



Steuben Senior Services Fund, Inc.



Feasibility Study of Services Needed for Aging in Place in Steuben County

**This project was undertaken on behalf of
Steuben Senior Services Fund, Inc.
In conjunction with the
Steuben County Office for the Aging**

Prepared by

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Abstract

The purpose of this project was to determine the services that will need to be created or enhanced so that the older residents of Steuben County can choose to continue living in their own homes with appropriate services, to age in place.

A mailing list for the survey for our Aging in Place Feasibility Study was generated using the “Second Season” newsletter data base from Office for the Aging. The survey was sent to 3,038 Steuben County residents age 50 and older. The number of surveys sent to each township, city or village in the county was determined by the percentage of the total county population in each of these locations. Another 300 surveys were placed in libraries, town offices, and other community locations. From a grand total of 3338 surveys distributed, 896 surveys were completed and mailed back to the Office for the Aging for a return rate of nearly 27 percent. The survey will be useful by Steuben County Office for the Aging, the Steuben Senior Services Fund and other area agencies serving the needs of the elderly as they prepare to meet the future needs of our aging population.

Findings from the survey indicate that many of the older residents of Steuben County are living with very little income and cannot afford services for which they would be required to pay. However, they are very interested in remaining in their own homes and communities; aging in place.

Introduction

Description of the Problem

The Aging in Place Feasibility Study was undertaken at the request of Steuben Senior Services Fund, Inc. The study was funded through a Community Empowerment Planning Grant given to the Steuben County Office for the Aging by the New York State Office for the Aging. The study explored the necessary services to be provided to Steuben County senior citizens to allow them to age in place with dignity and to investigate solutions for meeting the increase in senior service needs due to the “Baby Boomer Generation” coming of age. With the increased need will come issues with the delivery of in-home services to our older citizens.

Focus Statement

By the year 2015 there will be a significant increase in the elderly population in this state and in particular this county. The largest increase projected for Steuben County is the population age 85 and over; in fact that age cohort is anticipated to grow by a stunning 54% between 2000 and 2015. Due to this projected increase in the older population in Steuben County, it is apparent that a variety of additional services will be needed in the near future. The questions asked in our survey were designed to determine the service mix needed and whether or not the current services being provided by the Steuben County Office for the Aging are sufficient to meet the needs of this rapidly growing older population.

Context of the Organization

Steuben Senior Services Fund, Inc. is a not-for-profit organization that was created in 2000. The Fund was originally created to build a trust of \$6.5 million to assist seniors with the high cost of in-home care and other aging services. The fund is overseen by a board of directors and works in conjunction with Steuben County Office for the Aging. The Office for the Aging provides a vast array of services which includes caregiver resources, in-home services, wellness services, home delivered meals, transportation, respite care and information and assistance to the older citizens of Steuben County. The Office for the Aging is a highly respected provider of community services to the aging population of Steuben County.

Description of Importance

The Baby Boomer generation is coming of age. Those people born in 1945 will be sixty-five years of age in the year 2010. With the addition of the Baby Boomers, the percentage of our older population above the age of 65 will increase significantly by the year 2025. Currently 1 in every 8 individuals in our county is over the age of 65. By 2025, 1 in every 4 individuals will be over the age of 65. With the added numbers of seniors the community health care system/service providers will be stressed beyond capacity.

This increase in the senior population will result in additional community services being needed at a time when governmental support is decreasing. In recent years we have seen the retirement funds of older Americans dwindle and their ability to survive in their own homes and communities diminish. There is constant concern by senior citizens that the Social Security system will fail and their ability to support themselves on retirement alone will be next to impossible. Many seniors do not have a retirement, or if they do, it is not sufficient to sustain them. Therefore, community services such as those provided by the Steuben County Office for the Aging and the Steuben Senior Services Fund, Inc. will be more important than ever before.

This survey, undertaken by Steuben County Office for the Aging and Steuben Senior Services Fund, Inc., will assist our organizations to be prepared to provide the variety and level of services that will allow our seniors to grow old in their own homes and communities, to age in place with a sense of pride and dignity.

Research Questions

1. What kind of services will be needed to care for the increasing older population of Steuben County?
2. What is the general public knowledge of the services being provided by Steuben County Office for the Aging?
3. Are the services offered by Steuben County Office for the Aging accessible to those older individuals living in the more remote towns and villages of this primarily rural county?
4. What additional services will be needed to allow the elderly citizens of Steuben County to age in place with dignity and respect?

Literature Review

As the population of Steuben County, New York ages the current services available to seniors will be stretched beyond capacity. In this review this writer will be looking at viable options for future development and expansion of services needed by the elderly and disabled people of our community.

There is a federally funded program called “money follows the person”, this program is meant to assist people to leave the nursing home setting and move back into the community. The program has not been very successful in most states but is showing progress. Some states have not even started the process of moving seniors and people with disabilities out of the nursing home setting. There is a lack of understanding of the funding and what services are available to assist people back into the community. This agency could assist in this effort by having a coordinated effort of the services needed by seniors wishing to move back into the community. According to an article in (Galewitz, 2010), only 104 transitions back to the community have taken place since 2005 when the program was first initiated. The original goal is to have 2,800 by the year 2013, so as we can see most community providers are not prepared for this type of movement back to the community. There is also the reluctance on the part of nursing homes that will have open beds and reductions in operating capital. This is an understandable position for them to take but by moving people back into the community the cost of care to the county Medicaid system will be much less than the estimated national nursing home average cost of \$75,190 per patient year. According to AARP Public Policy Institute the cost of care in the home utilizing community services would be around \$18,000 per year. Transition back to the community for those individuals who do not need nursing home care would mean a better quality of life for many of our county residents.

It would appear that Steuben County is not unique in the fact that transportation and transportation to medical appointments was high on the list of needs provided by the “Aging in Place Survey” that was conducted. Many other communities across the country are facing similar transportation needs. New York’s changing population requires that we look at alternatives to the normal aging process and the way we provide services. The aging population is growing in numbers and will require more services in the communities. People are living longer and want to stay in their homes as long as possible. According to the **website Mobile Health Clinics Network** (Sandor, 2010) medical and dental healthcare providers are turning to the adoption of medical and dental clinics to expand their community outreach in both rural and urban centers. This concept could be used to bring services to the elderly in this mostly rural county. By taking the services to rural communities more people would have access to the much needed services offered by community agencies. By having a presence in the community would give rural residents opportunities for real time service in their own community without needing to utilize mass transit which most of the county residents are unfamiliar with.

Another difficulty facing the elderly and their caregivers is the vast number of service providers that are available and which agency to access for services. According to The Maturing of America Getting Communities on Track for an Aging Population, older adults and caregivers are confronted with navigating a maze of fragmented systems to access these services. It is a well known fact that elders and their caregivers do not reach out for services until they are in crisis mode. Therefore, it is essential to have some format that will allow seniors to become knowledgeable of the community services in a

quick and easy to access manner. By getting all of the agencies in Steuben County to participate in the creation of a Yellow Pages type book of services would make the consumer more aware of what agencies provide which services. With Steuben County being as large as it is, and the main offices for county services in one location does not provide for easy access to much needed services. Another issue facing the elderly community is that of trust. Whom does one trust with information related to finances. This is a major concern for the elderly. Many elders are afraid of outliving their money and wonder who will care for them. That is why it is so important for individuals and caregivers to have information related to the services available in the community and how to find the right services and connect with the right service providers.

