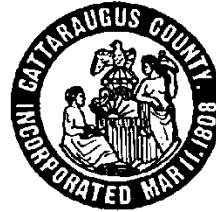




# Annual Report 2024



**Presented at Public Hearing  
August 15, 2024**

**Cattaraugus County  
Department of the Aging/NY Connects  
*An Aging and Disabilities Resource Center*  
Advocacy, Action, Answers on Aging**

***Bonnie Saunders, Deputy Director***

# LETTER TO THE LEGISLATURE AND COMMUNITY



**I am honored to present to you the Cattaraugus County Department of the Aging's 2023-2024 public hearing.**

Every year, the Administration for Community Living recognizes and celebrates older Americans' valuable contributions. The 2024 celebration theme is 'Powered by Connection', which recognizes the profound impact that meaningful relationships and social connections have on our health and well-being.

Additionally, a 'Reframe Aging' seminar sponsored by New York State Office for the Aging provided information about improving the perception of aging. The presenter reported that New York's 4.6 million older adults bring enormous intellectual, social and economic capital. Older New Yorkers and baby boomers make up 65% of all household income generated in New York State. They have high home ownership rates, are supporting schools and local business, and support almost 7 million jobs. This past year, the Cattaraugus County Retired Senior Volunteer Program (RSVP) alone reported \$968,384 as the monetary value associated with the work that our volunteers perform in our communities.

Cattaraugus County Department of the Aging is embedding 'Powered by Connection' and 'Reframing Aging' into the four-year plan. We have begun by starting innovative intergenerational programs. For example, St. Bonaventure Art and Swim Club students are creating window designs at our Allegany Senior Wellness and Nutrition Center. St. Bonaventure Health Professions students are visiting Senior Wellness and Nutrition Sites and providing wellness information while benefiting from the accumulated wisdom of the older adults with whom they are interacting. Dream It Do It, Intandem, Eden Heights, and other community-based organizations have volunteers supporting programs that serve our county's older adults. Our four-year plan will also include linking programs and individuals with technology to further increase social connections.

I am grateful for the support of county leaders, volunteers, staff, caregivers, and the older adults of Cattaraugus County. Let's continue to find creative solutions to ensure we can all thrive as we age.

Respectfully,

Bonnie Saunders, Deputy Director

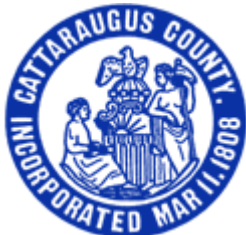
## LEGISLATURE 2024 (Current)

M. Andrew Burr, Chairman,  
Cattaraugus County Legislature

\*\*Kelly J. Andreano  
R. Donald Benson  
Joseph Boberg  
Michael M. Brisky  
\*Richard Helmich, Jr.  
Frank H. Higgins  
Laurie A. Hunt  
Norman L. Marsh  
\*Timothy J. Nagle  
Robert A. Parker  
\*Ginger D. Schroder  
\*Richard C. Smith  
Jefferey R. Stoltenberg  
Steven H. Teachman

\*\*Human Services Committee Chair

\*Human Services Committee Member



## DEPARTMENT OF THE AGING MANAGEMENT TEAM

Cathy Mackay	Director
Bonnie Saunders	Deputy Director
Susan Carney	Office Manager
Kim Connell	Nutrition Program Director
Ellen Herner	RSVP Program Director
Michele Spring	Senior Accountant
Mandi Hemphill	Case Supervisor
Katie Wilkinson	Unit Supervisor

## ADVISORY COUNCIL 2024 (Current)

Frank Aloï	Ann Ploetz
Tammy Benjamin	Mary Rich
Judi Blair	Sylvia Say
Diane Boser	Terry Shaw
Rita Fischer	Rick Smith
Barb Hastings	Dr. Kevin Watkins

# DEPARTMENT OF THE AGING ADVISORY COUNCIL



## LONG TERM CARE COUNCIL 2024 (Current)

Bonnie Babcock	Connecting Communities in Action
Ann Battaglia	Healthy Community Alliance
Kelly Bearfield	Eden Heights of Olean
Adam Dexter	LawNY
Julie Hall	Interfaith Caregivers
Barbara Hastings	WNY Public Health Alliance
Mari Howard	Intandem, Inc.
Beth Lay	Seneca Nation of Indians
Sue McAuley	United Way of Cattaraugus and Allegany Counties
Steve McCord	Cattaraugus County Veterans Service Agency
Caitlin Metler	Directions in Independent Living
Mary O'Leary	Cattaraugus County Community Services
Roxanne Padlo	Total Senior Care
Tammy Schmidt	The Pines Nursing and Rehabilitation
Richard Smith	Cattaraugus County Legislature
Patricia Tedesco	Office for People with Developmental Disabilities
Dr. Kevin Watkins	Cattaraugus County Health Department
Erin Whitcomb	Cattaraugus County Department of Social Services

### Ex-Officio Members:

M. Andrew Burr, Legislative Chairman  
Ginger Schroder, Legislator

Kelly Andreano, Legislator  
Jack Searles, County Administrator



## MISSION, VALUES, & VISION of the Cattaraugus County Dept. of the Aging

The Cattaraugus County Department of the Aging was created in July of 1975, and since its inception has coordinated with existing community services, planned, developed, and/or administered needed programs, while also promoting new and better services for all individuals age 60 or older.

In accordance with the Older Americans Act and the vision of local government, the primary goal of the Department of the Aging is to enable the estimated 15,500 older adults of Cattaraugus County to maintain or improve their quality of life in the least restrictive, most cost effective way.

