



Schuyler County Office for the Aging 2016-2020 Four-Year Plan Update Summary **April 1, 2019 – March 31, 2020**

For
The Older Americans Act (OAA)
The New York State Community Services for the Elderly (CSE) Program
The Expanded In Home Services for the Elderly Program (EISEP)
Wellness in Nutrition (WIN)
Congregate Initiative Program (CSI)
Health Insurance Information Counseling and Assistance Program (HIICAP)
Medicare Improvements for Patients and Providers Act (MIPPA)
State Transportation Program
New York Connects/Expansion & Enhancement Program

September 2018

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OVERVIEW

The Schuyler County Office for the Aging (SCOFA) is pleased to present our annual update to the four-year plan for April 1, 2019- March 31, 2020. This plan provides the opportunity to share our goals, mission and vision for the coming year. As part of the planning process, SCOFA hosts an annual public hearing to solicit input into the plan. Outreach to older adults, caregivers, agencies serving older adults, decision makers within the county and interested parties are invited to share their suggestions for moving forward as well as share feedback on the current services offered through SCOFA.

You are cordially invited to join us on Thursday, September 13, 2018 at 8:30am at the Hector Fire Department located at 5736 State Route 414 Hector, NY. If you are unable to attend, please feel free to submit written comments via e-mail or postal mail. Comments must be received no later than November 9, 2018 for review and potential inclusion into the plan.

Comments can be addressed to:

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SCOFA welcomes your input and values your expertise. All comments will be carefully considered. We look forward to learning from you as you share your insights and ideas.

MESSAGE FROM THE DIRECTOR

The work at Office for the Aging continues to evolve as changes continue related to funding and how services are designed. We have previously discussed Medicaid Redesign, Care Transitions, the evolution of the Health Insurance Information Counseling and Assistance Program (HIICAP), growth of the Caregiver program, transition to evidence-based health and wellness programs, the implementation and inclusion of the NY Connects Program, and the transition to a Statewide Data Collection System including a formal Informed Consent process. In addition to this, we are in the midst of the Baby Boomer population reaching the age of 60 with 60 and older being the bulk of the population we serve. We do continue to see growth in the number of informal caregivers (family, friends, neighbors) looking for support and guidance. We continue to develop new partnerships as well as build new relationships with other human service and/or not-for-profit agencies in an effort to better support and serve our aging population as well as informal/unpaid caregivers. The types of information, guidance and support that individuals are looking for continues to expand in scope. Although we have always had a focus on helping individuals to live their later years in good health and with honor and dignity, and with freedom and the independence, we are more invested than ever in trying to keep folks at home for as long as possible. This not only

meets the desires of individuals wanting to continue living in their own home, but it just makes sense from a fiscal perspective.

It bears repeating that in the past, it was the local church, extended families and tight-knit neighborhoods that looked out for the most-frail, vulnerable, needy and elderly in our communities. All that has changed due to the societal move away from the church, children moving away during or after college which leaves the extended family geographically removed, and the frequent movement of individuals into and out of neighborhoods due to job transfers and changes, purchase of new homes, divorce, and other factors. This is creating situations where the informal caregiver is an exhausted, overworked and overwhelmed spouse, adult child or sibling trying to go the course alone and make the best of it. This makes the work of the local Office for the Aging and NY Connects even more critical in the provision of services. The ability for our in-home services program to place an aide in the home, supply a personal emergency response unit, ensure transportation to medical appointments or pharmacy or grocery store, provide case management and home delivered meals, as well as assist individuals with obtaining the best health insurance coverage, understanding their coverage, or applying to programs that assist with paying for prescription drugs, heat, and groceries, are all integral to keeping costs down. High costs impact, not only the consumer being served, but the county budget and the strain on the Medicaid system. Quality of life tends to be better fulfilled in one's own living environment as opposed to an institutional setting where personal choice, autonomy and privacy are all compromised. Although we have some wonderful facilities in our area, "there is no place like home."

INTRODUCTION

The Schuyler County Office for the Aging (SCOFA) is a local government agency that was established in 1979 to represent and address the needs of aging residents in Schuyler County. SCOFA opened their doors in December 1979 on Main Street in Montour Falls. SCOFA not only provides services directly to the aging population but contracts services through individuals and agencies specializing in specific areas. SCOFA also interfaces with other service agencies to provide referrals and assistance in related areas. Additionally, SCOFA serves as an advocate on issues concerning the populations served.