There are additional steps needed to make our communities livable for all ages. We need to have community involvement from community leaders and politicians. There may be legislation necessary to make some of our rural communities livable for our seniors and those with disabilities. The Chamber of Commerce in our rural towns and villages need to keep in mind that when seniors leave to move to more age friendly locations the money the seniors spend goes with them. It would be beneficial to the chambers and businesses to get involved in the initiatives to keep people aging in their own communities.

The website *Aging in Place Initiatives Developing Livable Communities for all Ages* ("Aging in Place Initiatives") has many Best Practices related to aging in place. There are articles on Arts, Cultural and Educational Opportunities, Community Design and Planning, Comprehensive Planning. Additional articles related to Health, Social and Public Safety Services, Housing, Recreational Opportunities, Transportation and Workforce Development. Many of these articles could translate into opportunities for Steuben County to model future services. The best practices show the efforts of communities across the country to improve livability for all ages.

As I traveled around Steuben County over the past year it is apparent that many of our more rural communities are not user friendly for our older citizens. Due to a lack of financial resources many communities have not been able to change to meet the needs of all of the residents living there. Some rural communities lack sidewalks for foot traffic and do not have local community facilities where seniors can meet easily for social gatherings. As our society has become more and more fragmented we do not have the close neighborly relationships that once existed. We would be wise to look at what Phillip Stafford calls Design Guidelines for the New Elderburbia. There are five basic principles in these guidelines. Principle one is Neighborliness. Principle two is to create An Environment for Growth, Learning, and Autonomy. Principle three is a Positive Image of the Environment. Four is to have Diverse and Affordable housing Options and five is to have a Community for All Ages. (Stafford, 2009) By following these basic ideas we can create communities where older citizens can age in place successfully and with dignity.

Data Collection Plan

Steuben County is primarily rural, with only three larger population centers: Corning, Bath, and Hornell. The county has a land mass of 1,393 square miles and a population of 98,728; roughly 16 percent of the population is over the age of 65 years. This does not take into consideration the number of “Baby Boomers” aging and potentially in need of services in the future. It was decided that senior citizens (60 and over) and those caring for seniors in their homes would be the target population for our survey. Due to the fact that the Office for the Aging has a large (10,500) data base of names and addresses for their “Second Season” newsletter, it was determined to utilize these names from which to randomly select our survey sample. To disburse the sample throughout the county a survey sample size of 3,038 surveys was mailed to the recipient sample and surveys were placed in community locations as described in the Abstract. (See page 3.)

For purposes of analyzing the data, the county was broken down into 5 geographic locations. This allowed this researcher to hold focus groups in each geographic area and to obtain a more realistic view of perception of need by location.

Steuben County Information Technology assisted with the data collection and analysis by creating a computer program to allow data entry and easy retrieval of relevant statistics from the data that was input. The program also has the capability to pull the information to an Excel Spreadsheet to create charts and graphs to make the data more meaningful in the printed form.

Data Collection

This project started with an “Aging in Place” workshop held on October 8, 2009. This was a very productive meeting with representatives from the community, police agencies, health care providers, government leaders, SSSF Board members, and Office for the Aging Advisory Council members and staff. Many positive suggestions came from this meeting. The participants were aware of the issues facing senior citizens and the services needed by the seniors of rural New York State.

A Letter to the Editor was sent to all local newspapers including “The Leader” (Corning), the “Steuben Courier-Advocate” (Bath) and the “Evening Tribune” (Hornell). The purpose of these letters was to bring awareness to the seniors in Steuben County that a survey was being undertaken to assess the need for services to assist them to age in place.

Advertising was done on a public access channel on the local cable system to further get the word out about the survey. The ad ran for a two-week period drawing the much-needed attention to this cause.

An Aging in Place Leadership Team was organized and advised our project throughout the year-long process. Included were representatives from the Steuben County Planning Department, Home & Health Care, RSVP, NY Connects, Faith in Action, the City of Corning Planning Department, Arbor Development, the United Way of the Southern Tier, ProAction of Steuben and Yates, Catholic Charities, the Steuben Rural Health Network, along with community members including senior citizens.

It was decided by this Leadership Team that we would utilize the Beacon Hill Study for our countywide survey. The survey was amended to be meaningful and pertinent to the senior citizens of Steuben County. In order to educate and inform county residents, the services currently being provided by Steuben County Office for the Aging were marked with an asterisk. The survey was mailed out the last week of January, 2010.

To generate interest in the community, presentations about the project were made available to area agencies and community organizations. Presentations were made in Corning, NY at the Senior Center, the Rotary Clubs of Corning and Bath, the National Association of Retired Federal Employees, the Kiwanis Club of Bath, the Wildflower Association in Bath, and Woodhull Senior Center.

Methodology and Instruments

A random sample of 3038 recipients was selected from roughly 10,500 addresses contained in the Office for the Aging “Second Season” newsletter mailing database. A letter explaining what the survey hoped to achieve was mailed to the recipients along with the survey. The survey was in clear easy-to-understand language. The survey has seven sections including Daily Living/Home Services, Health Assistance Services, Specialized Services, Organized Physical Activities, Organized Social Activities, Continuing Education, Financial Services, and questions related to remaining in their own home. The last section of the survey was for demographic information. The survey contained a statement assuring the participants that the information would only be used for the purposes of this study.

The following pages contain the letter to recipients, and the actual survey sent to participants.



Steuben Senior Services Fund, Inc.



Dear Steuben County Resident;

Steuben Senior Services Fund, Inc. is a not-for-profit corporation founded in the year 2000. The purpose of the fund is to build a \$6.5 million private endowment to supplement in-home services to the elderly of Steuben County. We have received a grant from New York State Office for the Aging to conduct a county wide survey of the knowledge of services provided and services that may be needed for older Steuben County residents to remain in their own homes and “Age in Place”. We are asking for your assistance by completing the enclosed survey.

The purpose of this survey is to determine the services that are important to you to enable you to live independently in your own home. As you may know, the cost of assisted living is now in excess of \$20,000 per year, and care in skilled nursing facilities exceeds \$88,000 annually. Recent AARP surveys have shown that the vast majority, over 85%, of all seniors want to age in place and plan to continue to be vital members of their communities living in their own homes.

Please take a few minutes to complete the enclosed survey, and return it to Steuben Senior Services Fund, Inc. (in the enclosed stamped envelope) by mail at 3 E. Pulteney Square, Bath, New York 14810. Your input is extremely important in planning for future services that could be made available to Steuben County residents.

At the end of the survey, there are some personal questions that will assist us in planning for the future. The personal information provided will be used solely by Steuben Senior Services Fund, Inc. for the purpose of this study and will not be shared with any other entity without your consent.