With respect for the dignity, independence, and strengths of aging Cattaraugus Countians, with compassion for their needs, and with zeal in the promotion of their interests, the Department of the Aging shall:

- ❑ Anticipate, plan, coordinate, and support services and benefits to help older Cattaraugus Countians meet their diverse physical, social, and economic needs;
- ❑ Fairly and equitably allocate County, State, and Federal funds to communities throughout the County, identify quality programs to receive those funds, and ensure their effective and efficient use to meet the needs of older persons and their families;
- ❑ Expand resources for the aging through advocacy and through private and public partnerships in the creation of new programs and revenue enhancing innovations;
- ❑ Develop and encourage opportunities for older persons to serve their communities and to work as long as they wish;
- ❑ Assist older persons and their families to access existing resources and inform and educate the general public about aging issues; and
- ❑ Emphasize the development and accessibility of home and community-based services to prevent premature institutionalization.

## MISSION, VALUES, & VISION of NY Connects

Cattaraugus County NY Connects is an Aging and Disability Resource Center (ADRC) that provides accessible, coordinated and person-centered answers to the long term care needs of county residents and those who care for them. It is a “no wrong door” model of information and assistance through a collaboration of the Cattaraugus County Departments of Aging, Social Services, Health, Veterans Administration, Community Services (Mental Health), OPWDD (Office for People with Developmental Disabilities), and Directions in Independent Living. The system will:

- ❑ Encompass consumer choice, offer system integration for programs that are effective and responsive, promote personal responsibility, serve all socioeconomic groups, provide quality care, and ensure accountability, efficiency and affordability.
- ❑ Provide a consumer-centered entry point for information and assistance about long-term care and will direct consumers to linkages to services that assist individuals of all ages with long-term care needs, ensuring unbiased information and conflict-free case management.
- ❑ Provide information and assistance to all individuals who need long-term care, their caregivers, and those planning for future long-term care needs, whether it is anticipated that public or private sources of payment will be used. Supports a collaborative effort that ensures accountability, efficiency, and affordability for the consumer.



**NY Connects**  
Your Link to Long Term  
Services and Supports



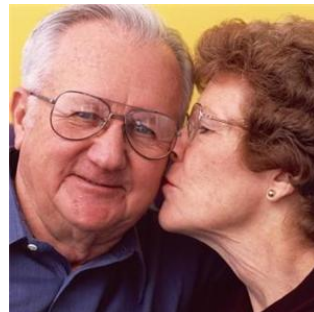
## A PROFILE OF AGING IN CATTARAUGUS COUNTY

The Cattaraugus County Department of the Aging is one of the 59 Area Agencies on Aging in New York State.

Our agency is dedicated to coordinating and collaborating with existing community service organizations to plan, develop and/or administer needed programs, while promoting productive, quality life for all individuals age 60 or older in the county.

Cattaraugus County is geographically large with approximately 1,310 square miles of land area and with an average of 62 persons living per square mile. It is the 8<sup>th</sup> largest county in New York by total area. The current population is approximately 75,150. Of that population total 15,353 are 60 years of age and over. The implications for community impact are astounding. Today's older adults are likely to be managing two or more chronic conditions, but they are living longer, more active lives.

It is imperative that we be proactive in developing livable communities where older persons can age in place successfully. Community-based services are cheaper and less restrictive. We will fulfill our part toward that goal of making Cattaraugus County a place where people can grow older and live happy, healthy, and productive lives.





# SERVICES PROVIDED

## INCLUDING LONG TERM CARE & OTHER COMMUNITY SUPPORT SERVICES

- Adult Day Care
- Nutrition Services
- Personal Emergency Response Units
- Family Caregiver Support and Respite
- Caregiver Resource Center/Caregiver Services
- Personal Care and Housekeeping
- Pharmaceutical Assistance/EPIC
- Health Insurance Counseling
- No Wrong Door/Options Counseling
- Case Management and Counseling
- Assessment and Screening
- Long Term Care Planning
- Evidenced-Based Programs (Tai-Chi, SHARE, Powerful Tools for Caregivers)
- Advocacy
- Legal Services
- Benefit Screening and Advisement
- Home Energy Assistance Program (HEAP)
- SNAP (Food Stamps)
- Elder Abuse Prevention
- Weatherization/Home Access
- Public Information
- Information/Referral
- Case Assistance
- Outreach/Education
- Volunteer Opportunities
- Connection with Technology Opportunities

## SUMMARY OF SERVICES July 1, 2023 - June 30, 2024

The next few slides provide a brief breakdown of some of the Department of the Aging services that have enhanced independence and the ability for older Cattaraugus County residents to remain at home.

