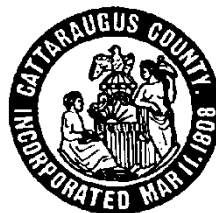




Annual Report 2025



August 14, 2025

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

Bonnie Saunders, Director

LETTER TO THE LEGISLATURE AND COMMUNITY

I am honored to present to you the Cattaraugus County Department of the Aging's 2024-2025 public hearing.



Each year, New York State celebrates older Americans' valuable contribution. The 2025 theme, **"Flip the Script on Aging"**, encourages a shift in how we view aging-seeing it not as decline, but as a time of opportunity and enrichment. Instead of associating aging solely with limitations, this theme emphasizes continues growth, contribution and fulfillment.

"Flip the Script on Aging", seeks to reshape our understanding and perception of growing older. By challenging how society view, discussed and approaches aging, we can promote a more inclusive and positive perspective. One of the key goals of this initiative is to combat stereotypes that often portray older adults as frail, dependent, or disengaged. In reality, older adults bring a wealth of experience and capability to our community. Many remain active, engaged, and passionate contributors to our society.

To truly **"Flip the Script on Aging,"** we must embrace inclusivity and recognize the immense value older individuals bring. This includes fostering environments where people of all ages feel respected and valued. By adopting this mindset, we promote a culture that honors aging as a natural stage of life filled with opportunity. This shift not only improves the quality of life for older adults but also strengthens our communities and collective future.

Our annual report offers an abstract/summary of the department's activities, funding and program highlights. It provides visual information including data and goals for the year ahead. Our department plays a key role in supporting this vision. We provide and coordinate services that help older adults-and their families-remain independent for as long as possible. Through advocacy, program development, volunteer opportunities, and the delivery of person centered, cost-effective services we aim to empower older adults.

I am grateful for the dedication of county leaders, volunteers, staff, caregivers, and the older adults of Cattaraugus County. Together, let's continue to **"Flip the Script on Aging"**.

Respectfully,

Bonnie E. Saunders, Director

LEGISLATURE 2025 (Current)

M. Andrew Burr, Chairman,
Cattaraugus County Legislature

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

**Human Services Committee Chair
*Human Services Committee Member



DEPARTMENT OF THE AGING MANAGEMENT TEAM

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

ADVISORY COUNCIL 2025 (Current)

Ann Battaglia	Ann Ploetz
Rita Fischer	Mary Rich
Barb Hastings	Sylvia Say
Herbert C. McArthur	Terry Shaw
Ronald Moore	Richard Smith
Amanda Nobrega	Dr. Kevin Watkins

LONG TERM CARE COUNCIL 2025 (Current)

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

Ex-Officio Members:

M. Andrew Burr, Legislative Chairman
Ginger Schroder, Legislator

Kelly Andreano, Legislator
Kelly Reed, County Administrator

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

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

In accordance with the Older Americans Act and the vision of local government, the primary goal of the Department of the Aging is to enable the estimated 20,975 older adults of Cattaraugus County to maintain or improve their quality of life in the least restrictive, most cost effective way.

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

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

MISSION, VALUES, & VISION of NY Connects

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

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



NY Connects
Your Link to Long Term
Services and Supports

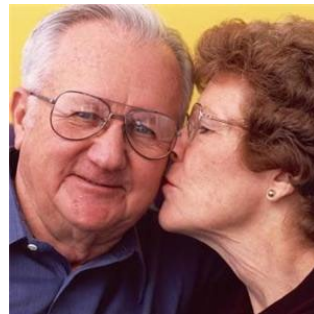


A PROFILE OF AGING IN CATTARAUGUS COUNTY

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

Cattaraugus County spans approximately 1,310 square miles, making it the 8th largest county in New York State. With an average of 62 persons per square mile, it remains largely rural. The county's population is around 75,475, and notably, 20,975 of those residents age 60 and older. The implications for community planning and support services are significant. Today's older adults are living longer and leading more active lives, even while managing two or more chronic conditions.