If you need assistance in completing the survey, please call 2-1-1 and they will assist you in completing the survey by telephone. If you have any questions related to the survey, please contact Steuben County Office for the Aging at (607)776-7813 and they will get the information to me.

Thank you in advance for taking the time to complete the survey. This much needed information will assist Steuben Senior Services Fund, Inc to understand the needs of those wishing to “Age in Place”.

Sincerely,
George Bliss, RN, BSN, MS
Steuben Senior Services Fund
Aging in Place Project Coordinator

-Steuben County Aging-in-Place Feasibility Study

Survey Questionnaire

Please **check all** of the services that are, or may be in the future, important to you and your decision to remain in your own home. If there are other services that are important to you, please note them in the “other” spaces provided. Once the survey has been completed, return it by March 31, 2010 to Steuben Senior Services Fund at 3 East Pulteney Square, Bath, New York 14810. An envelope with postage has been provided for your convenience.

Services that are already provided are noted with an asterisk (*) and may currently be available to you. Please call the service experts at Steuben County Office for the Aging, toll free at 1-866-221-7324 or 607-664-2322 to find out more information.

I. **DAILY LIVING/HOME SERVICES** that may be important to you and your decisions to stay in your own home as you grow older:

- Home Delivered Meals*
- Meal Preparation
- Transportation*
- Shopping (groceries)
- Laundry Services
- Housekeeping Services
- House Cleaning
- General Handyman*
- Special Services (plumbing, electrician, etc.)
- Other _____

II. **Health Assistance Services** that may be important to you and your decision to stay in your own home as you grow older:

- Medical/Dental Referrals
- Skilled Nursing
- Physical Therapy
- Medical Equipment (wheelchairs, beds, walkers, etc.)*
- Home Health Care/Personal Care Aide*
- Nutrition*
- Procuring Prescriptions
- Filling out health insurance claim forms*
- Transportation to medical services*
- Lifeline (medical alert services)*
- Telephone Reassurance (someone to call periodically to check on you)*
- Other _____

III. **Specialized Services** that may be important to you and your decision to stay in your own homes as you grow older:

- Information/Support/Respite for Caregivers*
- Trust in the Lives of Older Women support group*
- Care Manager (someone to coordinate all services)
- Other _____

IV. **Organized Physical Activities** that you would like to participate in if you stay

in your own home as you grow older:

- Bone Builders Program*
- Scheduled Exercise Programs
- Walking Groups
- Swimming/Water Aerobics
- Dancing Classes
- Yoga/Meditation
- Other _____

V. **Organized Social Activities** to be held at conveniently located meeting places near your home or scheduled trips:

- Discussion Groups
- Hobbies and Crafts
- Bridge, Chess, other games
- Entertainment Trips (museums, concerts, movies, etc.)
- Volunteering Opportunities*
- Other _____

VI. **Continuing Education** opportunities available to Steuben County residents:

- Computer/Internet Training
- Art Classes
- Caregiver Information*
- Legal Information
- Financial Information
- End of Life Issues/Sharing your Wishes*
- Identity Theft/Scam Information*
- Other _____

VII. **Financial Services** that you believe will be important as you grow older:

- Bill Paying/Balancing Your Checkbook
- Insurance (health, property, life, etc.)
- Investment Advice
- Legal Advice
- Tax Preparation*
- Other _____

Please indicate the **MOST IMPORTANT** category of services if you were to remain in your own home:

- Daily Living/Home Services
- Health Assistance Services
- Specialized Services
- Organized Physical Activities
- Organized Social Activities
- Continuing Education
- Financial Services

Remember the information that you share in this survey will not be used for any other purpose than data collection. This information will not be shared with any other entity. We would appreciate it if you would complete the following confidential personal information:

1. Size of Household (number of persons): 1___; 2___; 3___; 4 or more___

2. Age: Under 55___; 55-64___; 65-74___; 75-84___; 85 and older___

Are you caring for an older relative or friend? ___

3. Annual Household Income under \$25,000___; \$25,000 - \$49,000___;

\$50,000 - \$74,000___; \$75,000 or over___

4. How did you first hear about this survey? _____

5. What is the best way for us to provide you with information?

Personal Mail___; Radio___; Newspaper___ (name of paper_____)

E-mail___; Website___; Other_____

Please include your zip code so that we can target the appropriate services to your specific location in the county. _____

Zip Code

If you are willing to participate in a focus group in your community, please provide your name and telephone number:

Name

telephone

Please feel free to share any other information that you may feel is important to this survey in the space provided.

THANK YOU for participating in this very important Feasibility Study

Limitations of the Collection Plan

Consideration was given to the fact that some individuals may have difficulty completing the survey. Either they might not understand a particular question or may have difficulty reading the survey due to poor vision or language barriers. Arrangements were made with the local 211 center to provide assistance to those needing help. Instructions were provided in the cover letter as to how individuals could access this service.

It was also considered that with a wide geographic nature of Steuben County, that some locations would have a higher percentage of representation than other areas.

The length of the survey was a bit of a concern. It has been shown that when a survey contains too many questions, or is too long, people are less likely to complete a survey and return it. In this case, participants seemed willing to complete the somewhat lengthy survey because of their interest in the topic.

Summary of Analysis

Geographic Locations

The survey sample was broken down into 5 geographic locations. All of the cities, villages and towns are located in Steuben County, New York.

Location 1 covered the towns and villages of Prattsburg, Pulteney, Wheeler, Urbana, Wayne, Tyrone, and Hammondsport.

Location 2 included the cities, towns and villages of Hornby, Corning, Caton, Lindley, Erwin, Town of Corning, Painted Post, and Coopers Plains.

Location 3 encompassed Bath, Bradford, Kanona, Campbell, Thurston, and Savona.

Location 4 covered Wayland, Cohocton, North Cohocton, Arkport, Hornell, Avoca, Howard, Hartsville, Hornellsville, Canisteo, Perkinsville and Fremont.

Location 5 included Greenwood, Rexville, West Union, Jasper, Troupsburg, Addison, Rathbone, Woodhull, Cameron, and Cameron Mills.

Location	Number of Surveys sent	Number of surveys Returned	Percent of surveys returned
Location 1	282	63	24%
Location 2	962	241	25%
Location 3	580	236	40%
Location 4	860	220	25%
Location 5	369	106	28%
Total	3053	896	27%

Review of the total number of surveys that were returned is very good for a survey of this size. To receive 27 percent return of the surveys that were mailed is a very respectable rate of return. This number of surveys returned can assist in making decisions that will have a positive impact for those wishing to age in place. It will also allow the Office for the Aging, and Steuben Senior Services Fund, Inc. to make knowledgeable decisions when allocating funding for future service delivery projects.

Age of Respondents	Number of Respondent:	Percentage
Under 55	23	2%
55 - 64	103	11%
65 – 74	306	34%
75 – 84	319	35%
85 and over	123	14%

This survey clearly reached its intended audience. The statistics that were collected indicate that the greatest number of respondents was in the age groups 65 to 85 and older.