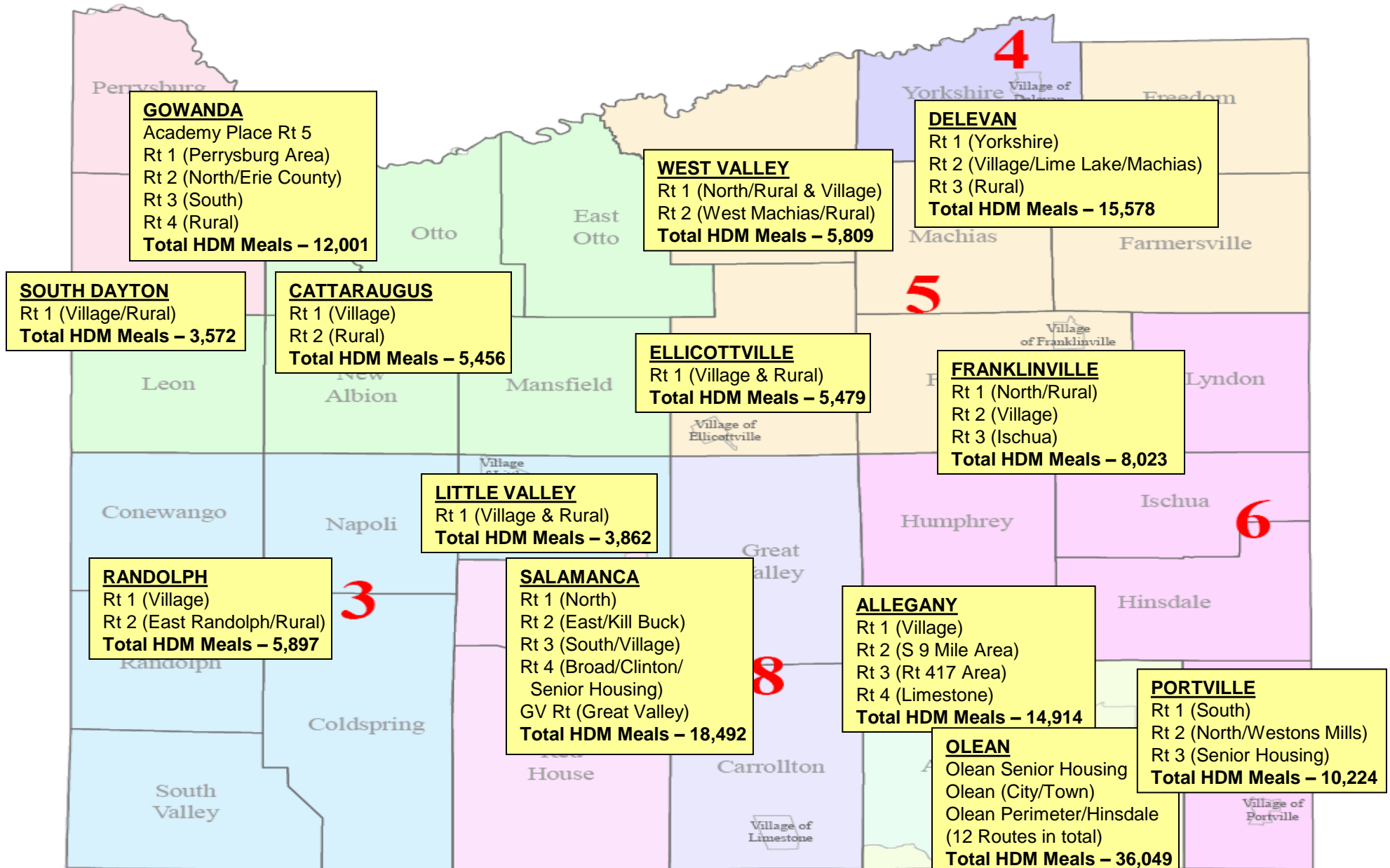
327	Volunteers Provided	25,969.92	Hours of service to our community
141,088	Home Delivered Meals	1021	People served
36,148	Congregate Meals	622	People served
262	Nutrition Counseling Hours	637	People served
900	Farmers Market Coupon Booklets	\$22,500	Total Value of Coupons
6,565	Case Management	1097	People served
9,398.65	In-Home Personal Care	92	People served
1,515.50	In-Home Housekeeping	32	People served
1,362	Adult Day Care	18	People served
228	Transportation (One-Way Trips)	57	People served
348.63	Legal Services Hours	85	People served
8,300	Information & Assistance	2,501	People served
3	Home Modifications Jobs	2	People served

## SUMMARY SERVICES (continued) July 1, 2023 - June 30, 2024

611	Personal Emergency Response Units	68	People served
897	Evidence Based Health Promotion	151	People served
635	Health Insurance Counseling Contacts	335	People served
657	Other Counseling Hours	47	People served
14,509	Health Based Promotional Materials	2,510	People served
78	Assistive Devices	35	People served
160	Consumables/IS Supplies	40	People served
6	Other Supplemental Services: (ADCSI and IIIE) Items	6	People served
232.70	Caregiver Counseling Hours	6	Caregiver Support Groups
15	Caregiver Training Hours	44	Caregiver Assistance Contacts
28	Caregiver Case Management Hours	244.25	Caregiver In-Home Respite Hours
84	Caregiver Out-of-Home Respite Hours	925	HEAP Applications reviewed (as an alternate certifier)

# HOME DELIVERED MEALS BY DELIVERY AREA 2023/2024

44 ROUTES TOTAL



\*Staff/Volunteer locations: South Dayton, Cattaraugus, Ellicottville, Little Valley, Salamanca, Franklinville, Allegany, Gowanda

## COMPARISON OF HOME DELIVERED MEALS: 2018 v.s. 2023/2024

<b>LOCATION</b>	<b>2018</b>	<b>2023/2024</b>	<b>Increase of:</b>
Allegany	12,830	14,914	2,084
Cattaraugus	5,047	5,456	409
Delevan	13,870	15,578	1,708
Ellicottville	3,200	5,479	2,279
Franklinville	6,909	8,023	1,114
Gowanda	10,946	12,001	1,055
Little Valley	4,487	3,862	-625
Olean	31,718	36,049	4,331
Portville	11,002	10,224	-778
Randolph	3,770	5,897	2,127
South Dayton	2,132	3,572	1,440
West Valley	2,672	5,809	3,137
<b>Totals</b>	<b>108,583</b>	<b>126,864</b>	<b>18,281</b>

# SENIOR WELLNESS AND NUTRITION PROGRAM (SWAN)

Meal Preparation ~ Congregate Dining ~ Home Delivered Meals ~ Grab-N-Go Meals ~ Nutrition Education/Counseling  
~ Health Promotion ~ Senior Center Activities/Recreation/ Education ~ Emergency Meals

## ALLEGANY SWAN CENTER

3 East Main Street

Allegany, NY 14706

(Congregate, Home Delivered Meals and [Grab-N-Go](#))