It is imperative that we take a proactive approach to developing communities where older adults can age well and thrive. Community-based services are not only more cost-effective, but they also promote independence and dignity. Our agency coordinates and collaborates with community partners to plan, develop, and administer programs that support the needs of adults age 60 and older. We are committed to doing our part to ensure that Cattaraugus County remains a place where people can grow older with happiness, health, and a purpose.



PROGRAMS AND SERVICES

INCLUDING LONG TERM CARE & OTHER COMMUNITY SUPPORT SERVICES

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

SENIOR WELLNESS AND NUTRITION PROGRAM (SWAN)

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

ALLEGANY SWAN CENTER

3 East Main St.
Allegany, NY 14706
(Congregate, Home Delivered Meals and Grab-N-Go)

OLEAN SWAN

Olean Senior Center
112 North Barry St.
Olean, NY 14760
(Congregate, Home Delivered Meals and Grab-N-Go)

CHILD AND ADULT CARE FOOD PROGRAM FFC/PROS

203 Laurens St.
Olean, NY 14760
(Congregate Only)

CATTARAUGUS/LITTLE VALLEY SWAN

(Home Delivered Meals Only)

PORTVILLE SWAN

Masonic Temple
14 Temple St.
Portville, NY 14770
(Congregate, Home Delivered Meals and Grab-N-Go)

ALLEGANY LINWOOD CENTER – INTANDEM (ADULT DAYCARE)

Rehabilitation Center Building
3799 S. Nine Mile Rd.
Allegany, NY 14706
(Congregate Only)

DELEVAN SWAN

78 South Main St.
Delevan, NY 14042
(Congregate, Home Delivered Meals and Grab-N-Go)

RANDOLPH SWAN

Municipal Building
72 Main St.
Randolph, NY 14772
(Congregate, Home Delivered Meals and Grab-N-Go)

TOTAL SENIOR CARE – DAYBREAK (ADULT DAY CARE)

519 North Union St.
Olean, NY 14760
(Congregate Only)

ELLCOTTVILLE SWAN

(Home Delivered Meals Only)

SALAMANCA SWAN

Senior Center
20 Main St.
Salamanca, NY 14779
(Home Delivered Meals and Grab-N-Go)

TOTAL SENIOR CARE – DAYBREAK (ADULT DAY CARE)

Academy/Community Place
1 School St.
Gowanda, NY 14070
(Congregate Only)

FRANKLINVILLE SWAN

First Baptist Church
27 South Main St.
Franklinville, NY 14737
(Congregate, Home Delivered Meals and Grab-N-Go)

SOUTH DAYTON SWAN

Free Methodist Church
327 Pine St.
South Dayton, NY 14138
(Congregate, Home Delivered Meals and Grab-N-Go)



GOWANDA SWAN

Academy/Community Place
1 School St.
Gowanda, NY 14070
(Congregate, Home Delivered Meals and Grab-N-Go)