This is the population that was targeted and hoped would respond to the survey. This group of people understands the needs of our aging population. These age groups are the current users of aging services and have first-hand knowledge of what works and what does not. It is unfortunate that there was not more input from those individuals below the 65 year age mark. This group could give insights to the needs that younger users of service will require as they grow older in the future.

Annual Household Income

Dollar Amount	Number of Respondents	Percentage
Under \$25,000	482	54%
\$25,000 - \$49,000	236	26%
\$50,000 - \$74,000	72	8%
\$75,000 and Higher	32	4%

Of the 896 surveys returned, 54% or 482 of the respondents are living with incomes of \$25,000 or less. Most of these people are attempting to maintain a home in the community, pay for some or all of their health care, and have money for food, utilities and taxes. This most certainly is putting a strain and worry on our older population.

Size of Household

Number in Household	Number of Respondents	Percentage
One Person	441	49%
Two people	393	44%
Three People	30	3%
Four People	15	2%

Focus Groups were held in each of the five geographic locations. Following are the comments from these groups:

Focus Group Comments/Responses
Aging in Place Survey
Steuben Senior Services Fund

The following information was collected during focus groups in all 5 of the geographic locations utilized for the survey purposes.

Location 1 covered the towns and villages of Prattsburg, Pulteney, Wheeler, Urbana, Wayne, Tyrone, and Hammondsport.

The focus group for this area was held in Hammondsport, New York at the Taylor Library. There were 5 participants who are very aware of the community needs, providing information related to this geographic location.

Transportation*

Dependability

Character of others riding the bus

Accuracy of the bus schedule – advertise on how to get the bus schedule

Bus can't reach rural areas

Need auto (individuals) helpers, volunteers

Advertise services via news/TV/Media

Make medical professionals (nurses, MD's, Social Workers) more aware of these services for their patients

Also pharmacies should be notified of the same

I think the services are not publicized fully enough to let all who could use them know about them

Someone I know who needed the bus service arranged for return pick-up at an alternate location, but driver forgot to pick them up.

The availability of drivers to medical services is not well publicized

Provide publicity related to the bus schedule at defensive driving courses

Consumers are not aware of bus times, pick-up and delivery locations, if there is a cost, make public more aware of this service

Bus schedules should be placed in several locations

Entertainment Trips (Museums, Concerts, Movies, etc.)

Lack of coordination and transportation

Companionship/need someone to accompany

What does it cost?

I know that many things are planned, and well attended. Who sets them up?

Cost

Day trips/evening

Suitable for age group

Easy pickup location

Schedule drivers to these locations

Possibly a bus

Cost?

Transportation to Medical Services*

Limited number of trips per person
Match church members in need with those who provide within same parish
Bus stops need protection in inclement weather
Available during hours of appointment
Handicap
How far will they transport?
Cost of service
Shopping for or providing transportation
Available but not well publicized
Need more volunteer drivers
Coordinate with churches
Have office managers advise patients that services are available
If people were more aware of services these services would be more utilized

Home Health Care/Personal Aide*

Lack of information of services provided, eligibility, cost
Personality conflicts with person providing the care
Training youth to become caregivers, elevate status
Trust factor
Cost
Awareness of service

Shopping (groceries)

Suggest “on line” shopping – need store buy in
Replicate Project Care
Project Care – RSVP
Parking for seniors
Church help
Churches offer this for their elderly. Perhaps this office could coordinate
Is this part of RSVP services?
This goes back to transportation
Online shopping
Contact churches

Home Delivered Meals*

Can they be on an as needed basis?
Good way to check on homebound
Does this service need more volunteers?
Not well liked – word of mouth
Want to be independent – I can do it myself
Great service
Always need drivers

Special Services (plumbing, Electrical, etc.

Need list of reputable providers
Funds to offset cost for low income seniors
Program to evaluate and provide proactive plan for upgrades
List of providers
Maybe a publicity campaign could encourage “pro bono” services in these areas
Joseph’s Hammer – assist with recruitment and publicity

Is there an appropriate list? Where is the info available?

General Handyman*

Joseph's Hammer – assist with recruitment and publicity

How is this publicized?

Again, need for an appropriate list – could be in senior centers

Procuring Prescriptions

Pharmacy delivery service

Does the local pharmacy provide home delivery? Is the need great enough for them to set this up?

10 minute parking spaces in front of the drug store?

Need drivers to help in this area

Lifeline (medical alert services)*

More than one button – upstairs/downstairs (may not wear it)

Publicize

Is it available?

Where?

Cost?

Location 2 included the cities, towns and villages of Hornby, Corning, Caton, Lindley, Erwin, Corning Town, Painted Post, and Coopers Plains.

The focus group for this area was held in Corning, New York at the Corning Senior Center. There were 5 participants who are very aware of the community needs providing information related to this geographic location.

Transportation*

Lack of mass transit

Lack of convenience to bus location

No clear marketing on what is available – not easily found out

No public transportation in certain locales

For Lindley there is no transportation

Look into county transportation for points of interest on group plans

Buses travel routes

Limited times

Lack of knowledge of routes and times

Inconvenience

Difficult to get to/from recurring appointments, e.g. , Dialysis pt.

Shopping (groceries)

Again, lack of mass transit

When food bank is in area it is difficult to get deliveries to shut-ins

At present it is done by individual people or church, etc.

No more mom and pop grocery stores within walking distance

Volunteers to assist seniors in actual shopping

Food bank pickup by individual – if a situation is very difficult (individual must sign a pickup)

MOM's Meals via United Postal Service

Same as transportation
Offer shoppers or private drivers
Stores offer helpers
Van to use for taking/getting multiple people's groceries

Transportation to Medical Services*

Again, lack of mass transit services
Convenience to existing bus routes
Could medical providers get involved in this process?
There is not service unless done by churches, etc.
Hire private driver
Offer volunteers to drive and wait
Cost of public transportation prohibitive for multiple appointments
TBA appointments difficult to find riders (drivers)

House Cleaning

Reliable, trustworthy persons willing to work at a lower wage
Costs for the average household
Lack of knowledge of Office for the Aging services available
Not sure what we have
Need referrals to housekeepers
Expensive service

Home Delivered Meals*

Attitudes about taking welfare interfere with getting service
Pride gets in the way of accepting services (how to foster interdependence vs. strict independence?)
Have heard what is done is good, may be problem on what it costs
There is a problem with pride of should it be gotten?
Correct the perception that meals on wheels is for poor only
Find a way to identify people who need MOM's meals but don't apply
How can we help people who won't accept help?
Seems like area is well covered for this

Entertainment Trips (Museums, Concerts, Movies, etc.)