In general, clients age 60 and over are the target population for traditional OFA services as well as their informal, unpaid caregivers. With the incorporation of NY Connects as the Aging and Disabilities Resource Center (ADRC), all individuals of any age with a need for long term services and supports are assisted. This includes individuals living with any type of disability.

MISSION

Schuyler County Office for the Aging: To advocate for, educate and assist the senior population of Schuyler County to live in their own home as safely as possible for as long as possible.

ADVISORY COUNCIL

The Advisory Council, as mandated under the Older Americans Act, is a voluntary group of individuals who provide information, guidance, advice and support to the OFA in order to develop, coordinate and administer services to our aging population. Additionally, they help with the annual public hearing and any special programs or events. The Advisory Council also has a role in advocacy to help ensure the needs of the seniors in their community are met.

We attempt to have representation from all areas of the county. If you are interested in serving in this capacity, please contact the OFA Director for further information. Current Advisory Council members include:

Diane Edwards- Town of Dix

Carole Gifford- Village of Montour Falls

Barbara Ketchum- Town of Orange

Kathleen LaMoreaux- Town of Hector

David LaMoreaux- Town of Hector

Dennis Mann- Town of Catharine

Linda Mapes- Village of Watkins Glen

Beverly Mello- Town of Reading

Doris Pike- Town of Hector (Eastern)

Rebecca Weichenthal, Adult Services

Susan Larson, RSVP

Patrick Ryan- Seneca View SNF

Amber Simmons, The Arc of Schuyler

Joan Scott- Veterans Services

Van Harp- Legislature

Dennis Fagan- Legislature

STAFF

Tamre (Tammy) Waite- Director

Abbie Loan- Administrative Assistant

Patricia (Patty) Bartolomeo- Secretary

Kylie Rodrigues- Insurance Counseling Coordinator

Janet Cooke- Aging Services Aide

Shannon Slater- Aging Services Caseworker

Justin DeDominick- Aging Services Caseworker

Brook Heichel- Aging Services Specialist

Jeanie Tomkalski- Nutrition Services Coordinator

Jennifer O'Rourke- Cook Manager

Carol Brannaka- Assistant Cook

Wendy Swarthout- Food Services Helper

William (Bill) Golden- Meal Deliverer

Charles (Chuck) Comstock- Meal Deliverer

Roger Griswold- Meal Deliverer

Tom McGarry- On-Call Meal Deliverer

Larry Wright- On-Call Meal Deliverer

PURPOSE AND SCOPE OF THE FOUR-YEAR PLAN SUMMARY

- The Older Americans Act (OAA), Section 306(a)(6)(D) requires Area Agencies on Aging (AAAs) to develop an area plan. (Older Americans Act)
- New York State requires AAAs to submit an annual update to the Four-Year Plan to the New York State Office for the Aging (NYSOFA) on programs funded through federal and state resources. (11-PI-16)
- The Annual Plan Summary is a synopsis of the annual update and presents SCOFA's program plans. The annual plan outlines the long-term goals, and budget & service levels.
- The OAA authorizes a variety of services throughout the aging network and includes but is not limited to the following:

Home and Community-Based Supportive Services: This provides grants based mainly on population of those age 60 and older. The goal of this funding is to enable seniors to remain in their homes for as long as possible. Specific services include:

- Access services such as transportation, case management, and information and assistance;
- In-home services such as personal care, chore, and homemaker assistance; and
- Community services such as legal services, mental health services, and social adult day services.

Also funded under this category are multi-purpose senior centers. Centers are utilized for coordinating services such as congregate meals, community education, health screenings, exercise/health promotion programs and transportation. Most importantly, the local AAA has the flexibility to utilize the funds to provide services that best meet the needs of seniors in that particular area. No two county programs are the same.

Nutrition Program: The goals of this category are to:

- Reduce hunger and food insecurity
- Promote socialization of older individuals
- Promote the health and well-being of older individuals and delay adverse health conditions through access to nutrition and other disease prevention and health promotion services.

