid community based long term care, between April 2019 and March 2020.

<i>Target Group</i>	<i>% in clients served</i>
Low Income	38.10%
Age 75+	40.50%
Age 85+	17.60%
Frail/Disabled	38.30%
Living Alone	41.30%
Minority	11.80%

Impact on the Lives of Seniors and Caregivers

Outcome and Client Satisfaction research conducted by the Office for the Aging has found the services offered have a significant impact in assisting seniors to remain independent in the community and in relieving caregiver stress and burden. Clients express a high degree of satisfaction with services provided.

2019-2020 Initiatives and Accomplishments

The Office for the Aging accomplished the following between April 2019 and March 2020:

- Meals distributed by the OFA Home Delivered Meals (HDM) program increased 2% to 136,000 meals served
- Arranged for over 38,000 hours of home care to seniors throughout the County.
- Walk-in clients increased 10% to over 4,700 during 2019.
- OFA's Community Service Workers assist clients with securing appropriate benefits such as Medicaid, the Medicare Savings Program, and other health insurance plans. Hours of service provided in 2019 totaled 2,276 hours supporting 993 clients.
- OFA's Case Management Unit served an average of 485 clients a month. In addition, through OFA's collaboration with the Alzheimer's Association, the Case Management unit provided 118 Alzheimer's Caregiver Consultations.
- OFA's Outreach unit helped 2,500 seniors by providing information and assisting them with applications for public benefits, including Medicaid, Medicare Savings Program, and HEAP (Heating Energy Assistance Program).
- OFA's NY Connects unit made 1,453 referrals to OFA for Homecare, Meals, Energy assistance, Medicare counseling, Nutrition counseling, and assistance with applying for low-income benefits. There were a total of 6,470 contacts made by the unit to assist callers with information, referrals and option counseling.

2021-22 Planned Activities

The COVID pandemic added momentum to a shift in the way older adults obtain information. Older adults are increasingly using technology to connect to news and information, health and wellness resources, and social supports. OFA's primary initiative for 2021-22 will be to provide information regarding OFA programs and services remotely through technology, incorporating goals that are now specific to changes presented during this pandemic, and are applicable for the future. The purchase of tablets, laptops, scanning devices, and monitors, which will allow OFA to interact with seniors remotely will be funded with federal stimulus dollars.