Lack of transportation may impede participation.
Organization that offers entertainment could get into helping to solve this problem
Lindley has no transportation
Would like to look into low cost transportation provided by the county
Awareness of existing offerings
People need to work together (car pool, neighbors, etc.)
A van to use to fill the gap
Use public transportation buses during off hours

Housekeeping Services

I have house cleaning
Not aware of what if any
Expensive
Use neighbors

General Handyman Services

Need to vet persons who offer such services
Will more persons, presently unemployed, be willing to offer such services?
Turnover of handymen in area fairly high
Persons qualified and vetted not currently available
No awareness of any services in area
Provide vetted regulars (as Aging in Place will do)
Volunteers such as retired technicians
Need to be careful not to take advantage of

Home Health Care/ Personal Care Aide*

Properly trained personnel willing to work for much lower wages
Vetting such persons
We have a need but not sure if there is information on the subject in our area
Need to have consistent care from same caregiver
Confusion about where to get service
Expensive and hard to keep consistently
Tends to be low paying job that attracts some employees that are not as professional as really needed

Lifeline (medical alert services)

Public understanding of 211 services
Cost of medic alert button
Good service in area, no experience however
Payment could be a problem for individuals
Awareness of what is available
Most think the cost is too great
Have some confusion on the service
Confusion
Kind of expensive

Location 3 encompassed Bath, Bradford, Kanona, Campbell, Thurston, and Savona.

The focus group for this area was held in Bath, New York at the Dormann Library. There were 4 participants who are very aware of the community needs providing information related to this geographic location.

Transportation to Medical Services*

Lack of knowledge of what is available
Perception also includes those who said may need in future, so don't know the percentage that need it now and don't know how to get it
Do doctors help in getting information to patients about this, or help them arrange it?
Message about "contribution" – after use, may be hesitant again if they don't have money
Mental "instability" or "confusion" that comes with age
Need to make people aware of currently available services
Get word to all medical office secretaries that transportation services exist so they can advise patients
Similarly hospital social workers might have this information and offer it to help arrange services
Project Care – advertise service – more volunteers

Send letter to seniors about the services offered

Call a friend

Pride

Donations

Transportation*

Lack of knowledge

Inability to get to point of transportation availability (need picked up at home)

Make people aware of what currently exists, especially in outlying communities, could school buses help transport elders?

I realize there are a thousand reasons why not but it doesn't hurt to ask

It is a transit system that's already in place

Services offered already

Advantage for volunteers – pay for mileage

Need money

Could school buses be used between dropping of students and picking them up?

Trips (museums, concerts, movies, etc.)

Entertainment is typically some distance away and at night. As we age, have less desire to drive at night or to drive long distances (car pool)

Cost of travel – need low cost transportation

Could existing transit options run special trips for these services?

Senior trips like used to be offered in Bath are a good way to help people experience various forms of entertainment

Perhaps events (concerts, movies, etc.) would be willing to help fund such trips if it sells more tickets

Office for Aging trips

Senior trips not available anymore

Chamber of Commerce

Home Health Care/Personal Care Aide*

Often just 1 or 2 little things need to be done to make life more livable – don't know how to get these done (again knowledge of availability)

Can doctors be used to help identify what needs to get done and share information available to patients?

Do we give information to doctors or Public Health Nurses?

How do we get more people trained at this? Are there enough available?

Make people aware that such service exists.

Problem here is often the defined (and short) terms of such services

Is there potential for any training programs for nurses aides, etc. (as part of their practical training) to do home care?

This may stimulate some graduates to get into the business of home health care.

Being able to offer service

Being made available – time, etc.

Aide training

Public Health

House Cleaning

Easy for some to just let it go until it becomes a severe problem – if they have no relatives or people checking in on them

Need to work with churches to identify people in need – partner with churches

Neighbor to neighbor activities, even taking trash out or things like that – sort of like neighborhood watch – only focused on needs of neighbor
Seniors may not want to admit to themselves or to anyone else that they can't manage
Could a program like Project Care expand into this?
Would existing service clubs help?
I am aware that some public funds recipients clean public buildings – could this be expanded into home services for the elderly?
Pride – independence keep people from asking for assistance
Ask family member
Call Office for Aging for a list of helpers
Project Care

Shopping (groceries)

This is often dependent on transportation availability
Good area to try to get high school/ college students involved. Talk to schools about community service requirements they may have
Create “master shopping list” in Second Seasons for seniors to use in making list for helpers
Would service clubs want to help?
Could the pool of public assistance people working on public projects be able to do shopping?
I know from Project Care that it will take a special person to organize this service no matter who does it
Haverling students encouraged to help
Make neighbors aware of need
Service Clubs

Home Delivered Meals

Can doctors be used to urge people to get these if needed?
People need to be made aware of what exists
Even so, I used to hear complaints about the food. This is a matter of personal taste and will never be easy to solve
Need to overcome thoughts “I’m a senior but I don’t need that” if living alone may be important
Call Office for Aging for requirements
Take advantage of service available
Volunteers needed

Lifeline (medical alert services)*

Need more publication about what this is and how it works
A good system exists – people need to be made aware of it
Hospital discharge planners are good at this
Maybe office nurses could be made more aware
Social worker for M.D. group
Absolute necessity for all elderly living alone
Steuben Senior Services Fund to help pay for service

Medical Equipment (wheelchairs, beds, walkers, etc.)

Public Service Announcements
Need to make those in need aware of the service

Physician office staff may be best contact
Advertise “Did you know?”
Office for Aging referral

Walking Groups

“Neighbor to neighbor” walking groups
Doctors Offices make people aware of these once organized
School advertise pool – could they organize a walking group?
Identify walkers and ask them to organize a group
There are some hiking groups in effect for the Finger Lakes Trail but this is rigorous
I’m perplexed by the need for this to be a group activity! Why not just walk with a
friend?
Is there more of an issue re: safety, weather, etc.
Organize leaders - on the order of Bone Builders
Dr. referral as a need for exercise

Location 4 covered Wayland, Cohocton, North Cohocton, Arkport, Hornell, Avoca,
Howard, Hartsville, Hornellsville, Canisteo, Perkinsville and Fremont.

The focus group for this area was held in Hornell, New York at City Hall. There were 6
participants who are very aware of the community needs providing information related to
this geographic location.

Transportation*

Difficult to get to a bus stop
Assistance on and off the bus
Understanding the schedules
Carrying packages
Hesitant to use - Training on how to use the system
Little or no knowledge of the bus routes, where to get on – where to get off
Unaware of services like Faith in Action
Some may be wary of services of volunteer drivers – he/she does not know
Marketing – not knowing what is available
Scheduling – not meshing with when they need to be somewhere
Finding a bus schedule in rural areas – might not have internet
Sidewalks do not have appropriate curb cuts for wheelchair accessibility
Reliability of bus schedule
Location off bus route
The cost for Dial a Ride
Need assistance to get on and off the bus
Unable to wait at the bus stop due to health concerns
Unable to understand bus schedule
Do not know who to call for services/schedules
Stigma “ride the bus”
Pride
Lack of knowledge of system
Volunteers
Lack of \$
Not aware of it or how to access it
Need schedules for public transportation

Offer info to seniors
Waiting is an issue

Transportation to Medical Services*

I don't hear as much concern – refer to Faith in Action
Same concerns as for regular transportation
Scheduling conflicts between transportation service and client
Reliability of transportation service – are they going to be on time?
Marketing – not knowing what is available
Availability
Cost
Trust
St. James closing of Elm Street lab
Not available in some areas
Need assistance
Have information in medical offices available to patients