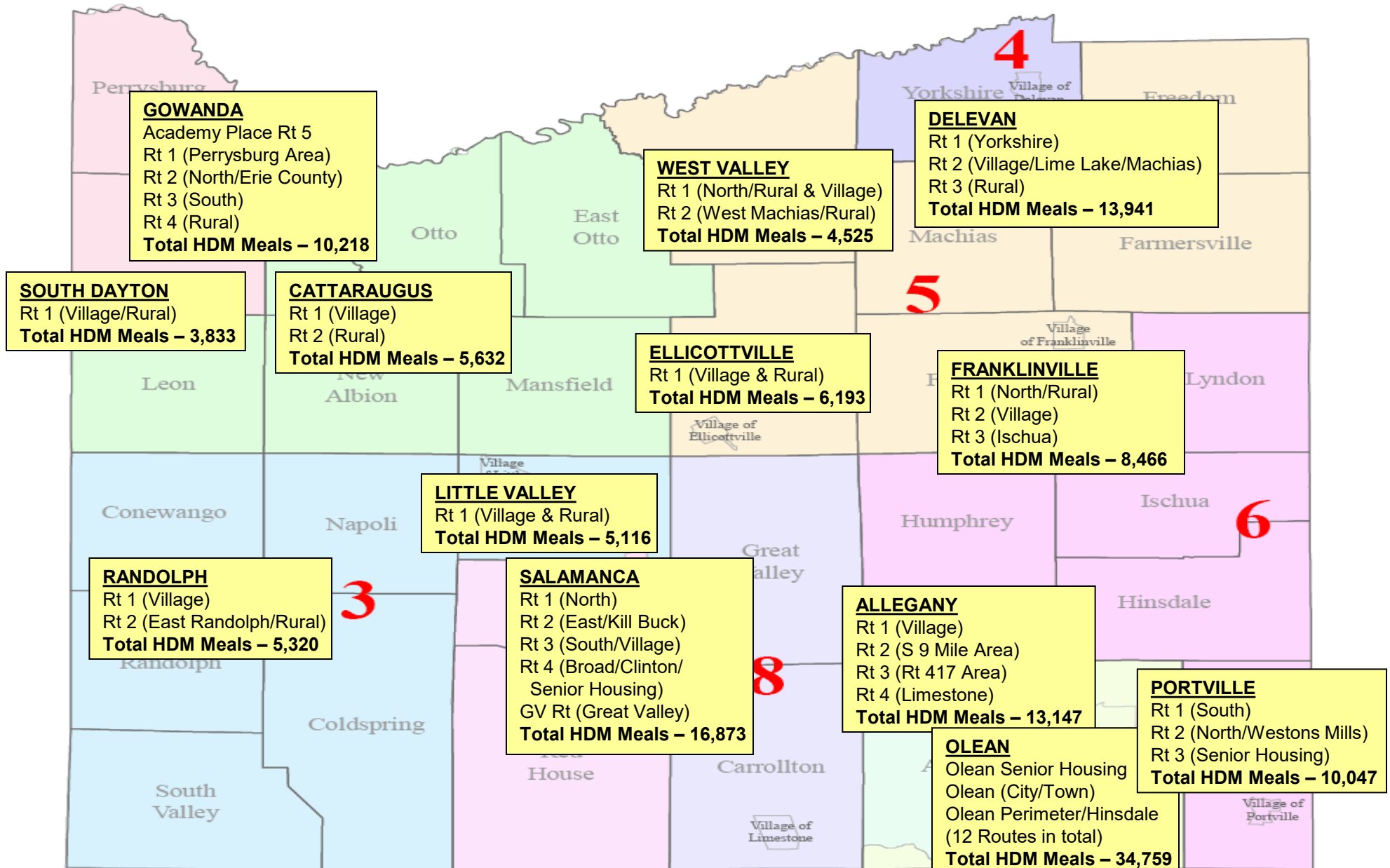
WEST VALLEY SWAN

St. Paul's United Methodist Church
9372 Route 240
West Valley, NY 14171
(Congregate, Home Delivered Meals and Grab-N-Go)



