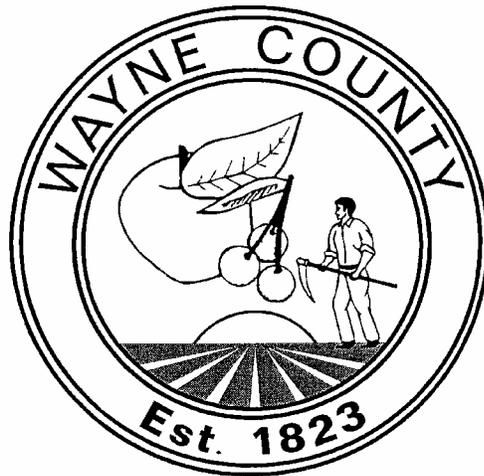


DEPARTMENT OF AGING AND YOUTH



2011 ANNUAL REPORT

Penny Shockley, Director

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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.

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YOUTH SERVICES

Overview

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 (OCFS). 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 it became evident that the Youth Department needed to focus on youth development and primary prevention. The 2007-2011 Child and Family Services Plan, which is an integrated plan with the Department 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.

In the fall of 2011 The Child and Family Service Plan for the period 2012-2016 was developed as a joint collaboration of the Dept. of Aging and Youth (A&Y) and the Dept. of Social Services (DSS). The Plan identified prevention and youth development services as the two components that would have the most impact on youth in Wayne County for less cost. Unfortunately, due to reductions in youth services funding, prevention services are first to feel the impact. OCFS funds have been reduced over 45% since 2007. The reduction of funds has made it extremely difficult to enhance preventive and youth development services. Note chart below:

OCFS FUNDING OVERVIEW

OCFS Funding	2007	2008	2009	2010	2011
<i>YDDP</i>	\$150,513	\$143,313	\$124,207	\$109,032	\$84,112
<i>SDPP</i>	\$58,362	\$54,291	\$51,577	\$43,021	\$29,873
<i>RHY</i>	\$93,311	\$92,513	\$76,154	\$66,635	\$51,406
Total	\$302,186	\$290,117	\$251,938	\$218,688	\$165,391

An encouraging result of budget reductions throughout Wayne County is that agencies realize that the only way to continue serving youth and families is by joining forces with other agencies. A&Y and DSS are working closely with approximately fifteen individuals to develop a Strategic Prevention Plan. People involved represent the faith-based community, local government, mental health services, health education, youth programs, criminal justice, schools, substance abuse treatment services and parents. The Strategic Prevention Plan Committee is facilitated by Rob Lillis, a Planning, Research, and Evaluation Consultant. The goal of the group is to identify prevention strategies with the greatest potential to reduce alcohol, tobacco and other drug abuse, as well as other problematic behaviors such as bullying, depression, and self-injury. The plan will develop short-term and long-term goals and objectives. In addition, a Prevention Action Workplan (PAW) will be developed with specific prevention strategies for the county.

It is the intent of the Youth Department to expand collaboration efforts in 2012 to encompass public agencies, private agencies, school districts and citizens in an effort to use limited resources most efficiently. Assessing needs and strategic planning will hopefully help the county use limited funds to meet the needs of youth and families.

2011 Youth Department Accomplishments

Families and Communities Together (FACT)

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 2011. 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 **163 youth** and **110 families** in the year 2011. The number of families served is up from 2010 (97 families). Over **\$730,000** was saved because out of home placements were averted due to the FACT process.

In January 2011, FACT contracted with the Sodus Central School to provide FACT services for children grades 9-12. As part of the Safe Schools/Healthy Schools grant Sodus Central School expanded services to include high school students and their families that are in need of services. This population was targeted to help prevent youth from dropping out of school.

In the fall of 2011 the Dept. of Aging and Youth contracted with the Lyons, North Rose-Wolcott, and Clyde-Savannah school districts to provide additional FACT services to youth in grades K-12. The Extended School Day/School Violence Prevention grant made the additional FACT services possible. The Dept. of Aging and Youth was able to hire a fourth FACT Coordinator for the additional workload.

Advancing Youth Development

The Department of Aging and Youth was the lead agency in providing the revised 18-hour training, *Advancing Youth Development* (AYD) for **28 people** from Wayne County. This was the largest group of participants in the ten years of the training. The training was made available to youth workers throughout the county.

Wayne County Middle School Youth Conference

Aging and Youth was the lead agency in organizing a full day, asset-based, countywide Youth Conference. Students participated in various workshops. Topics included healthy relationships, reproductive anatomy, anger management, leadership and healthy habits. Cornell Cooperative Extension, East Hill Medical, WC Public Health, Wayne County Action Program and the Victim Resource Center all presented workshops. The Youth Conference was sponsored by the Extended School Day/School Violence Prevention Grant.

Recreation

In 2011, nearly 12,000 individuals utilized Sodus Point Park for swimming, picnicking and relaxing. The Youth Department hired and supervised a team of lifeguards that provided an exceptional service to the public. Sodus Point Park was able to remain open nearly everyday because of good water quality.