## CATTARAUGUS/

### LITTLE VALLEY SWAN

(Home Delivered Meals Only)

## DELEVAN SWAN

78 South Main Street

Delevan, NY 14042

(Congregate, Home Delivered Meals and [Grab-N-Go](#))

## ELLICOTTVILLE SWAN

28 Parkside Drive

Ellicottville, NY 14731

(Home Delivered Meals Only)

## FRANKLINVILLE SWAN

First Baptist Church

27 South Main Street

Franklinville, NY 14737

(Congregate, Home Delivered Meals and [Grab-N-Go](#))

## GOWANDA SWAN

Academy/Community Place

1 School Street

Gowanda, NY 14070

(Congregate, Home Delivered Meals and [Grab-N-Go](#))

## OLEAN SWAN

Olean Senior Center

112 North Barry Street

Olean, NY 14760

(Congregate, Home Delivered Meals and [Grab-N-Go](#))

## PORTVILLE SWAN

Masonic Temple

14 Temple Street

Portville, NY 14770

(Congregate, Home Delivered Meals and [Grab-N-Go](#))

## RANDOLPH SWAN

Municipal Building

72 Main Street

Randolph, NY 14779

(Congregate, Home Delivered Meals and [Grab-N-Go](#))

## SALAMANCA SWAN

25 Jefferson Street

Salamanca, NY 14779

(Home Delivered Meals Only)

## SOUTH DAYTON SWAN

Free Methodist Church

327 Pine Street

South Dayton, NY 14138

(Congregate, Home Delivered Meals and [Grab-N-Go](#))

## WEST VALLEY SWAN

St. Paul's United Methodist Church

9372 Route 240

West Valley, NY 14171

(Congregate, Home Delivered Meals and [Grab-N-Go](#))

## Child and Adult Care Food Program

### ALLEGANY LINWOOD CENTER –

**INTANDEM** (Adult Day Care)

[ReHабilitation Center Building](#)

3799 S. Nine Mile Road

Allegany, NY 14706

[Congregate only](#)

### TOTAL SENIOR CARE – DAYBREAK

(Adult Day Care)

Total Senior Care

519 North Union Street

Olean, NY 14760

[Congregate only](#)

Academy/Community Place

1 School Street

Gowanda, NY 14070

[Congregate only](#)

### FFC/PROS

203 Laurens Street

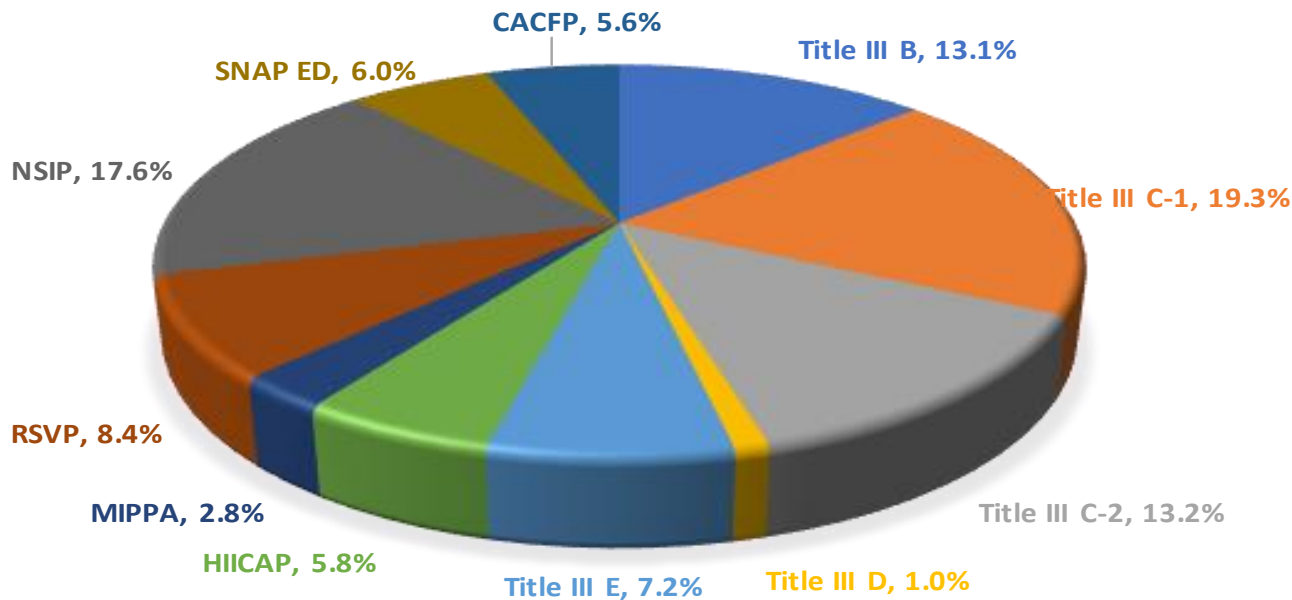
Olean, NY 14760

[Congregate only](#)