Shopping (groceries)

Need more grocery stores
Central location people used to walk to Acme or Super Duper
Delivery Services
On- line grocery shopping
Unaware of groups that provide this service
Unaware about someone shopping from their list and getting the items needed
Provide phone- in or internet service
Contact Hornell High School and other high schools to set up a program to help in this area – Like Project Care in Bath
Transportation may be available but client may not be able to lift or carry purchases
HAT seems to have a regular stop at Wegman's and Walnut Street
Perhaps having a helper on the bus at certain times
Do not know about service
Not trusting grocery shoppers to get products
Volunteers
Get volunteers from local schools (students)
One reason for not using transportation, carrying laundry and groceries
Need help due to disability

Lifeline (medical alert services)*

People are hesitant to utilize until they fall
Cost
People need information
Some people think – “this is for old people”
Cost of service
Not aware of service
We need to do some local publicity to promote this
Lack of knowledge
Perception it will cost too much, so they don't inquire
Not aware

Entertainment Trips (museums, concerts, movies, etc.)

Senior rates

Travel agency contact

Get cab companies involved

The travel people need to be contacted about this to see how they can help promote this

Timing of events – too late or too early

Service is minimal

Difficult to access public transportation to get to trip

Unaware trips are available

Not able to afford

Home Health Care/Personal Care Aides*

COST

Shortage of aides

Better benefits for aides

Training

Increase contractor rates that will support services – state cuts are devastating -

Regulations

When is this service necessary?

Whom should we contact? I'm not sure of this myself.

Cost

Need more care/more hours than they can afford

Medicare does not cover the care to keep elders in their homes and they do not have long term care insurance

No family care givers close by

Bureaucracy

Embarrassment keeps a lot from asking

Some people think they have to be seriously ill or disabled to ask for service

Offer training to family members to participate in personal care

House Cleaning

Whom should a person contact for this service?

Are there lists that could be publicized? So that people who need this service could contact them personally?

Southern Tier Housekeeping Service

Cost

Trust of house cleaner

Unavailable – not enough employees

Cost

Availability of cleaners

Safety

Very hard for some people to let people come into their homes. Touch/clean personal items, issues with trust

Can't afford to pay for this service

Home Delivered Meals*

Some don't like the meals get left uneaten

Knowledge of service

Ride

Cost of this and other services

Whom to contact to find out about?

Do not know about service
Unable to afford service
Pride
Participants not able to afford
Not aware different menus are available due to doctor orders (i.e. diabetics, low sodium)
Make aware that food stamp benefit card is accepted, several were recently not aware of this

Medical Equipment (wheelchairs, beds, walkers, etc.)*

COST
Not paid by Medicare
Could we recycle used supplies?
How to arrange for these things?
Transportation to services to arrange for
Cost
Who will maintain equipment?
Cost
Difficulty navigating health care system
Cost
Unaware that these items are able to be rented
Loan from American Legion if a veteran
Patients are unaware to compare prices of durable medical equipment

General Handyman*

A place to call for handyman where references have been checked
Reasonable rates
Trustworthy
Repair equipment
Is there a list? Where?
City of Hornell Community Development List
Do not know who to call
Unaffordable
Trust in handyman
Cost
Lack of volunteers
Safety issues
Trust - Some not willing to have help from strangers
Not aware services available

Location 5 included Greenwood, Rexville, West Union, Jasper, Troupsburg, Addison, Rathbone, Woodhull, Cameron, and Cameron Mills.

The focus group for this area was held in Woodhull, New York at the Methodist Church. There were 10 participants who are very aware of the community needs providing information related to this geographic location.

Shopping (groceries)

Location /cost
Those that have difficulty walking
Those that do not have local relatives to help
Those that do not drive

Distance
No delivery
Lack of transportation
No transportation
No grocery store
Lack of transportation
Cost of groceries
Lack of ability to get to the store
Need local farmers market
Store location 20 minutes away
Lack of funds
House bound
Knowledge of who can assist and who to contact
Put an ad in the Addison Post with contact name and number
Need larger grocery store
When does Steuben Area Rides come through?
Churches can assist
Brochures to Town Hall on bulletin boards and in boardroom
Advertise 211 Helpline
Cost
Transportation/distance to stores
Help with meal planning/nutrition

Transportation*

Many do not drive
Do not have relatives near by to help them
Ignorance of availability
Limited access
Cost
No buses in the area
Cost
Would drive someone if need be
Would consider a ride to doctor
With a relative
No vehicle
No funds to pay for
Lack of knowledge of free ride
Transportation (public) not convenient
Just heard today that Steuben Area Rides comes here
Needs to be advertised
Some have family or friends they can ask
Unable to drive due to health issues
Lack of awareness of any transportation

Transportation to Medical Services*

Those who do not drive
Lack of medical transportation
Do not know who to call
Would drive if need be
I would not volunteer to drive
No knowledge of services

No car
Home bound
Can't drive
Need a contact place/person (s) advertised
Patient may not be mobile
Find a home visiting practitioner
Definite need for volunteer drivers

House Cleaning

Those with physical disabilities
Heart problems
Mental disorders
Cost
Resistant to allow people into their home
Who is available
Cost
Lack of people to do cleaning
No funds
No knowledge of free help
Embarrassed to ask
Few around to do this but how do the elderly find them
Unable to do due to health limitations
Cost

Home Delivered Meals*

Does not appeal to people
May be available
Not aware of MOM's Meals
Embarrassed to ask
Don't believe meals on wheels come to Woodhull
Need for more free food giveaways
Need to know how to access the service

General Handyman*

Anyone living alone needs a handy person
Cost
Who is available
Trust
No funds
No knowledge of free or reduced cost programs
Unable to communicate
Fear of letting someone in
Fear of a rip off
Who to call
No one available
Cost prohibitive

Bill Paying/Balancing Your Checkbook

Those with vision concerns
Cost
Trust

Who is available
Embarrassed to ask
No knowledge of where to ask
Unable to communicate
Language barrier
Trust issues
Don't know who can
Never thought of but not surprised-can be challenging as one ages to keep correct records, track of all bills especially if home owner ie. Paying taxes
Trust issues
Question honesty
Who would recommend

Entertainment Trips (museums, concerts, movies, etc.)

Hard time walking
Hearing problems
Limited availability
Bus trips are done in Woodhull
Lack of awareness – senior citizen trips
Transportation
Cost

Medical Equipment (wheelchairs, beds, walkers, etc.)* 42%, Procuring Prescriptions 42%, Housekeeping Services 42%, Legal Advice 42%

Need someone setting up schedule
Cost
Trust
Not available
Embarrassed to ask
Don't know where to go
Fire Department in Woodhull has some medical equipment to loan out
Legions do
Pharmacy in Addison does delivery – unsure of any cost, times they deliver, days of the week and if they do auto refills too

Conclusion

Looking at the top ten areas of concern from the survey results indicate that transportation, transportation to medical services, shopping (groceries), entertainment trips, house cleaning, home health care/personal care aides, home delivered meals, Lifeline (personal emergency response), general handyman services, medical equipment (wheelchairs, beds, walkers, etc.) are all services that will be needed as people attempt to age in place in their own homes. Additionally, the findings from the focus groups show that there is a general lack of knowledge/understanding by those people who might use the services and about services currently being provided by the Office for the Aging and other area service providers.