Congregate Nutrition Sites and the Home-Delivered Meals program provide meals and related nutrition services to older individuals. Services are targeted to those in greatest social and economic need with particular attention to low income individuals, minority individuals, those in rural communities, those with limited English proficiency and those at risk of institutional care. Nutrition Services Programs help older individuals to remain independent and in their homes.

Grants for Congregate Nutrition Services and Home-Delivered Nutrition Services are allocated to States and Territories by a formula based on their share of the population aged 60 and over.

The National Family Caregiver Support Program (NFCSP): Funds a range of supports that assist family and informal caregivers to care for their loved ones at home for as long as possible.

The NFCSP offers a range of services to support family caregivers. Under this program, AAAs can provide the following types of services:

- information to caregivers about available services,
- assistance to caregivers in gaining access to the services,
- individual counseling, organization of support groups, and caregiver training,
- respite care, and
- supplemental services, on a limited basis

These services work in conjunction with other State and Community-Based Services to provide a coordinated set of supports. Studies have shown that these services can reduce caregiver depression, anxiety, and stress and enable them to provide care longer, thereby avoiding or delaying the need for costly institutional care.

DEMOGRAPHICS

According to the most current census data in the 4-year plan, there are 4,355 seniors age 60 and older living in Schuyler County. (Schuyler County 4-Year Plan 2016) This is a less than 1% decrease from the previous census and constitutes 24% of the total county population. (American FactFinder) The most current data from American Factfinder shows a decrease of 6.4% in the overall population for Schuyler County from 19,224 in 2000 to 18,000 in 2017. (American FactFinder) Conversely, the data reflects a 16% increase from 4,355 to 5,199 for the age 60+ adults in Schuyler County. With the most current data, 1,079 are between the ages of 75-84 and 425 are 85 and older. That means 28.9% of adults age 60+ in Schuyler County are in the oldest age brackets. Previously, this was at 43.5% which is indicative of the aging of the Baby Boomers who are now between 54-72.

We will continue to see steady growth in the younger component of the older adult population as the last of the baby Boomers turn 60 over the next six (6) years. According to the Centers for Disease Control and Prevention, Baby Boomers will have an average life expectancy of 14 additional years once they hit age 65. Various studies, regarding the rate of Baby Boomers turning 65, show anywhere from 7,000- 10,000 seniors per day turning 65. (Love, 2011) (AARP,2014) As this growth pattern continues, the needs and expectations for

the aging population will continue to challenge the local Area Agency on Aging to plan accordingly for the shifting tides. It is important that we have a plan that is pro-active as opposed to being reactive. As a community, we have the opportunity to create a vision specific to the needs of this community. We encourage all to make their voice heard and share ideas on what the future of aging should look like for Schuyler County.

PROGRAM PLANS: 2019-2020

Caregiver Program: In-Home Respite, Overnight Nursing Home Respite, Support Group, Information & Assistance, Counseling, Training, Case Management, Loan Library with books and videos, and Supplemental Services including equipment, transportation and other needs as identified. Collaboration with Watkins Glen and Montour Falls libraries for Caregiver Corner housed within each library. This consists of books, videos and DVDs. We also have a component in the program that includes grandparents caring for grandchildren under the age of 18. We will continue to partner with the local chapter of the Alzheimer's Association to bring education, training and counseling to individuals living with dementia or caregiving for someone with dementia. We can provide on-site appointments (at the Office for the Aging) for caregivers of someone diagnosed with dementia or for the person who has been diagnosed. Appointments are scheduled for 30 minutes but can be scheduled for a longer period of time as needed. Educational series have also been created and are planned to occur twice per year. Additionally, SCOFA has begun working with Lifespan of Greater Rochester to provide services and supports that enhance the work being done through the Alzheimer's Association in conjunction with the local Office for the Aging. Lifespan was awarded an Alzheimer's Caregiver Support Grant that can provide caregiver consultation; education, support groups and social activities; health care coordination; and A Matter of Balance and other wellness programs. SCOFA has been working with Lifespan to implement some of the services and supports to supplement the current offerings. In 2018, we have A Matter of Balance classes running in September and October, provision of respite care to help family or informal caregivers, and health care coordination. This can involve the provision of training in health literacy, paying for transportation to ensure individuals make it to their medical appointments, and possibly aligning an individual with a Care Coordinator who can accompany the individual to their medical appointment, ensure they have their medications and assist with other related needs.