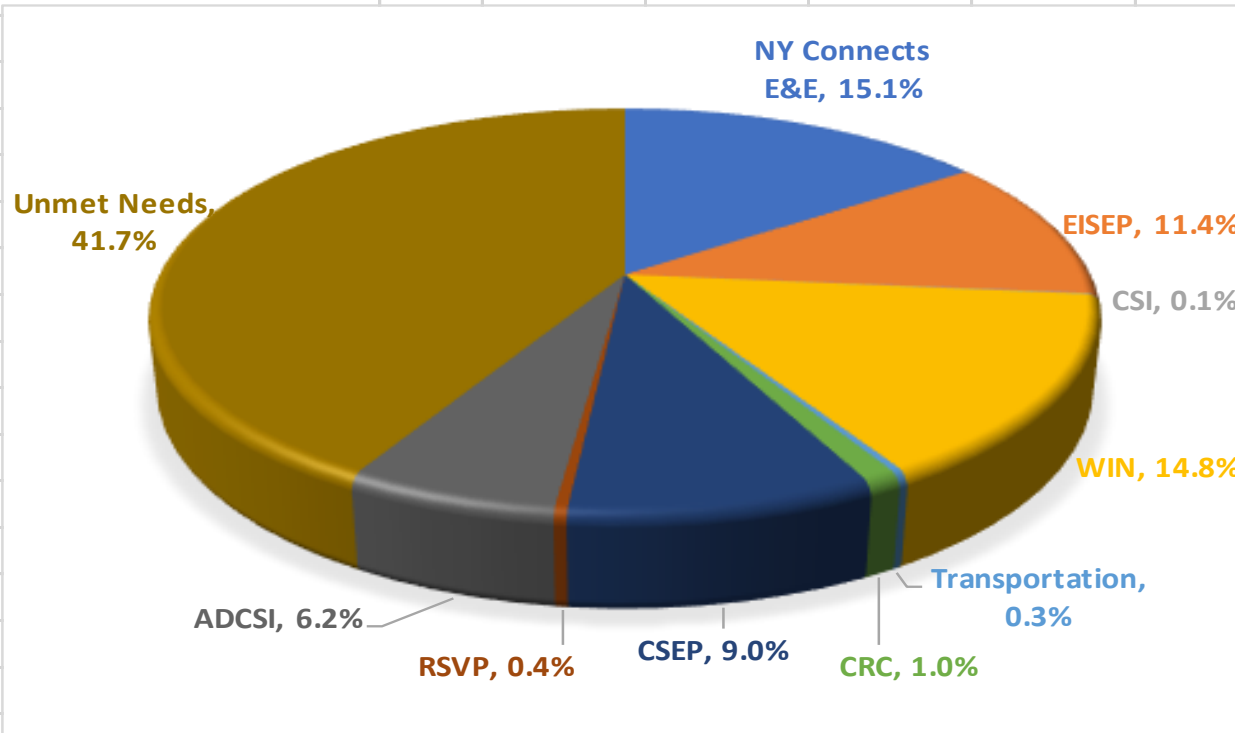
# CCDOA TOTAL FEDERAL REVENUE 2023 - 2024



Title III B	13.1%
Title III C-1	19.3%
Title III C-2	13.2%
Title III D	1.0%
Title III E	7.2%
HIICAP	5.8%
MIPPA	2.8%
RSVP	8.4%
NSIP	17.6%
SNAP ED	6.0%
CACFP	5.6%

<b>Title III B</b>	Case Management, Information & Referral, Outreach, Case Assistance, Legal Services
<b>Title III C-1</b>	Congregate Meals
<b>Title III C-2</b>	Home Delivered Meals
<b>Title III D</b>	Health Promotion/Evidence Based Programs
<b>Title III E</b>	Family Caregive Support, Respite
<b>HIICAP</b>	Health Insurance Counseling
<b>MIPPA</b>	Medicare Improvements for Patients & Providers Act
<b>RSVP</b>	Volunteer Services
<b>NSIP</b>	Meal Reimbursement
<b>SNAP ED</b>	Nutrition Services
<b>CACFP</b>	Social Adult Day Care/Other Day Programs