In August the Department 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.

Youth Department Direct 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 who are identified as high-risk of placement due to emotional or behavioral challenges. The FACT initiative serves eight school districts in

Wayne County: Clyde-Savannah, Lyons, Marion, Newark, North Rose-Wolcott, Palmyra-Macedon, Sodus, and Williamson. The FACT mission is to provide better oversight, coordination and collaboration of existing services to improve families' success of remaining intact.

Since the inception of the program in 2001, 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. In 2011, the FACT Program expanded to K-12 grades in four schools (Sodus, Clyde-Savannah, North Rose-Wolcott, and Lyons). 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.

The operating budget for the FACT program consists of multiple funding sources. In 2011, 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, Wayne County, Safe Schools/Healthy Student Grant, Extended School Day grant and eight contracting schools.

In 2011, FACT worked with **163** youth from **110** families. The school systems and youth serving agencies identified **26** of these youth were on the threshold of placement on the referral. A post evaluation completed by the referral sources revealed that **4** educational, **19** foster care, **1** residential placement and **2** psychiatric placements were averted, **saving approximately \$730,000** plus educational costs. **This year, the amount of savings in placement cost was the highest since the inception of the FACT Program in 2001. See 2011 FACT annual report on next page.**

FAMILIES AND COMMUNITIES TOGETHER FACT

ANNUAL REPORT

January – December 2011

CHILDREN	#	FAMILIES	#
New	71	New	48
Carried Over	92	Carried over	62
Total Children	163	Total Families	110

97 Families served in 2010

CASES PER SCHOOL DISTRICT
Number of Families

SCHOOL	NEW	CARRIED OVER	TOTAL
Clyde-Sav	1	2	3
Lyons	8	6	14
Marion	1	1	2
Newark	7	18	25
NR-Wol	5	13	18
Pal Mac	11	5	16
Sodus	15	16	31
Williamson	0	1	1
TOTAL	48	62	110

Male – 94 Female – 69 White – 102 Black – 18 Hispanic – 20 Mixed - 23

January – December 2011 PLACEMENTS AVERTED

TYPE	# OF CHILDREN*	ESTIMATED SAVINGS	AMOUNT PER PLACEMENT
Educational	4	\$200,000 (approximately)	\$50,000
Foster-care	19	\$190,000 plus educational costs	\$10,000
Residential	1	\$90,000 plus educational costs	\$90,000
Psychiatric	2	\$250,000 plus educational cost	\$125,000
TOTAL	26	\$ 730,000 plus educational costs	

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

Wayne County Runaway Program

The Department of Aging and Youth provided direct service for the Runaway Program starting 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 2011 the Runaway Program received 41 helpline calls. Most helpline calls come from personnel in school districts. The Runaway Program also provides interactive presentations on runaway prevention. These presentations cover youths' rights and responsibilities when making decisions about running away from home. Also, the rights and responsibilities of the parents are discussed in the presentations. In 2011, presentations were conducted for 491 students.

Sodus Point Park

Approximately **11,990 individuals** utilized Sodus Point Park for swimming, picnicking and relaxing during the 2011 season. The Department of Aging and Youth administers the Wayne County Sodus Point Beach public beach swim program. The Department works very closely with the NYS Department of Health and adheres to strict state regulatory guidelines, regarding water quality and safety issues.

During the 2011 season, the water clarity and color was better than it had been in the past several years. As reported in the 2011 Season Report this is a vast improvement over last year's beach closure rate. In 2010, the lake-side beach was closed for 19 days attributable to seaweed causing diminished visibility and for an additional two days, due to e-coli bacteria levels testing higher than DOH recommended guidelines. DOH performs e-coli tests at the SP Park swim areas on a bi-weekly basis. In 2010, the bay-side swim area was closed for the last 17 days of the season, due to the Blue Green Algae outbreak. In 2011 the bay-side had no full day closures.

Wayne County Sodus Point Park 2011 Season

Census

Random Sample of Patrons - Collected by SPP Staff

	Youth	Adults	Total
Wayne County Residents	420	294	714
NYS (Non Wayne Co.) Residents	73	269	342
Out of State Visitors	100	76	176
Out of Country Visitors	42	63	105
Totals	635	702	1,337

- 14 of the 15 Wayne County townships were polled during census.
- Out of State visitors include:

1. California	10. New Jersey
2. Delaware	11. Ohio
3. Florida	12. Oklahoma
4. Hawaii	13. Oregon
5. Indiana	14. Pennsylvania
6. Maryland	15. South Carolina
7. Massachusetts	16. Utah
8. Michigan	17. Vermont
9. New Hampshire	18. Virginia
- Out of Country visitors include:

1. Canada	7. Israel
2. France	8. Mexico
3. Germany	9. Russia
4. Ghana	10. Romania
5. India	11. Sweden
6. Italy	12. Ukraine
- 11,990 visitors
- Lakeside beach closures: 5 Full Day Closures (High Waves & Seaweed)
- Bayside closures: No full day closures
- Misc. Info:
 1. The major increase in patrons can likely be attributed to poor water quality at the Monroe County beaches and the heat wave in June and July.
 2. Lifeguards reported this as one of the best seasons for weather and water quality.
 3. SPP experienced the least amount of closures compared to the last 5 seasons.