HOME DELIVERED MEALS BY DELIVERY AREA 2024/2025

44 ROUTES TOTAL



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

CATTARAUGUS COUNTY

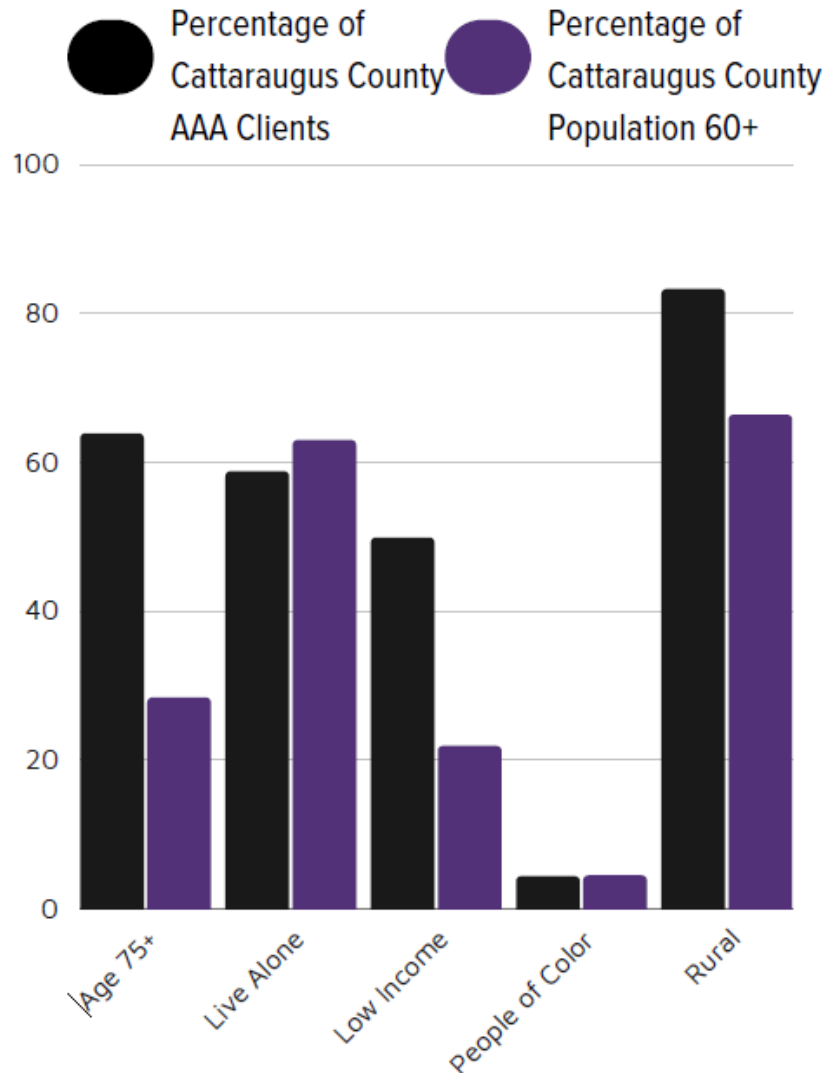
Demographics are Shifting

	2015	2025	2045	CHANGE	%
Total Population	80,487	76,042	74,154	-6,333	-0.08
0-17	18,808	16,441	16,536	-2,272	-0.12
18-44	24,756	23,151	20,769	-3,987	-0.16
45-59	17,314	13,357	14,363	-2,951	-0.17
60+	19,609	23,093	22,486	+2,877	+0.15



Cattaraugus County's overall population is projected to decrease while the older adult population is increasing.

In Cattaraugus County, the aging network is serving:



Statewide client data, Fiscal Year 2023-2024

- 1,187 people over the age of 60 years with core services including personal care, home delivered meals, adult day services, and case management.
- Services are targeted to older adults who are the most vulnerable and in need.
- Services promote health and independence and prevent health care spending and placement in long term care facilities.

CATTARAUGUS COUNTY— ECONOMICS

HOME OWNERSHIP AGE 60+



73%



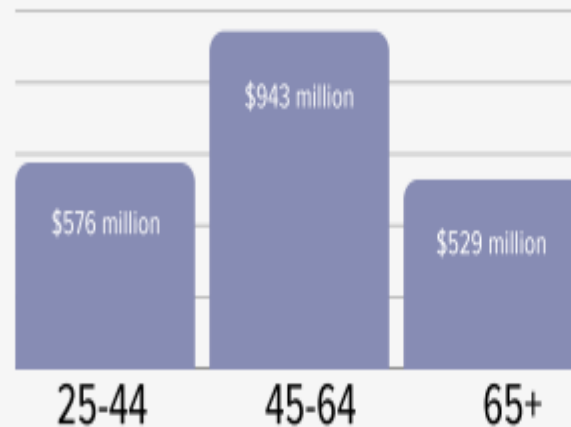
HOMEOWNERS WHO ARE
Mortgage Free

27%



HOME OWNERS WHO ARE
Paying Mortgage

PERSONAL HOUSEHOLD INCOME GENERATED ANNUALLY



71% or \$1,472,028,100 of the personal
household income in Cattaraugus County is
generated by people 45+