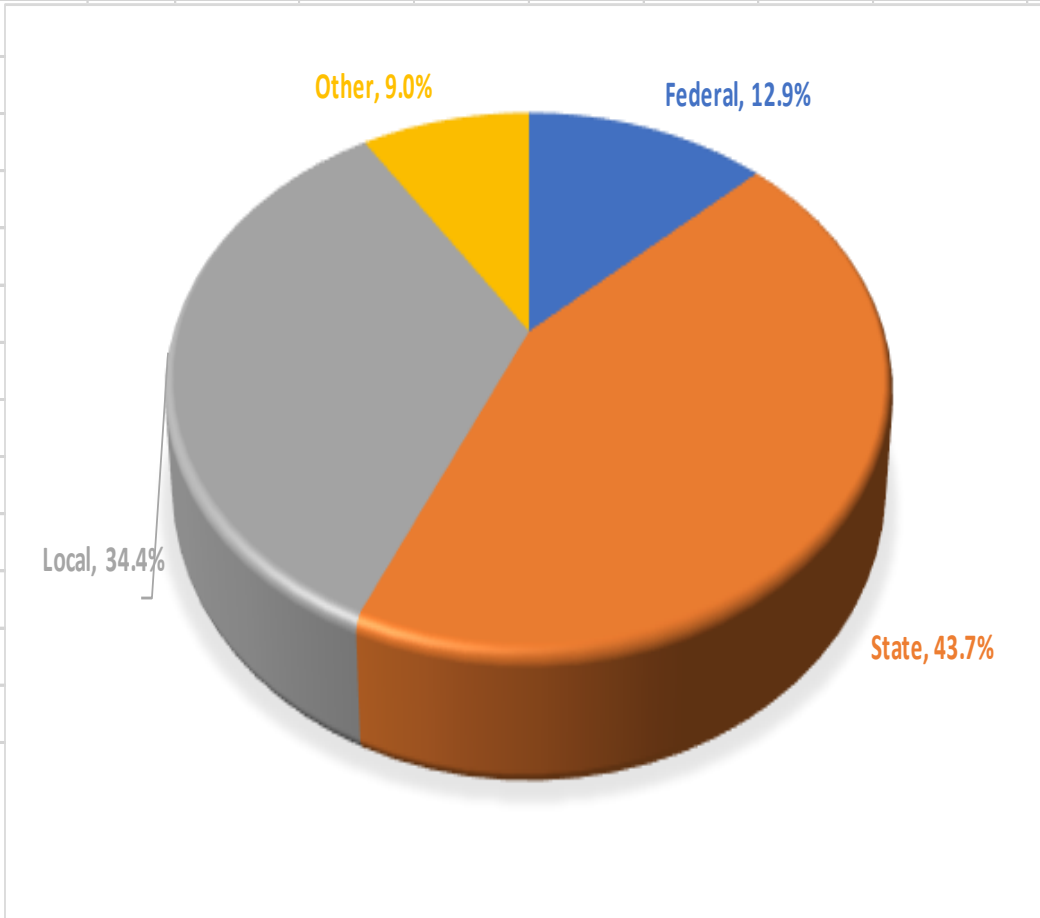
# CCDOA TOTAL STATE REVENUE 2023 - 2024



NY Connects E&E	15.1%
EISEP	11.4%
CSI	0.1%
WIN	14.8%
Transportation	0.3%
CRC	1.0%
CSEP	9.0%
RSVP	0.4%
ADCSI	6.2%
Unmet Needs	41.7%

<b>NY Connects E&amp;E</b>	NY Connects/ADRC, Information & Assistance, Information & Referral/LT Services & Supports
<b>EISEP</b>	Personal Care, Housekeeping, Personal Emergency Response Units, Adult Day Care
<b>CSI</b>	Senior Center Activities
<b>WIN</b>	Congregate and Home Delivered Meals
<b>Transportation</b>	Transportation
<b>CRC</b>	Caregiver Education, Information & Support
<b>CSEP</b>	Transportation, Adult Day Care, Case Management, I & R
<b>RSVP</b>	Volunteer Services
<b>ADCSI</b>	NYSDOH/Western New York Alzheimer's Caregiver Partnership
<b>Unmet Needs</b>	Support additional service capacity through NYSOFA programs

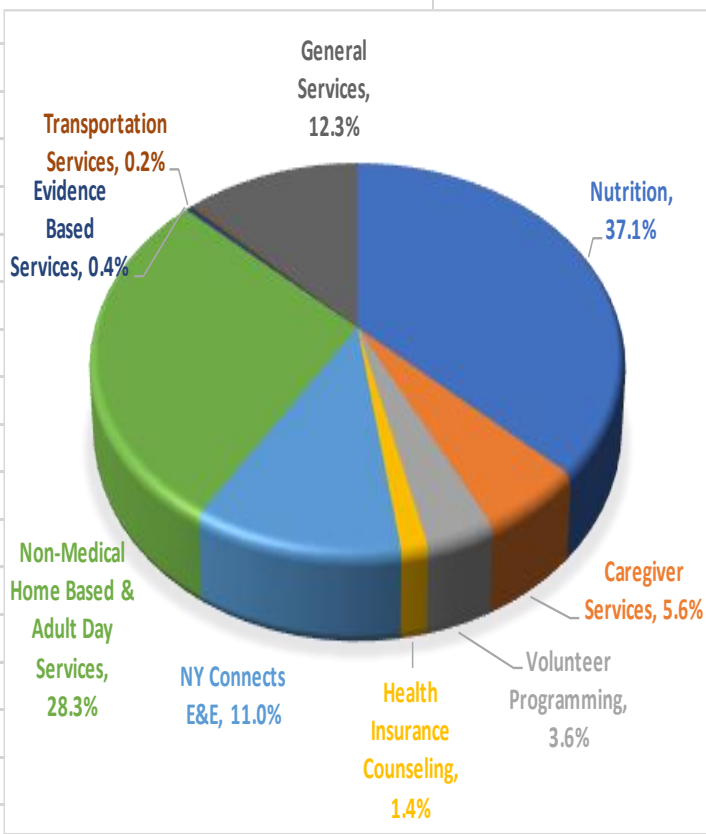
# CCDOA TOTAL REVENUES BY SOURCE 2023 - 2024



Federal	12.9%
State	43.7%
Local	34.4%
Other	9.0%
	100%

<b>Federal</b>	Federal Award	\$593,728.00
<b>State</b>	State Award	\$2,005,519.00
<b>Local</b>	Local Share	\$1,578,027.03
<b>Other</b>	Includes MLTCs, Participant Contributions and Donations	\$414,902.90
	<b>Total:</b>	<b>\$4,592,176.93</b>

# CCDOA TOTAL EXPENSES BY CATEGORY 2023 - 2024



Nutrition	37.1%								
Caregiver Services	5.6%								
Volunteer Programming	3.6%								
Health Insurance Counseling	1.4%								
NY Connects E&E	11.0%								
Non-Medical Home Based & Adult Day Services	28.3%								
Evidence Based Services	0.4%								
Transportation Services	0.2%								
General Services	12.3%								

<b>Nutrition</b>	WIN, Title III C-1, Title III C-2, NSIP, SNAP ED, CACFP, CSI	\$1,705,232.01							
<b>Caregiver Services</b>	ADCSI, Title III E, CRC	\$255,236.76							
<b>Volunteer Programming</b>	Federal RSVP, NYS RSVP	\$167,223.99							
<b>Health Insurance Counseling</b>	HIICAP, MIPPA	\$64,441.56							
<b>NY Connects E&amp;E</b>	NY Connects E&E	\$507,046.56							
<b>Non-Medical Home Based &amp; Adult Day Services</b>	EISEP, CSEP, Unmet Needs	\$1,299,718.24							
<b>Evidence Based Services</b>	Title III D	\$19,723.36							
<b>Transportation Services</b>	AAA Transportation	\$8,798.41							
<b>General Services</b>	Title III B, Stimulus, HEAP, Other	\$564,756.04							
<b>Total:</b>		<b>\$4,592,176.93</b>							