Youth Department Contract Services

ARC Vacation Camp

The 2011 ARC Vacation Day Camp provided services for 58 youth, ages 4-20. This is almost three times the number of participants served in 2009. ARC was able to increase the number of Staff and as a result, serve more youth. ARC has seen an increase in autistic children in the Day Camp. Autistic children have done well in smaller groups and the extra staff makes this possible. Youth enjoyed field trips and various active sports such as swimming, bowling, and roller-skating.

Family Counseling Service of the Finger Lakes

The Youth Department contracts with Family Counseling Service of the Finger Lakes, Inc. (FCSFL) to provide counseling services to youth and their families. In 2011, individual and family counseling services were provided to **101 youth**. Many of the FACT families received counseling services through FCSFL. The agency provides office hours in two locations, Newark and Sodus. Also, FCSFL has evening hours. Location and extended hours have been beneficial in serving families in need of counseling services.

Pre-Trial Diversion Services

The Diversion Program is for youth 16-21 years of age who have committed a crime and may be served more successfully 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 2011 Pre-Trial Diversion worked with **96 clients** that received individual service plans and client-based assessments. This is a decrease from previous years. Pre-Trial Services will be working closely with the Wayne County Criminal Justice Council to determine why such a decrease in the number of Diversion clients occurred. One consideration is that in the past year, there has been a trend for judges deciding to adjourn cases contemplating dismissal (ACD) rather than referring the cases to Diversion Services. **Eighty-two percent** of the Diversion clients in 2011 successfully met the goals of their contract and were favorably discharged from the program. This is an excellent success rate, considering that in 2011, there was an increase in complex cases that included mental health issues and substance abuse.

Pre-Trial Homeless Program

Wayne Pre-Trial Services, Inc. served **52 youth** ages 16-21 in the Homeless Program. This is a 14% increase of homeless youth served compared to the previous year. The communities with the highest percentage of homeless youth served by the program were Newark (35%) and Sodus (15%). 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.

Wayne County Action Program Family Education

Wayne County Action Program (WCAP) provides in-home parent education and anger management curriculums to FACT families. **Twenty-seven families** were served in 2011. WCAP provided families with curriculums such as:

- Parents Interested in Nurturing Effectively (parents with children ages 0-8)
- Guiding Good Choices (parents of children 9-14)
- Staying Connected with Your Teen (parents of youth 12-18)
- Seeing Red (anger management education for elementary/middle school children)
- Fire Cracker (anger management education for parents)

Wayne County Action Program Intensive Crisis Respite and Counseling Services

WCAP Intensive Respite Program provides crisis respite services for youth in the FACT Program, the Runaway Program, and the Homeless Program. In 2011, WCAP did not need to provide any crisis respite to the previously mentioned programs.

In-home counseling services were provided to FACT families and proved to be extremely helpful to the families involved. There are a variety of reasons why individuals refuse counseling which revolve around trust issues and/or anxiety. Offering counseling in the home for a short period of time helped the families seek further services needed for success.

Recreation

Recreation Programs

Fourteen municipalities received OCFS funding that enhanced youth programs in 2011. 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. As previously mentioned, programs, including recreation programs, continue to have funding reduced. Despite cuts in allocations, recreation programs throughout the county provide quality programming to youth. The chart below shows the number of participants in youth programs that received state funding in 2008 – 2011.

Number of youth served in Wayne County Recreation Programs

PROGRAM	2008	2009	2010	2011
T/Arcadia Recreation	1582	1,588	850	850
T/Arcadia Counseling Referral	50	51	30	24
T/Butler, Red Creek, Wolcott	259	274	190	220
Arcadia Cultural Aware/Employment	75	78	50	52
V/Newark Recreation	2851	2858	2800	2875
V/Newark Juvenile Aid	3417	3145	3417	3417
T/Galen/Village of Clyde Recreation	147	53	84	220
T/V Lyons Recreation	1900	1900	1000	1950
T/V Lyons Service	1900	1900	1000	1950
T/Macedon	1200	1298	1452	1479
T/V Palmyra Recreation	1880	1950	1685	1525
T/V Sodus Recreation	114	99	90	150
V/Sodus Point	212	218	86	212
T/ Williamson	117	108	96	75