Social Security Income (65+)
\$273,936,000 annually



Office for
the Aging

Activities of Daily Living

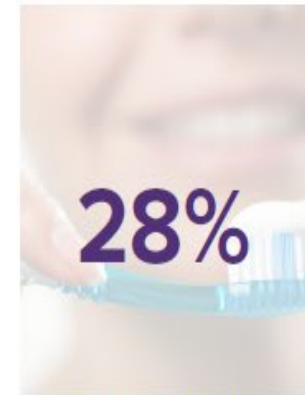
Personal Care 1 & 2, Home Delivered Meals, Adult Day, and Case Management Clients, Statewide client data, Fiscal Year 2023-202



MOBILITY



BATHING



PERSONAL
HYGIENE



DRESSING



EATING



TOILETING



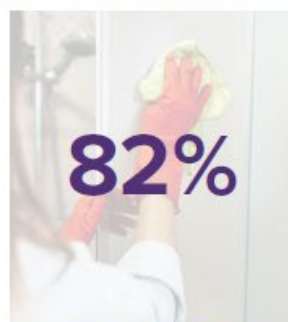
TRANSFER

Instrumental Activities of Daily Living

Personal Care 1&2, Home Delivered Meals, Adult Day, and Case Management Clients, Statewide client data, Fiscal Year 2023-202



SHOPPING



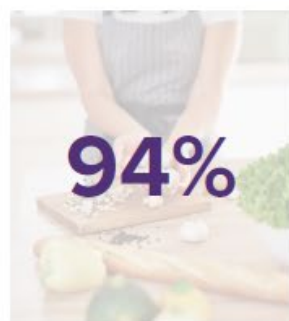
HOUSEWORK



USE TELEPHONE



LAUNDRY



MEAL
PREPARATION



TRANSPORTATION



SELF ADMIN OF
MEDS



HANDLE
PERSONAL
BUSINESS

Home Delivered Meals

1,014 clients SFY 2023-2024

For New Yorkers who are 60 years old or older who can't prepare meals for themselves, home-delivered meals provide healthy, nutritious, balanced meals to a participant's residence up to five days a week.



Average Age- 78.0 years

AGE 75+ 33.2% AGE 85+ 27.8%



4.4% People of Color



59.3% Female



51.8% Low Income



59.3% Live Alone



82.4% Rural

Personal Care I

31 clients SFY 2023-2024

"Level 1" - Housekeeping which includes cleaning, meal preparation, grocery shopping, and laundry, but they do not need help with "personal care" tasks such as bathing or dressing