## 2023/2024 ACCOMPLISHMENTS AND HIGHLIGHTS

- ✓ Awarded substantial increase in our NYSOFA Unmet Need funding to decrease number of clients waiting for services
- ✓ Continued to expand community program sessions for evidence-based health promotion programs, including Tai Chi for Arthritis, Tai Chi for Fall Prevention, Support, Health, Activities, Resources, Education (SHARE), and Powerful Tools for Caregivers classes
- ✓ Built relationship with a Federally Qualified Health Center (Universal Primary Care) by hosting an in-person presentation on Department of the Aging and NY Connects services to resident physicians
- ✓ Participated in a tabled event at Olean Public Library to share information on Department of the Aging and NY Connects services
- ✓ Promoted trauma-informed care by having staff participate in and present at local Trauma Symposium
- ✓ Collaborated with Department of Social Services and Center for Elder Law and Justice to promote World Elder Abuse Awareness Day in Cattaraugus County, as well as hosting several informational sessions throughout the county
- ✓ Continued to expand our Blooming Health platform outreach, thereby increasing our agency's ability to quickly send out emergency information and allow those receiving the messages to request a contact
- ✓ Co-presented and tabled at events held on the Allegany and Cattaraugus Seneca Nation territories
- ✓ Assisted with planning the annual Dementia and Alzheimer's Symposium as well as contributed swag bags with the our program information

## 2023/2024 ACCOMPLISHMENTS AND HIGHLIGHTS (continued)

- ✓ Maintained staff board membership with several community organizations to increase advocacy and education
- ✓ Attended the Association on Aging in NY Leadership Institute and advocated for funding that does not have a county match
- ✓ Hosted CarFit presentations at the senior wellness and nutrition sites sites
- ✓ Dispersed information on CellEd; a program that facilitates English and Spanish learning
- ✓ Held a Caregiver Program series via Webex
- ✓ Continued participation in Resources and Advocacy for the Aging and Disabled (RAAD) meetings
- ✓ Worked with the Emergency Operations Center during the winter storm event and contacted older adults and caregivers to educate them on warming/charging stations, overnight shelters, and inquired about emergency needs
- ✓ Showcased by Blooming Health and NYSOFA for utilizing Blooming Health as a way to quickly survey older adults during an emergency
- ✓ Partnered with the St. Elizabeth Motherhouse whose residents provide 50 treats per month to be distributed to older adults in Cattaraugus County
- ✓ Conducted care consultations and caregiver services through a partnership with the Alzheimer's Association of WNY
- ✓ Participated in the Healthy Cattaraugus County NY Partnership Social Determinants of Health Accelerator Project



## 2023/2024 ACCOMPLISHMENTS AND HIGHLIGHTS (continued)

- ✓ Networked at Care Connection Day with local providers and care coordinators
- ✓ Secured 900 booklets of 2023 Farmers Market Coupons for distribution to Cattaraugus County older adults resulting in \$22,500 worth of local produce distributed to area older adults
- ✓ Partnered with CASA-Trinity to provide Wellness Initiative for Senior Education (WISE) articles for their senior newsletter which is distributed to out to senior wellness and nutrition sites across the county
- ✓ Renewed SAGECare credential for LGBT Cultural Competency certification
- ✓ Secured 1,000 eclipse glasses and distributed the glasses to older adults throughout the county along with EOC-approved public education
- ✓ Awarded a Ralph C. Wilson Legacy Grant of \$25,000 to create a caregiver hub at the Allegany Senior Wellness and Nutrition Center
- ✓ Relocated the Department of the Aging's central kitchen from Machias to Allegany
- ✓ Collaborated with the Dream It Do It team to provide technology items to older adults and education on how to use and operate items
- ✓ Signed an agreement with Cattaraugus County Pride Coalition to participate in Pride in the Park 2024
- ✓ Facilitated referrals and trainings related to the YMCA's virtual blood pressure self-monitoring program

## 2023/2024 ACCOMPLISHMENTS AND HIGHLIGHTS (continued)

- ✓ Received donations or grants from:
  - Subaru's annual Share the Love Event (\$3,623.94)
  - Meals on Wheels America (\$25,000)
  - Caregiver Technology Grant (\$5,000)
  - Western Zone Retired Teachers Foundation (\$400)
  - Free Methodist Church, Planning Committee on the Problems of the Aging (\$200)
  - First Presbyterian Church (\$15,000 toward a new walk-in freezer for the central kitchen)
  - Brutsman (emergency meals \$150)
  - Health Foundation \$2,500
  
- ✓ Attended leadership training and caucus meetings to strategize how to more effectively advocate for services and funding
  
- ✓ Promoted cultural competence by encouraging staff to participate in training for creating a safe environment, person centered practice, and cultural humility training
  
- ✓ Promoted Center for Elder Law and Justice's Financial Management Volunteer Assistance Program
  
- ✓ Provided awareness related to telemedicine suites and assistive devices available through Interfaith Caregivers
  
- ✓ Provided referrals to Falls Prevention programs offered by Ardent Solutions
  
- ✓ Educated older adults and their caregivers through our SNAP-ED program on eating healthy on a budget and healthy eating habits

**CATTARAUGUS COUNTY  
DEPARTMENT OF THE AGING/NY CONNECTS  
FOUR-YEAR PLAN (2024-2028) GOALS**

- Goal #1:** Further the vision of the Older Americans Act to cultivate innovative approaches reflective of local needs and preferences.
- Goal #2:** Enable older New Yorkers 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 family caregivers.
- Goal #3:** Create an age-friendly New York where home and community-based services are available and accessible to those who most need them, when they need them.
- Goal #4:** Ensure the rights of older New Yorkers and prevent their abuse, neglect, and exploitation.
- Goal #5:** Empower older New Yorkers to stay active and healthy through Older Americans Act services and those offered under Medicare.
- Goal #6:** Integrate COVID-19 lessons and adaptations into standard practice while preparing the aging network, and those served by the network, to successfully respond and adapt to future emergencies and disasters.
- Goal #7:** Promote equitable access to older adults in greatest social and economic need throughout all programs and services administered.
- Goal #8:** Support continuation of growth of state and local policy, programs, and investments that complement and expand upon the Older Americans Act programs.
- Goal # 9:** Family caregivers will be recognized, assisted, included, supported, and engaged through a variety of programs so that they can care for their care receivers at home for as long as possible.