**Wayne County Youth Advisory Board
Member List 2011**

NAME	EMPLOYER	Community / Professional Affiliation
DiCresto, Don Chairperson	Faith Community Rep.	Scarlet Thread Ministries
Johnson, Donna Vice-Chairperson	Wayne County Action Program	Marion SOC, Marion Food Pantry Board, WCAP
Campbell, William S.	Palmyra Community Center	Director, Palmyra Community Center
Crespo, Michael	Youth Advocate Program	YAP Director
DeRue, Debra	NA	Town of Williamson
DiCresto, Jon	Student	Youth Representative
Frey, Elizabeth	Student	Youth Representative
Gamba, Rebecca	Lyons Central School	Grant Administrator
Hunt, Ed	Wayne Behavioral Health Network	Deputy Director
Jones, Mary A.	NYS - Retired	Town of Galen Rep.
Matichak, Amie	Cornell Cooperative Extension	
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
Phillips, Pam	Wayne County Probation Dept.	WC Probation Rep.
Poole, Derek	Literacy Volunteers of Wayne County	
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	Town of Arcadia Rep.; Skate Park Rep.
Van Lare, Jackie	Town of Walworth	Walworth Recreation
Crane, Laurie	Town of Huron	Board of Supervisors, Comm. 7 Chairperson

AGING SERVICES

2011 ACCOMPLISHMENTS

COMMUNITY FEEDBACK GUIDES AGING SERVICES

The Department requested feedback from Wayne County’s seniors in 2011 on their level of need for fifteen specific services in five broad categories: health insurance, income security, housing, transportation, and in-home assistance. The survey was placed in the Department’s quarterly newsletter, distributed to advisory council members, provided to several senior organizations, and placed in our lobby so anyone visiting our office could have the opportunity to share their thoughts about seniors’ needs. Responses are compiled in the following table:

Percentage of respondents who stated that the following issues were “sometimes a problem” or “frequently a problem.”	
Health Insurance	
Having adequate health insurance	64%
Sorting out health insurance problems.....	62%
Understanding health insurance coverage	39%
Income Security	
Having enough money for food	57%
Managing household finances	55%
Keeping up with medical costs	42%
Housing	
Making home repairs or modifications	58%
Obtaining affordable housing	53%
Being able to pay for heat and other utilities	14%
Transportation	
Traveling to doctor or agency appointments	32%
Traveling to the grocery store/pharmacy or running errands	27%
Traveling to senior centers or social/recreational programs	25%
In-home Assistance	
Managing personal care and housekeeping tasks	28%
Managing/organizing medications.....	15%
Preparing meals.....	7%

While survey results confirmed much of what we already knew, it was still surprising to see the level of need that exists. The Department is committed to meeting seniors' needs as effectively and as efficiently as possible and is already assisting seniors on a daily basis in all of these identified areas. For example:

- **Health Insurance:** We assist seniors with researching and comparing health and prescription plans to make sure they are getting the coverage they need at a price they can afford. Frequent questions concern Medicare Parts A, B, and D; Medicare supplemental plans; Medicare Advantage plans; Medicare savings programs; retiree plans; EPIC; and long-term care insurance. The number of seniors who requested our assistance with health insurance issues in 2011 jumped by 31 percent over 2010 from 540 to 707.
- **Income Security:** Staff routinely assist seniors with a variety of referrals and benefit applications that help them to stretch their incomes: food stamps and food pantries, the Medicare Savings Program (pays Part B premiums), Low-income Subsidy (pays Part D costs), EmpowerNY (energy efficiency audits and products), Home Energy Assistance Program, Weatherization, Elderly Pharmaceutical Insurance Program (EPIC), property tax exemptions, and Medicaid.
- **Housing:** In addition to making referrals to the Weatherization program, the Department makes referrals for other housing-related repairs and issues to programs operated by PathStone and Bishop Sheen Ecumenical Housing Foundation. We also provide information on a variety of other housing options and issues so seniors and their family members can make informed choices about which housing alternatives best meet their needs.
- **Transportation:** Our van and driver provided 3,370 rides to Wayne County's seniors last year—an increase of 17 percent over 2010. We travel to senior centers, medical appointments, and agency appointments in Wayne County and our contract with WATS funds rides to medical appointments in Ontario and Monroe Counties. Approximately half of our riders depend on us as their primary source of transportation.
- **In-home Assistance:** The Department of Aging and Youth operates the NY Connects: Choices for Long-term Care program, a statewide initiative to increase the public's knowledge of a variety of community-based long-term care services and supports for people regardless of income, age, or disability. Topics frequently discussed include aide service for housekeeping and personal care, personal emergency response systems, home delivered meals, transportation, and companionship. Community-based services can often be provided at a lower cost than other facility-based options.

2011 PUBLIC HEARING REACHES MORE SENIORS THAN EVER

The Department is required by the Older Americans Act to hold annual public hearings on the aging services it provides. Rather than hold a formal meeting that would likely attract a very small audience, we decided many years ago to combine public hearings with a variety of educational events to increase interest and attendance. We see the events not only as a way to gather feedback on our programs and services, but also a way to educate seniors and their family members on issues important to them.