Average Age-83.5 years

AGE 75+ 41.9% AGE 85+ 45.2%



6.5% People of Color



83.9% Female



54.8% Low Income

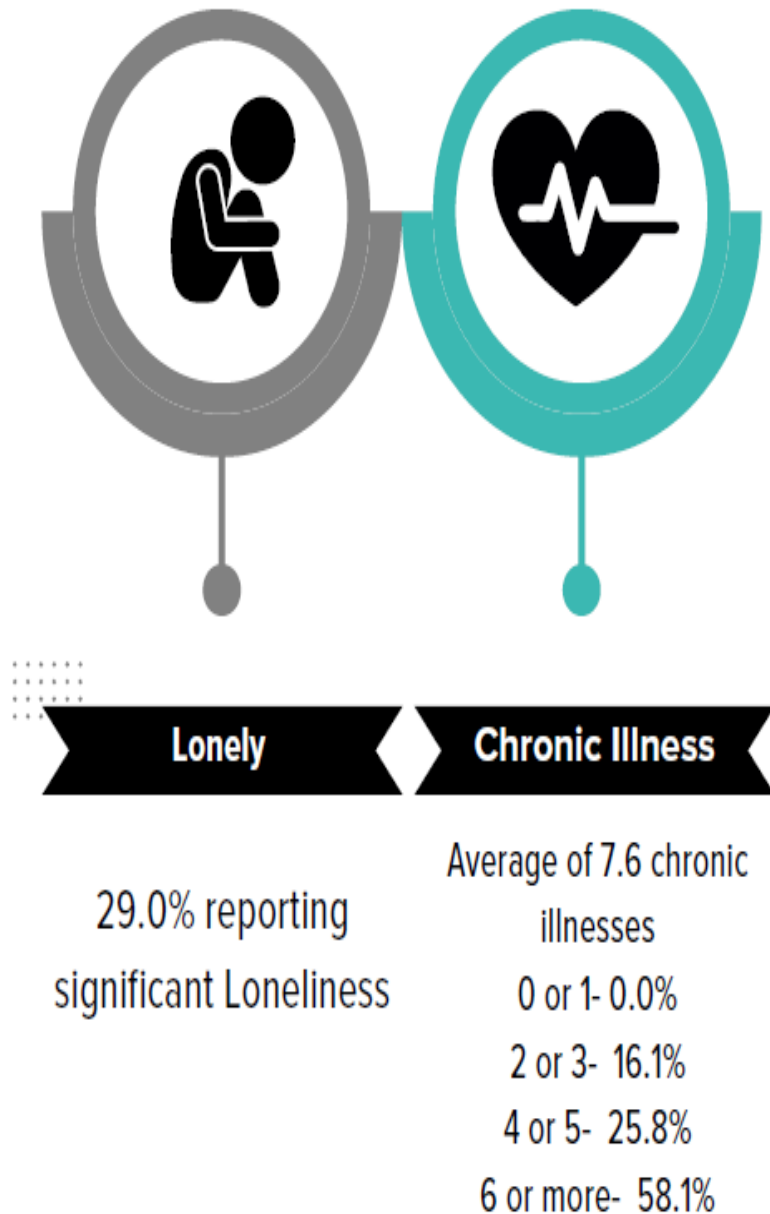


71.0% Live Alone



83.9% Rural

Personal Care I



Chronic Illness Self-Report

64.5% Arthritis

45.2% Chronic Pain

61.3% Heart Disease

29.0% Back Problems

32.3% Dementia Related Illness

16.1% Diabetes Type 2

22.6% Cancer

29.0% Frequent Falls

19.4% COPD

35.5% Dental Problems

19.4% Depression

3.2% Alzheimer's Disease

32.3% Hearing Impairment

77.4% High Blood Pressure

41.9% Sleeping Problems

Personal Care 2

93 clients SFY 2023-2024

"Level 2", Personal Care which includes all of the Housekeeping (Level 1) tasks PLUS assistance with personal needs - bathing, dressing, grooming, toileting, walking, feeding, assisting with administering medications, preparing meals with special diets, and routine skin care.