## STRATEGIES TO ACHIEVE FOUR-YEAR PLAN GOALS

- ✓ Increasing our social media presence to enhance awareness of programs and services available to older adults and their caregivers.
- ✓ Collaborating with community-based organizations to promote the use of technology by older adults and their caregivers to access information, and also as an avenue to reduce social isolation.
- ✓ Working collaboratively to address the home care worker crisis.
- ✓ Identifying resources that can assist with home modifications and ancillary services that promote community living.
- ✓ Increasing older adults' access to technology options and awareness of state and local technology programs.
- ✓ Sustaining a robust congregate and home delivered meal program which is responsive to the needs and preferences of older adults in Cattaraugus County.
- ✓ Promote and collaborate on abuse prevention and education for older adults, caregivers and community organizations.
- ✓ Partnering with nonprofit organizations, private entities, governmental agencies, and individuals to build local, integrated legal services delivery systems that effectively and efficiently use the resources of the legal and advocacy communities to prevent the abuse, neglect, and exploitation of older adults and protect their rights

## STRATEGIES TO ACHIEVE FOUR-YEAR PLAN GOALS

- ✓ Increasing training opportunities for trauma-informed care.
- ✓ Increasing evidenced-based classes: Tai Chi for Arthritis, Powerful Tools for Caregivers, and SHARE sessions.
- ✓ Collaborating with the local university's health professions students to provide health-related outreach/educational opportunities in multiple areas of the community.
- ✓ Raising Medicare awareness and enrollment in the Medicare Savings Program benefit.
- ✓ Educating Medicare beneficiaries on Medicare preventive and Medicare wellness benefits and the importance of these services.
- ✓ Participating in ongoing training in basic disaster and emergency preparedness activities.
- ✓ Working collaboratively with the county Emergency Operations Center.
- ✓ Increasing client and caregiver opportunities to participate in Blooming Health and providing education on its ability to send out emergency information and allows those participating to send a request back for more information or a request for contact from a DOA worker.
- ✓ Expanding on the use of technology for telehealth and to reduce social isolation.
- ✓ Re-establish volunteer-led telephone reassurance programming.

## STRATEGIES TO ACHIEVE FOUR-YEAR PLAN GOALS

- ✓ Fostering intergenerational wellness partnerships with St. Bonaventure University health professions students who will visit Senior Wellness and Nutrition sites throughout the county to provide health and wellness educational activities.
- ✓ Improving and embracing diversity, equity, inclusion and accessibility.
- ✓ Decreasing the number of individuals who are waiting for services.
- ✓ Partnering with community-based organizations to provide information and access to services and programs that meet the needs of the people we serve.
- ✓ Increasing awareness and outreach to support caregivers.
- ✓ Helping caregivers self-identify as a caregiver.
- ✓ Creating a caregiver hub where caregivers and care receivers can enjoy shared activities in a non-judgmental space.





Grace Yatzkanic was honored by NYSOFA on Older New Yorkers' Day, celebrated May 14, 2024. The picture and narrative below are found in the "Powered By Connections" Older New Yorkers' Day 2024 publication.

**AWARDEE:**

**Grace Yatzkanic**  
Cattaraugus County



Grace Yatzkanic's unwavering dedication to volunteering reflects her genuine compassion and caring nature. Volunteering as cashier at the The Bridge resale shop, Yatzkanic's impact on her community is immeasurable.

Born and raised in New York, her commitment to service stems from a lifelong belief in the importance of helping others. Her warmth and kindness make her a beloved member of her community.

Yatzkanic's legacy of volunteerism and compassion continues to inspire those around her, leaving a lasting impact on the lives of many.

She says, "You should volunteer. You never have to be bored. It makes you feel better and helps those around you. It's good for you and other people."

Marlene “Molly” Chapman traveled to Albany and was honored on May 14, 2024, at the “Powered by Connections” Older New Yorkers’ Day 2024 celebration. Marlene’s picture and narrative are part of the “Powered By Connections” Older New Yorkers’ Day 2024 publication.

Sadly, Marlene passed away July 15, 2024.



**AWARDEE:**  
**Marlene Chapman**  
Cattaraugus County

Marlene “Molly” Chapman’s dedication to volunteerism is a testament to her genuine love for people and her community. From volunteering at the Cattaraugus County I-86 rest area to supporting the Red Cross and League of Women Voters, Chapman’s impact is felt far and wide.

A lifelong resident of New York, Chapman’s career in health care and her involvement in various community organizations reflect her commitment to service and compassion. Her selflessness and dedication inspire all those around her.

Chapman’s love for people and her community is exemplified through her volunteer work, leaving a legacy of kindness and generosity.







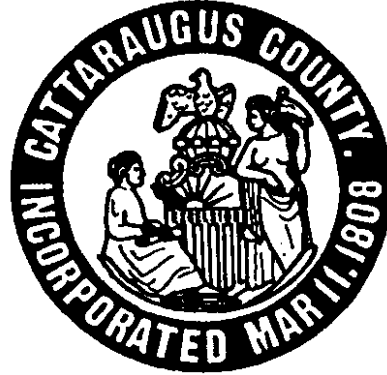












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