The Wayne County Rural Health Network invited us to partner with them in 2011 in their inaugural Senior Health and Wellness Expo. The Expo drew over 150 people—our largest public hearing event to date—and featured presentations on health care and insurance, financial planning, housing options, advanced directives, and personal health issues. Over twenty health- and human services-related exhibitors were available to answer questions about their programs. Based on the success of this year's event, we look forward to collaborating with the Rural Health Network and other community organizations on future programming.

SUPPORTING CAREGIVERS IS A WISE INVESTMENT

The New York State Office for the Aging (2009) estimates that at least 80 percent of community-based long-term care services for persons of all ages is provided by family members and other informal caregivers. These individuals may take their loved-ones to doctors' appointments, help them bathe and dress, clean their homes, cook their meals, and provide assistance with numerous other tasks. This assistance has an estimated annual economic value of \$25 billion in New York State, slightly more than New York's total Medicaid spending in a typical year. Supporting caregivers not only makes great financial sense, it also means that the individuals who receive this care can continue to enjoy living in their own homes and apartments rather than move to more expensive levels of care.

In 2011, the Wayne County Department of Aging and Youth provided 195 hours of respite to seven families and provided five seniors with personal emergency response units to give peace of mind to their primary caregivers. We also continued to offer—in conjunction with the Rochester chapter of the Alzheimer's Association—a monthly support group for caregivers. The group, which meets at the Department of Aging and Youth, provides an opportunity for family members, friends, and other caregivers to meet regularly for mutual emotional support and to exchange coping skills with one another.

THE "GRAYING" OF WAYNE COUNTY

It is a very exciting time for all of us who work in the aging services field. Although Wayne County's overall population was flat between 2000 and 2010, our population age 60 and older grew 28% from 15,142 to 19,328. This is just the beginning, though, because Baby Boomers—persons born between 1946 and 1964—will continue to enter their sixties for the next twelve years.

Since 2000, Wayne County and most of its towns have seen some major increases in the number of residents age 60 and older. Most notably, Ontario, Walworth, and Macedon—the three towns with the lowest percentage of seniors in 2000—have shown by far the largest gains since then in both the number and percentage of seniors who call these towns home. Huron still retains its status as the “oldest” town, but Rose, Sodus, and Williamson (formerly ninth, fifth, and seventh) are now tied with the former second and third place towns of Lyons and Arcadia. Galen is the only town to show a decrease in senior residents, an interesting observation that we have not yet begun to explore.

**CHANGES IN WAYNE COUNTY AGE 60+ POPULATION
2000 - 2010**

	2010 Population	2010 % Age 60+	All Ages % Change from 2000	Age 60+ % Change from 2000
Wayne County	93,772	21%	0%	28%
Arcadia	14,244	23%	-4%	10%
Butler	2,064	19%	-9%	22%
Galen	4,290	19%	-3%	-3%
Huron	2,118	26%	0%	14%
Lyons	5,682	23%	-3%	4%
Macedon	9,148	19%	5%	69%
Marion	4,746	19%	-5%	34%
Ontario	10,136	19%	4%	52%
Palmyra	7,975	21%	4%	30%
Rose	2,369	23%	-3%	37%
Savannah	1,730	21%	-6%	12%
Sodus	8,384	23%	-6%	21%
Walworth	9,449	15%	12%	84%
Williamson	6,984	23%	3%	39%
Wolcott	4,453	20%	-5%	19%

Source: United States Census Bureau

Locally and across the country, all levels of government will need to take these demographic changes into consideration. Some consideration for local governments: How will more senior property tax exemptions affect tax rates for other residents and businesses? How will towns and villages react to new subsidized and market-rate senior housing proposals? Do our towns attract new senior residents with local and convenient banks, churches, restaurants, grocery stores, and other shopping options or are a lack of these amenities a deterrent?

In conclusion, the Wayne County Department of Aging and Youth is well known throughout the county for providing a wide array of high-quality services to seniors, their family members, and their caregivers. We are truly fortunate to have very dedicated and compassionate employees who routinely go above and beyond in all that they do. Without them, it would be impossible to continue to serve the growing senior population as effectively and efficiently as we do.

DEMOGRAPHIC OVERVIEW OF SENIORS SERVED IN 2011	
Total seniors served (all programs, age 60+)	2,830
Low income (<150% of federal poverty level)	930
Members of minority groups	124
Frail or disabled	1,005
Age 60 – 74	1,533
Age 75 – 84	825
Age 85+	472
Live alone	1,199

COMMUNITY AND CAREGIVER SERVICES

Staff: **Janet Freeman, Senior Caseworker**
Don Combes, Services Assistant
Nicole Grevell, Caseworker
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 educational programs and support groups for caregivers of older relatives.