EISEP or Expanded In-Home Services for the Elderly Program: Includes the following:

Personal Care Level 1: Includes making and changing beds, dusting and vacuuming rooms the client uses, light cleaning of kitchen, bedroom and bathroom, dishwashing, shopping for the client, laundry, preparing meals, and other agreed upon activities as allowed.

Personal Care Level 2: Includes all tasks listed under Level 1 as well as bathing the client in bed, the tub or shower, dressing, grooming, toileting, transferring to and from bed, chair or wheelchair, routine skin care and assisting the client with medical supplies and equipment such as walkers and wheelchairs.

Ancillary Services: This includes house cleaning, laundry, grocery shopping, shopping for other needed items and other essential errands, bill paying and other essential activities, providing meals, escort to appointments and other community activities, and supervision.

Consumer Directed Care: This is a service delivery model that provides clients with more control and choice relative to the care they receive. Rather than the case manager handling all the tasks of care, the client acts as the employer by interviewing, hiring and potentially dismissing a worker. They choose which services to use, determine the worker's schedule, and how to spend funds. The case manager assists the client in the process, but the client is ultimately responsible to make their own decisions. This service is available under both the EISEP and Caregiver services, but currently, this is only occurring under EISEP.

Emergency/Disaster Preparedness: Free materials are available through FEMA for distribution to our older adults and their caregivers through the congregate meal sites, tabling events, home delivered meals deliveries and other venues as scheduled. Supplies (i.e. flashlights, batteries, weather radios, etc.) have been distributed as available through the OFA budget or donations.

PERS or Personal Emergency Response System: SCOFA has a contract with *Link-to-Life* to provide an electronic device that will alert appropriate persons of the need for immediate assistance in the event of an emergency situation within the client's home. The client wears a neck pendant or wrist band and pushes the button on the pendant when help is needed. Help is then summoned by the dispatcher who receives the signal. Newer additions include options for cell phone, fall detection unit, mobile PERS and a wireless big button.

Case Management: Assistance provided by Case Manager to gain access to and coordinate appropriate services, benefits and entitlements.

Driver Safety Program: Provided by a volunteer as a NYS approved driver safety course. Upon successful completion of the course, the driver receives a certificate verifying the date and location where the course was completed. The driver then presents the certificate to their insurance carrier for a discount on their premium.

Golden Glow: Newsletter for county residents who are identified as being 60 and over as well as their caregivers and for those providing services for the 60+ population. The newsletter includes segments from Veterans Services and Public Health. Guest columns appear from time to time as well.

Health & Wellness: Includes presentations and articles on health-related topics, devices and minor equipment for medication management, but the main focus is on evidence-based programming. SCOFA currently has a contract with the Arc of Schuyler for Tai Chi for Arthritis classes. The Arc provides the space in which to hold the classes and has trained staff members as facilitators. This has been a wonderful merging of two populations served through different sources. We look forward to more opportunities to collaborate.

HEAP: SCOFA provides information and referral to the Department of Social Services (DSS) for the HEAP application process. DSS contracts with the Employment Opportunity Program (EOP) to function as an alternate site where individuals can go to complete a HEAP application.

HIICAP or Health Insurance Information, Counseling and Assistance Program: This service is to assist with Medicare issues, Part D, EPIC, Medicare Advantage plans, private insurance, retiree coverage, employer insurance, the Medicare Savings Program, the Low-Income Subsidy program and billing disputes. Long Term Care Insurance education and counseling can be provided through the HIICAP program. Counseling is provided by a paid staff member or volunteer trained and certified in this area. Volunteers are recruited and trained to assist.

Information & Referral/Assistance: SCOFA staff answer questions about long term care issues/concerns for individuals age 60 and over as well as those under age 60 with disabilities. This may directly involve the individual or it may be a family member, guardian or another agency calling on behalf of the individual. Information & Referral/Assistance also provides help in linking clients to services needed either through referrals or help in completing applications for various benefits.

Legal Services: Provision of legal advice, counseling and representation by an attorney as needed and approved under the guidelines of the program. May include but is not limited to simple wills, landlord-tenant disputes, Medicaid and other long-term care issues as well as benefit issues. This is a contracted service with a local attorney. Clients call the attorney directly to set up an appointment.