There are many opportunities for innovative delivery of services identified through this study. This writer will provide some suggested ways that services might be delivered effectively and efficiently.

Due to transportation issues in the county, a suggestion would be to purchase a mobile unit in order to increase access to OFA services in the very rural communities of Steuben County. The van might be equipped with wireless or satellite computer and a telephone communications system to make delivery of assistance much more timely and efficient. Additionally, a case manager could make referrals for service to other area agencies in real time. Literature related to the various services offered throughout the county might also be included. There could be an established route for the mobile unit to locate near some existing business such as a library, school, local medical facility or senior center on days when seniors are gathering for their monthly meetings. This would make the Office for the Aging visible and available in each of the rural communities of this county. Potential funding sources for the purchase of the mobile unit include the Steuben Senior Services Fund, Inc. through grant funding, future fundraising efforts and donations, or by other existing funding sources.

With transportation to medical services being a major issue for our rural communities, a community case manager could be hired to work for the Office for the Aging. This individual would make contact with physician offices or be available to accept referrals from physicians, for services provided by the Office for the Aging. This individual would be knowledgeable of available services and what the requirements are for various programs. The case manager would work closely with NYConnects for service delivery. Physicians might be asked to provide some financial assistance to ensure their patients are getting appropriate care and services in the community. The case manager could also provide reassurance to physicians and individuals that the services needed are being provided, with a report back to the physician's office.

Shopping and groceries was another area of concern. This could be met by a county-wide program such as PROJECT CARE that is currently being provided in the Bath, New York area. PROJECT CARE involves high school students in doing grocery shopping for senior citizens. The position for PROJECT CARE Coordinator could be expanded to include every senior high school throughout the county. Students are encouraged as part of their educational programs to get involved in some type of volunteerism, and this could meet that requirement. Education about the value of PROJECT CARE could be explained in all of the county high schools. With recent school district consolidation and one school district covering several communities many senior citizens needing assistance could be helped.

House cleaning, home health care/personal care aides were identified as an increasing need. These services are currently available in the county, but the cost of service is often too great for individuals. By increasing the number of EISEP clients that are sponsored by Steuben Senior Services Fund, Inc., more individuals desiring to age in place could be assisted. Also, by working with local home care providers and AHEC, we could analyze what is needed to attract potential caregivers to the in-home field. Expanding the availability of educational programs would assist in attracting more individuals interested in this type of position, as would financial assistance for educational programs for qualified individuals. Also working with care providers to increase the rate of pay to individuals providing these necessary services may encourage more people to invest in this type of work.

Although we anticipated that home delivered meals would receive a high ranking as a service that people will need as they age in place, the lack of knowledge about this service was surprising. Many of the respondents did not know that anyone 60 years and older qualifies for these meals, if they are unable to shop and prepare their own meals. A community wide education program needs to be undertaken to make older county residents aware of the service provided, the cost, and the qualifications related to receiving the meals.

Lifeline (personal emergency response services) is already provided by the Office for the Aging and is currently being expanded by the Steuben Senior Services Fund, Inc. Many area residents are unable to afford the monthly fee for this service. Other funding sources may be available through grants.

An opportunity exists to grow community involvement. It is my understanding that years ago there used to be an association for senior club presidents or leaders of Steuben County senior citizen programs. To get these groups involved would spread the workload around the county. They would have access to the communities and know who could assist to get projects instituted and what the resources of the community are. This would be a community action program and hopefully create more community involvement. Local churches might get involved by encouraging members to provide support and service to those members of their congregations in need of help.

As previously stated, it is apparent that many of the seniors in Steuben County are unaware of the number of services offered and by whom. It might be helpful to republish the senior directory of services. This could be undertaken by Steuben Senior Services Fund, Inc. and potentially paid for by selling advertising space to all local care and service providers. As in the past, the directory could be given out to senior citizens and copies could be made available to area providers for distribution. An innovative method of distributing the directories would involve utilizing the Advanced Star (School Tax Relief Program) mailing list. As county residents turn sixty the book could be sent to them.

All of the above ideas are suggestions and would need further development. These suggestions would either enhance services already being provided or create a new service to meet the needs of the increasing older population of Steuben County as they age in place. All of these ideas would require collaboration with other area agencies providing services to seniors.

Finally, for the past few years, the Steuben Senior Services Fund, Inc. has been operating a pilot program for aging in place in the Township of Pulteney. Thanks to grants from the Keuka Fund of the Corning/Elmira Community Foundation and the Southern Finger Lakes Fund of the Central & Western Community Health Foundation, an aging in place feasibility study was conducted and now the community is deeply engaged in implementing the action plan that was developed as a part of the original study. Significant progress has been achieved, and there are certainly innovative ideas and methods that are being tested in this pilot community. We would do well to examine the achievements there and look for replication for the other rural areas of the county.

Reflection

It is hoped that this project will be valuable to the senior citizens of Steuben County. Giving senior citizens a voice about the care and services provided by the Steuben County Office for the Aging and Steuben Senior Services Fund, Inc. will provide a spirit of inclusion for older citizens.

The project has gone relatively smoothly, other than a slight delay in getting the original letter and survey out as originally projected. The Office for the Aging staff and Steuben County Information Technology Department has been valuable to this process. When supplies or manpower have been needed, they have been there to provide it. Having access to volunteers for the mailing projects was very much appreciated.

Providing this Feasibility Study for Steuben Senior Citizen Fund, Inc. has been a rewarding opportunity. I have learned a great deal about the services offered by Steuben County Office for the Aging and the needs of seniors in general, and most particularly, the needs of seniors in Steuben County.

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Additional websites were reviewed and may be useful tools for individuals or agencies needing more information for Aging in Place:

<http://www.lifelinesys.com>

<http://www.modbee.com/2010/06/04/1195370/time-to-talk-about-care-for-aging.html>

<http://www.empoweringnycommunities.org/>

<http://www.kaiserhealthnews.org/Stories/2009/November/17>

<http://www.caremanager.org/displaycommon.cfm?an=1&subarticlenbr=94>

<http://www.stayingputnc.org/>

Appendices

Appendix A

December 8, 2009

Letter to the Editor
Hornell Evening Tribune
85 Canisteo Street
Hornell, New York 14843

Dear Mr. Thompson;

As Steuben County residents we have a unique opportunity to improve our quality of life and prepare for an increase in our older population. With “Baby Boomers” coming to older age and living longer it will be necessary to increase the availability of senior services and make our communities livable for all ages.

On Thursday October 8, 2009 an Aging in Place Conference was held in Bath, NY. The conference was sponsored by Office of the Aging and moderated by a representative from AARP. The event was open to the public and about 70 participants from the community, law enforcement; home care agencies, health care providers, home builders with knowledge of Universal Design attended. The participants were enthusiastic, engaged and insightful to the needs of the elderly and our communities.