Case Management: Case Management is provided to everyone who receives aide service 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 175 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

	2011 Participants	2011 Units of Service
Aide Service	107	12,311 hours
Caregiver Services	16	10 sessions
Case Management	134	3,410 hours
Ombudsman Program	129 visits	305 hours
Personal Emergency Response System	208	1,887 months of coverage
Transportation	96	3,370 trips

INFORMATION, ASSISTANCE, AND ADVOCACY SERVICES

Staff: Dawn Jendrick, Aging Services Specialist
Amy Haskins, 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 process HEAP applications for individuals 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 Western New York 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		
	2011 Participants	2011 Units of Service
Case Assistance	60	227 contacts
Home Energy Assistance Program	713	764 applications
Information	N/A	7,340 contacts
Insurance Counseling	707	3,252 contacts
Legal Assistance	57	227 hours
NY Connects: Choices for Long-term Care	681	1,192 contacts
Weatherization	93	315 contacts

NUTRITION, HEALTH, AND WELLNESS SERVICES

Staff: **Lisa Zonneville, Nutrition Services Coordinator**
Sue Gutschow, Clyde Lunch Club 60 Manager
Joan Howell, Palmyra Lunch Club 60 Manager
Melissa Martinez, Wolcott Lunch Club 60 Manager

Contracts: Faith United Methodist Church (Wolcott Lunch Club 60)
Geri Morse, R.D. (nutrition counseling, nutrition education, menu planning)
Home Meal Service, Inc. (home delivered meals, Sodus Lunch Club 60)
St. John's Catholic Church (Clyde Lunch Club 60)
Town of Ontario (Ontario Lunch Club 60)
Village of Newark (Newark Lunch Club 60)
Village of Palmyra (Palmyra Lunch Club 60)
Wayne 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 Lunch Club 60 centers, with the exception of Newark. In addition, some of our Lunch Club 60 centers host the Bone Builders exercise/osteoporosis prevention 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 and is contacted at least once every six months to make sure that the meals are meeting each client's needs.

Lunch Club 60: Lunch Club 60 locations 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 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 and nutrition services coordinator. Nutrition-related articles also appear in the department's quarterly newsletter.

NUTRITION, HEALTH, AND WELLNESS SERVICES

	2011 Participants	2011 Units of Service
Farmers' Market Coupons	600	600 booklets
Health Promotion	212	369 sessions
Home Delivered Meals	281	40,415 meals
HDM Case Management	135	158 hours
Lunch Club 60	419	23,296 meals
Nutrition Counseling	77	47 hours
Nutrition Education	463	73 presentations

**AGING SERVICES ADVISORY COUNCIL MEMBERS
as of December 31, 2011**

Pat Albrecht, Galen

Marianne DeBellis, Wayne County Department of Social Services

Bob Hansen, Arcadia

Peggy Hansen, Arcadia

Marylyn Ianiri, Sodus

Carm Krueger, Wayne County Action Program

Mary Ann Lane, Marion

David Nussbaumer, Palmyra

Susan Nussbaumer, Palmyra

Mae Pitts, Williamson

Alice Reynolds, Walworth

Elva Robinson, Sodus

Pam Taylor, Wolcott

AGING SERVICES PROVIDED BY TOWN

1/1/2011 - 12/31/2011

<u>Arcadia</u>		<u>Butler</u>		<u>Galen</u>	
Program	# Served	Program	# Served	Program	# Served
530 residents served		50 residents served		157 residents served	
Aide Service	15	Caregiver Services	2	Aide Service	5
Caregiver Services	12	Case Management	1	Case Assistance	2
Case Assistance	10	Congregate Meals/Senior Center	5	Case Management	12
Case Management	50	Discount Card	2	Congregate Meals/Senior Center	43
Congregate Meals/Senior Center	55	Health Promotion	5	Discount Card	3
Discount Card	50	Home Delivered Meals	4	Health Promotion	27
Health Promotion	41	Home Energy Assistance Program	17	Home Delivered Meals	10
Home Delivered Meals	67	Insurance Counseling	16	Home Energy Assistance Program	52
Home Energy Assistance Program	120	Nutrition Counseling	3	Insurance Counseling	50
Insurance Counseling	144	Nutrition Education	8	Legal Assistance	2
Legal Assistance	13	NY Connects	5	Nutrition Counseling	3
Nutrition Counseling	13	Personal Emergency Response System	4	Nutrition Education	26
Nutrition Education	88	Transportation	1	NY Connects	10
NY Connects	80	Weatherization	2	Personal Emergency Response System	11
Personal Emergency Response System	45			Transportation	7
Transportation	25			Weatherization	2
Weatherization	16				

AGING SERVICES PROVIDED BY TOWN

1/1/2011 - 12/31/2011

<u>Huron</u>	<u>Lyons</u>	<u>Macedon</u>
38 residents served	276 residents served	141 residents served
Program	Program	Program
Aide Service	Aide Service	Aide Service
Case Management	Caregiver Services	Caregiver Services
Lunch Club 60/Senior Center	Case Assistance	Case Assistance
Discount Card	Case Management	Case Management
Health Promotion	Lunch Club 60/Senior Center	Lunch Club 60/Senior Center
Home Energy Assistance Program	Discount Card	Discount Card
Insurance Counseling	Health Promotion	Health Promotion
Nutrition Education	Home Delivered Meals	Home Delivered Meals
NY Connects	Home Energy Assistance Program	Home Energy Assistance Program
Personal Emergency Response System	Insurance Counseling	Insurance Counseling
Weatherization	Legal Assistance	Legal Assistance
	Nutrition Counseling	Nutrition Counseling
	Nutrition Education	Nutrition Education
	NY Connects	NY Connects
	Personal Emergency Response System	Personal Emergency Response System
	Transportation	Transportation
	Weatherization	Weatherization
# Served	# Served	# Served
1	7	10
1	6	1
7	4	4
4	27	21
5	23	6
12	13	4
10	3	2
3	35	23
7	63	42
2	75	36
1	6	2
	7	5
	41	26
	58	32
	23	10
	13	5
	8	2