Nutrition Services: Includes the following:

Congregate Meal Sites in Montour Falls, Monterey, Tyrone, Hector and Watkins Glen. The Montour site is open Mon- Fri while the other sites are all open one day per week. Currently there is a requested \$4.00 donation for those age 60 and over and a cost of \$7.00 per meal for guests under the age of 60. There is no plan, at this time, to raise the suggested contribution or charge.

Home Delivered Meals: For individuals age 60 and over who meet certain criteria as established by the Older Americans Act and New York State Office for the Aging. This includes the inability to prepare one's own meals, inability to shop for groceries and/or inability to leave the home.

Emergency Food Supplies: Provided to seniors at risk to ensure that in an event of a disaster or wide-spread emergency, food would be available in the home or evacuation kit.

Nutrition Counseling and Education: A Registered Dietitian provides individual counseling as needed for clients involved in any of the meal programs. Educational topics are presented at the meal sites and in written format for the Home Delivered Meal clients. This is a contracted service.

Farmer's Market Coupons: Coupon booklets are distributed annually, usually in July, and are dispersed until booklets have run out. Each household must meet income guidelines and receive 1 booklet per household. Coupons can be used to purchase fresh fruits and vegetables at the local Farmer's Markets.

Options Counseling: This is a person-centered approach that provides decision-making support. It includes specific interviewing techniques, active listening and empowerment of those being assisted. Consumers are guided in evaluating all their long-term services and supports options and are supported in making a decision based on their values, needs and preferences as well as cost. The focus is on the individuals, not on fitting the person into available services.

Senior Center Recreation and Education: Programs include line dancing, Wii bowling, special events, and speakers on senior-related topics. This is an area that has much potential for growth, but due to staffing limitations and a low volume of volunteers, it remains restricted.

Transportation: All requests for transportation go through the Transportation Link Line where a screening is completed to determine the best mode of transportation for the caller. As appropriate, requests are sent to SCOFA to provide rides, via an OFA van, to meal sites, local stores for shopping, stationary and mobile food pantries, pharmacy, bank, hair appointments and more. The van service is intended for individuals who do not have transportation or who can no longer drive. Transportation services are also provided through RSVP volunteers who drive individuals to medical appointments, the pharmacy, therapy, and non-emergency lab and x-ray appointments. More volunteers are needed, both those who will drive their own vehicle as well as those who will utilize an agency vehicle in which to transport individuals. Wheelchair transportation can be accommodated via the public transit system. Individuals are encouraged to utilize the public transit system when and where able. SCOFA will pay for bus passes for those who are unable to afford it or need some assistance; this is coordinated through Transportation Link Line. Callers are referred to the Mobility Manager at Link Line for education and training on use of the public system. 1:1 and group trainings are available.

Phone Pal Program: Volunteers are linked with SCOFA clients who agree to and would benefit from telephone calls. The purpose is to promote socialization while simultaneously providing a check system to ensure the client's safety and well-being.

Voter Registration: Individuals are offered the opportunity to register to vote while receiving other services through the Office for the Aging. SCOFA can assist a person in completing the application and will send the completed registration form to the local Board of Elections on the person's behalf. Individuals may also request a mail-in voter registration form that they will handle independently.

Outreach: Activities initiated by SCOFA in an effort to identify potential clients/caregivers and encourage use of existing services and benefits. This may be handled in person or via telephone. SCOFA does this face to face for the most part. Outreach activities tend to be developed around health insurance educational sessions.

Ombudsman Program: This is coordinated and facilitated through an agreement between the New York State Office for the Aging and the designated local regional office. A duly authorized Coordinator assigns trained volunteers to a nursing home or assisted living facility. Primary activities include identifying, investigating and resolving complaints relative to personal care, quality of life and resident rights. The Ombudsman is the mediator between the resident and the facility in an effort to resolve a

concern or accusation. The regional office is located at the Tompkins County Office for the Aging which was effective October 1, 2015. Volunteers are always needed. They must complete 36 hours of training and then have an opportunity to shadow a trained Ombudsman before receiving their independent assignment.