Over the next several months, Steuben Senior Service Fund and the Steuben County Office for the Aging are spearheading an Aging in Place Feasibility Study. Through this study we will be preparing to assist our seniors to have an enriched quality of life and dignified older age while remaining in their own homes. Surveys will be sent out across Steuben County and placed in a variety of locations. The survey will help to determine perceptions of existing services and to gain an understanding of what services people would like to see provided for the future. If you receive a survey I would ask that you complete the survey and return it. Your opinion is important to make this a successful and meaningful study, and assist communities across Steuben County to plan for the future.

Regards,

George Bliss, RN, BSN, MS, Consultant
Aging in Place Project Coordinator
Steuben Senior Services Fund

10 Hickory Street
Bath, New York 14810
Telephone 607-776-7094

Appendix B



Steuben Senior Services Fund, Inc.



Steuben County Residents

If you received an “Aging in Place” survey, Steuben Senior Services Fund, Inc. would appreciate it if you would complete the survey and return it in the envelope that was provided. If you did not receive a survey in the mail, you may participate by picking up a survey in some area Libraries, Village Clerk’s Office, or at the Office for the Aging.

Your participation in this project is essential to the future growth of services for Steuben County Seniors wanting to age in place.

**Your input is valuable and very much appreciated!
Thank You**

Appendix C

This article appeared in the Second Seasons News Letter for The Office for the Aging

Keep those surveys coming!

Several dedicated volunteers came together and folded and stuffed the envelopes for the “Aging in place” survey mailing. We couldn’t have done this mailing without them. Over three thousand “Aging in Place” surveys were mailed on January 28th. We have had nearly 700 surveys returned. This is an outstanding rate of return for a survey. We are appreciative of those people that have returned the survey and would ask that if you received an “Aging in Place” survey and have not yet completed it, we would appreciate it if you would complete the survey and return it in the envelope that was provided. If you did not receive a survey in the mail and would like to complete one, you can pick one up in the community. They can be found at the following locations the Southern Tier Library in Corning, NY, Erwin Town Hall in Painted Post, NY, Addison Village Hall, Woodhull Village Clerks Office, Crawford’s store in Cameron Mills, Bath Village Clerk’s Office, Urbana Town Hall, and Hornell City Hall or you may contact Steuben County Office for the Aging at 607-776-7813 and they will send one to you.

**Your input is valuable and very much appreciated!
Thank You!**

Appendix D

This article appeared in the Second Seasons News Letter for The Office for the Aging

Building a Resource for Aging in Place

Steuben Senior Services Fund, Inc. a not for profit agency and Steuben County Office for the Aging are building a fund to assist older individuals to remain in their own homes for as long as possible. Seniors prefer to remain a part of the community and continue to be of service whenever possible.

With the high cost of nursing home and assisted living facility care, more individuals are attempting to stay in their own homes with assistance. Understandably, health care facilities must charge enough to cover the cost of care. When people are admitted to facilities prematurely the care they receive may not be fully covered. When the costs of care are not covered it very likely will cost the facility money that they can ill afford. Many individuals may be able to remain in their own homes longer by knowing what services are available and how to access the services from Steuben County Office for the Aging.

Appendix E

March 1, 2010

Letter to the Editor
Hornell Evening Tribune
85 Canisteo Street
Hornell, New York 14843

Dear Mr. Thompson;

As some of you may remember I sent a letter to the editor a few months ago making Steuben County Residents aware of an important survey that was being sponsored by Steuben Senior Services Fund, Inc. The survey is to make people aware of the services that are currently available to seniors and understand the perception of services that are needed to assist seniors to age in place with grace and dignity. Over three thousand "Aging in Place" surveys were mailed on January 28th. We have had nearly 700 surveys returned. This is an outstanding rate of return for a survey. We are appreciative of those people that have returned the survey and would ask that if you received an "Aging in Place" survey and have not yet completed it, we would appreciate it if you would complete the survey and return it in the envelope that was provided. If you did not receive a survey in the mail and would like to complete one, you can pick one up in the community. They can be found at the following locations the Southern Tier Library in Corning, NY, Erwin Town Hall in Painted Post, NY, Addison Village Hall, Woodhull Village Clerks Office, Crawford's store in Cameron Mills, Bath Village Clerk's Office, Urbana Town Hall, and Hornell City Hall or you may contact Steuben County Office for the Aging at 607-776-7813 and they will send one to you.

Your input is valuable and very much appreciated! Thank You!

Regards,

George Bliss, RN, BSN, MS, Consultant
Aging in Place Project Coordinator
Steuben Senior Services Fund

10 Hickory Street
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Appendix F

The “Aging in Place Survey” Results are in:

There was a terrific response to the survey. A total of 3,038 surveys were sent out and 896 of them were returned. This is a great result for any survey; it represents a 29% return which is about as good as we could have hoped for. After the surveys were tabulated Linda Tetor and I held focus groups around the county to see if we could get specific answers for some of the responses. The focus groups were well attended and the participants were engaged and understand the needs of seniors in each of our locations/communities.

Below are the results for the countywide responses:

The following indicates what was identified as the most needed services for all of the geographic locations. We are focusing on the top 10 areas of need to either implement new services or come up with ways to make service delivery more accessible. Some great ideas have come from the surveys and focus groups and we will be moving forward to implement some of them.

<u>Areas of need</u>	<u>number of respondents</u>
• Transportation*	505
• Transportation to Medical Services*	493
• Shopping (groceries)	471
• Entertainment Trips	442
• House Cleaning	441
• Home Health Care/Personal Care Aide*	429
• Home Delivered Meals*	426
• Lifeline (Medical Alert)*	414
• General Handyman*	403
• Medical Equipment(wheelchairs, beds, walkers, etc)*	393

If you or your group would like more information on the various location responses you can contact me through the Office of the Aging at 607-776-7813. I will be happy to send you information or come to your group/organization to do a presentation of the results.

Thank you for your support of this very worthwhile project!

George Bliss, RN, BSN, MS
Aging in Place Coordinator

Appendix G



Steuben Senior Services Fund, Inc.



Steuben County Residents

If you received an “Aging in Place” survey, Steuben Senior Services Fund, Inc. would appreciate it if you would complete the survey and return it in the envelope that was provided. If you did not receive a survey in the mail, you may participate by picking up a survey at Southern Tier Library in Corning, Village Clerk’s Office, or your Town or City Hall. You may also call Steuben County Office for the Aging at 607-776-7813 and they will mail one to you.

Your participation in this project is essential to the future growth of services for Steuben County Seniors wanting to age in place.

Your input is valuable and very much appreciated!

Appendix H

Power Point Presentation

Provided to community groups – introducing the project

<http://www.steubencony.org/ofa/AAA All Surveys 2010.pps>

Appendix I

Power Point Presentation – Survey Results

(<http://www.steubencony.org/ofa/AAASteubenCountySurveyPresentation.pps>)