AGING SERVICES PROVIDED BY TOWN

1/1/2011 - 12/31/2011

<u>Marion</u>		<u>Ontario</u>		<u>Palmyra</u>	
Program	# Served	Program	# Served	Program	# Served
127 residents served		186 residents served		244 residents served	
Aide Service	6	Aide Service	8	Aide Service	13
Case Assistance	4	Caregiver Services	1	Caregiver Services	1
Case Management	11	Case Assistance	4	Case Assistance	8
Lunch Club 60/Senior Center	8	Case Management	17	Case Management	31
Discount Card	25	Lunch Club 60/Senior Center	54	Lunch Club 60/Senior Center	38
Health Promotion	4	Discount Card	7	Discount Card	18
Home Delivered Meals	10	Health Promotion	16	Health Promotion	11
Home Energy Assistance Program	40	Home Delivered Meals	13	Home Delivered Meals	36
Insurance Counseling	20	Home Energy Assistance Program	61	Home Energy Assistance Program	67
Legal Assistance	4	Insurance Counseling	43	Insurance Counseling	65
Nutrition Education	12	Legal Assistance	4	Legal Assistance	7
NY Connects	16	Nutrition Counseling	8	Nutrition Counseling	10
Other	1	Nutrition Education	40	Nutrition Education	45
Personal Emergency Response System	6	NY Connects	16	NY Connects	32
Transportation	4	Personal Emergency Response System	8	Other	1
Weatherization	1	Transportation	2	Personal Emergency Response System	22
		Weatherization	5	Public Information	1
				Transportation	8
				Weatherization	17

AGING SERVICES PROVIDED BY TOWN

1/1/2011 - 12/31/2011

Walworth

81 residents served

Program	# Served
Aide Service	4
Caregiver Services	2
Case Assistance	2
Case Management	10
Lunch Club 60/Senior Center	8
Discount Card	3
Health Promotion	4
Home Delivered Meals	9
Home Energy Assistance Program	15
Insurance Counseling	22
Legal Assistance	3
Nutrition Counseling	1
Nutrition Education	11
NY Connects	14
Personal Emergency Response System	4
Transportation	1
Weatherization	4