Adult Day Services: SCOFA has a contract with Bethany Village for the provision of this service. This is a structured program that provides functionally impaired individuals with socialization, supervision, monitoring, personal care, and nutrition in a protective setting. The hours provided depend upon need and monies available. Transportation can be provided as needed or coordinated to work in conjunction with the caregiver's ability to provide some transportation.

NY Connects- Choices for Long Term Care: For individuals of all ages birth to death. Provides information; assistance with finding information, decision-making, and completing applications; and referrals to other resources to assist with need(s). As NY Connects expands, it has been developing into a No Wrong Door (NWD) system where callers can contact any partner in the NWD system. Office for the Aging serves as the "hub" for comprehensive resources for ALL populations needing long term services and supports. As appropriate, a caller is referred to another specialized agency such as mental health, independent living center or agency serving individuals with developmental disabilities. All will eventually be entry points. Currently, Office for the Aging and AIM Independent Living center are entry points.

OFFICE FOR THE AGING/NY CONNECTS INTAKE PROCESSES:

Many of you are familiar with the fact that we have a screening process that we utilize in order to best serve individuals calling or stopping by and asking for help in a particular area.

Call information is entered into a statewide data collection system. What this means is that your name, address and phone number are logged into a system accessible across counties within the state of NY, but only those who have a need to contact you or assist you would be utilizing your contact information. This way, for example, if you should move from Schuyler County to Chemung County, your listing may be made available to those in your new county of residence, so they may more readily help. Only those who have permission can access your information. This could include the local Office for the Aging or another agency where there has been a referral.

When you call our office, we will ask for your consent to capture the information you provide, as well as your consent to share this information on a need-to-know basis and consent to refer to other agencies that can help you. If you meet with a staff person face to face, you will be asked to sign the consent form. If we speak to you via phone, we will ask for your consent verbally and follow up with a letter confirming the conversation. We want to be sure you understand how your information is collected and utilized to best help you. For instance, we may ask for your permission to share some or all of your information in order to speak with another staff member in an attempt to coordinate a plan for you. We may ask to be able to refer so that we can send your information to another agency that can reach out to you in follow up and provide services and supports to meet your needs. Often times,

this means referring from NY Connects to Office for the Aging (OFA). It could potentially be the same staff person who does your intake and then assists you following the referral to an OFA program.

If you are uncomfortable with providing your information to have it go into the statewide data system, rest assured that you will always have the option to decline having your information captured. We may still be able to answer your questions, but we will not be able to refer you or share your information with other agencies or staff who may be able to help. It may make the follow up process trickier, because we would not have a way to tap back into a log of what we did to assist you. If you called again, we would have to start from scratch, because there would be no record. This information is shared simply to make you aware and not to influence your decision. We want you to do what is most comfortable for you, and we will do our best to serve you.

Also, please know that if you have provided consent for us to capture and share your information and/or refer, you always have the option to change your mind and request that the consent be revoked. Staff can assist you in that process.

Finally, in order for Office for the Aging to release your information to another county, you must provide consent for that to occur.

If, at any time, you have questions or concerns related to this process, please feel free to contact Tammy Waite, Director or any of the staff. As always, we are here to serve you. Thank you for your understanding and patience.

INFORMAL AND FORMAL PARTNERSHIPS

Contracts are in place with the following providers:

Pro Action of Steuben and Yates, Inc.- Registered Dietitian services
Staflings- Home health aide agency that provides aides in the home
Comfort Keepers- Home health aide agency that provides aides in the home
Bethany Village- Adult Day Services
Link to Life- Safety monitoring system
AIM Independent Living Center- Fiscal intermediary for consumer directed services
Aimee Churchill, Esq- Legal assistance provider
Arc of Schuyler- Transportation coordination; Tai Chi
First Presbyterian Church in Hector, NY -congregate meal site
Monterey Fire Hall- congregate meal site
Tyrone United Methodist Church- congregate meal site
Watkins Glen Middle School Apartments- congregate meal site

Memorandums of Understanding or other informal agreements:

Mustard Seed Ministries- referrals for services and assistance
Schuyler County Department of Social Services- service collaboration
Schuyler County Department of Social Services, AIM Independent Living Center and Western NY Independent Living- NY Connects
Arbor Development- assisting in application process for home improvement grants
RSVP- Volunteer Coordination

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