Williamson

225 residents served

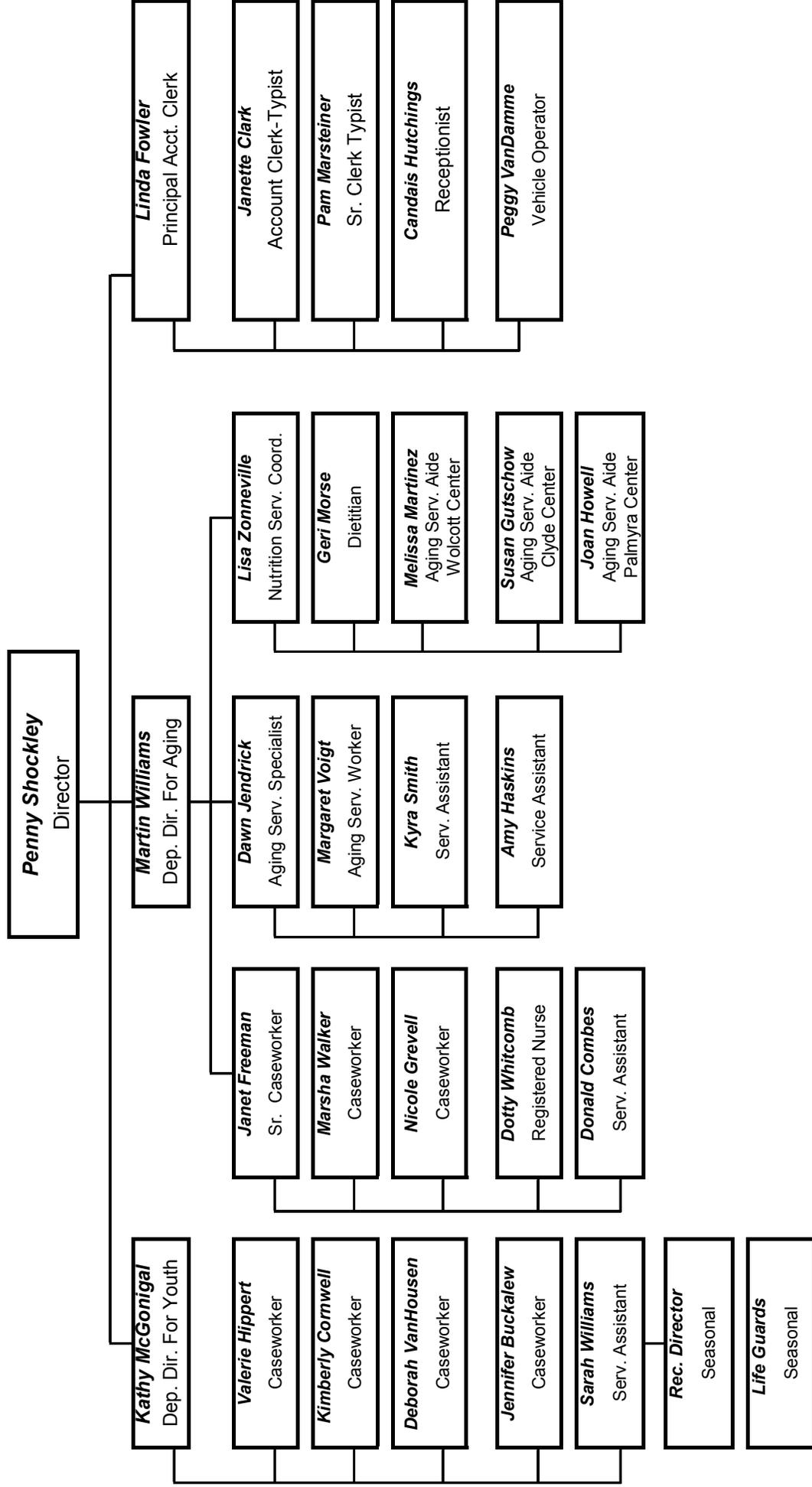
Program	# Served
Aide Service	11
Caregiver Services	2
Case Assistance	4
Case Management	22
Lunch Club 60/Senior Center	31
Discount Card	38
Health Promotion	9
Home Delivered Meals	21
Home Energy Assistance Program	57
Insurance Counseling	46
Legal Assistance	3
Nutrition Counseling	8
Nutrition Education	33
NY Connects	24
Personal Emergency Response System	16
Transportation	7
Weatherization	6

Wolcott

158 residents served

Program	# Served
Aide Service	7
Case Assistance	6
Case Management	16
Lunch Club 60/Senior Center	36
Discount Card	3
Health Promotion	29
Home Delivered Meals	14
Home Energy Assistance Program	48
Insurance Counseling	36
Legal Assistance	4
Nutrition Counseling	6
Nutrition Education	38
NY Connects	17
Personal Emergency Response System	16
Transportation	8
Weatherization	5

WAYNE COUNTY DEPARTMENT OF AGING AND YOUTH 2011



**WAYNE COUNTY DEPARTMENT OF AGING AND YOUTH
FUNDS SPENT BY PROGRAM AND TYPE OF SERVICE
2011**

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	\$ 2,992			\$ 15,400	\$ 180,306	\$ 35,337				\$ 12,144	\$ 246,179
Housekeeping/Chore					\$ 24,156						\$ 24,156
Home Delivered Meals			\$ 85,267						\$ 163,431	\$ 6,343	\$ 255,041
Case Management				\$ 5,360	\$ 20,400	\$ 124,311	\$ 6,012		\$ 8,193	\$ 37,548	\$ 201,824
Congregate Meals		\$ 153,220							\$ 40,380		\$ 193,600
Nutrition Counseling			\$ 2,530						\$ 1,562		\$ 4,092
Transportation	\$ 18,774						\$ 43,324	\$ 5,197	\$ 6,937	\$ 5,839	\$ 80,071
Legal Assistance	\$ 13,605										\$ 13,605
Nutrition Education		\$ 4,875	\$ 2,660						\$ 935		\$ 8,470
Info & Assistance	\$ 47,850						\$ 45,263		\$ 16,184	\$ 162,557	\$ 271,854
Health Promotion										\$ 4,270	\$ 4,270
Per.Emerg. Response				\$ 2,200						\$ 59,850	\$ 62,050
Caregiver Services				\$ 540							\$ 540
LTC Ombudsman	\$ 20,200									\$ 15,693	\$ 35,893
Other*				\$ 240						\$ 140,020	\$ 140,260
Area Plan Admin.	\$ 10,500	\$ 16,430		\$ 4,841					\$ 10,228	\$ 131,126	\$ 173,125
CSE/EISEP/PLANNING						\$ 20,353	\$ 20,376				\$ 40,729
TOTAL	\$113,921	\$ 174,525	\$ 90,457	\$ 5,360	\$ 43,621	\$349,126	\$ 150,312	\$ 5,197	\$ 247,850	\$ 575,390	\$ 1,755,759

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, Title V, Wayne County, Title VII, Transportation, NY Connects and HEAP funding sources.