Average Age- 83 years

AGE 75+ 29.3%

AGE 85+ 56.5%



5.4% People of Color



73.9% Female



55.4% Low Income

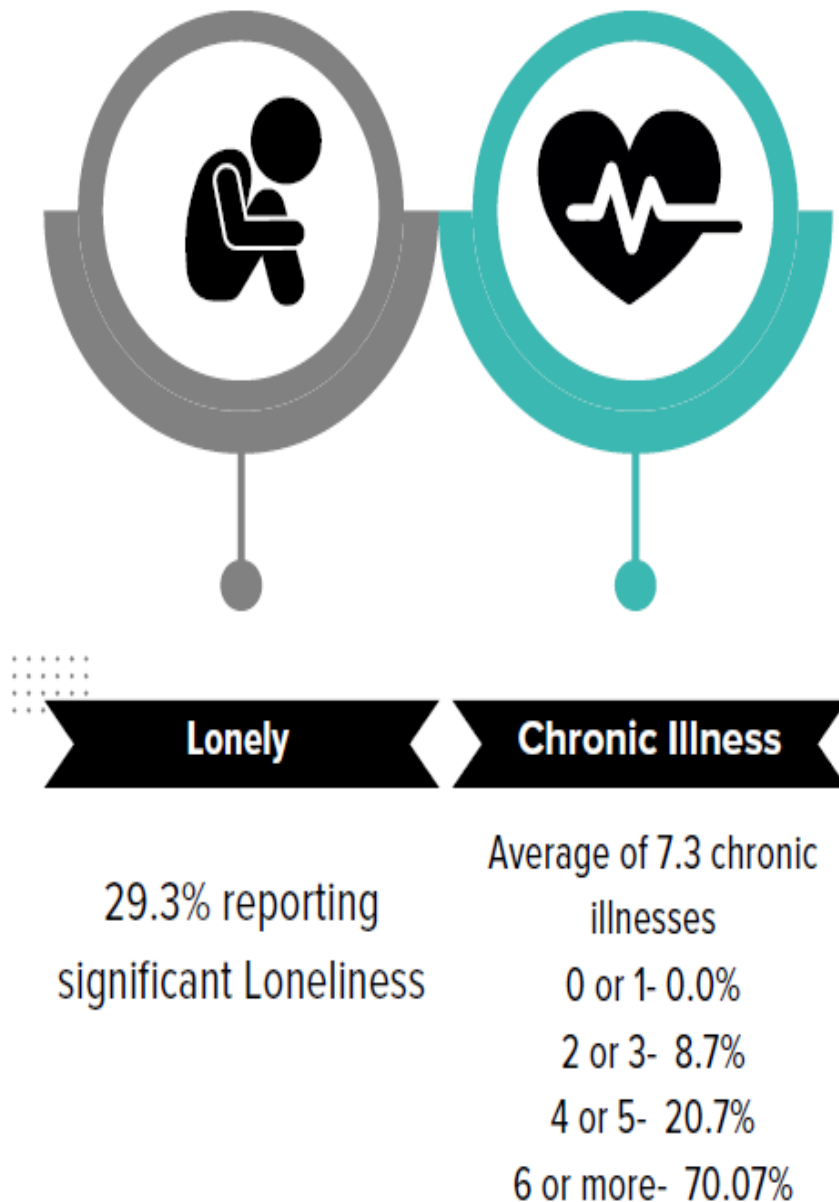


64.1% Live Alone



85.9% Rural

Personal Care 2



Chronic Illness Self-Report

42.4% Arthritis
40.2% Chronic Pain
46.7% Heart Disease
70.7% Mobility Impairment
50.0% Sleeping Problems
25.0% Back Problems
34.8% Dementia Related Illness
39.1% Incontinence
25.0% Diabetes Type 2
20.7% Cancer
20.7% Frequent Falls
20.7% COPD
20.7% Cancer
22.8% Depression
10.9% Stroke

Adult Day Services

19 clients SFY 2023-2024

Social Adult Day Services provides structured, comprehensive support for those who need help with everyday tasks with an array of services in a protective setting for any part of the day.



Average Age-80.2 years

AGE 75+ 38.9% AGE 85+ 27.8%



11.1% People of Color



77.8% Female



38.9% Low Income



44.4% Live Alone



100% Rural

Adult Day Services



Lonely

11.1% reporting
significant Loneliness

Chronic Illness

Average of 4.2 chronic
illnesses

0 or 1- 11.1%
2 or 3- 38.9%
4 or 5- 27.8%
6 or more- 22.2%

Chronic Illness Self-Report

55.6% Dementia Related Illness
33.3% Impaired Decision Making
5.6% Alzheimer's Disease
50.0% Arthritis
44.4% Sleeping Problems
44.4% Heart Disease
33.3% Mobility Impairment
5.6% Depression
16.7% Incontinence
33.3% Chronic Pain
11.1% Diabetes Type 2
5.6% Stroke
61.1% High Blood Pressure
22.2% Visual Impairment

Case Management

1,122 clients SFY 2023-2024

A comprehensive process that helps older persons with diminished functioning capacity, and/or their caregivers, gain access to and coordinate appropriate services, benefits and entitlements. Case management consists of assessment and reassessment, care planning, arranging for services, followup and monitoring at least every two months and discharge.



Average Age- 79 years

AGE 75+ 32.5% AGE 85+ 32.2%



4.4% People of Color



61.2% Female



49.2% Low Income



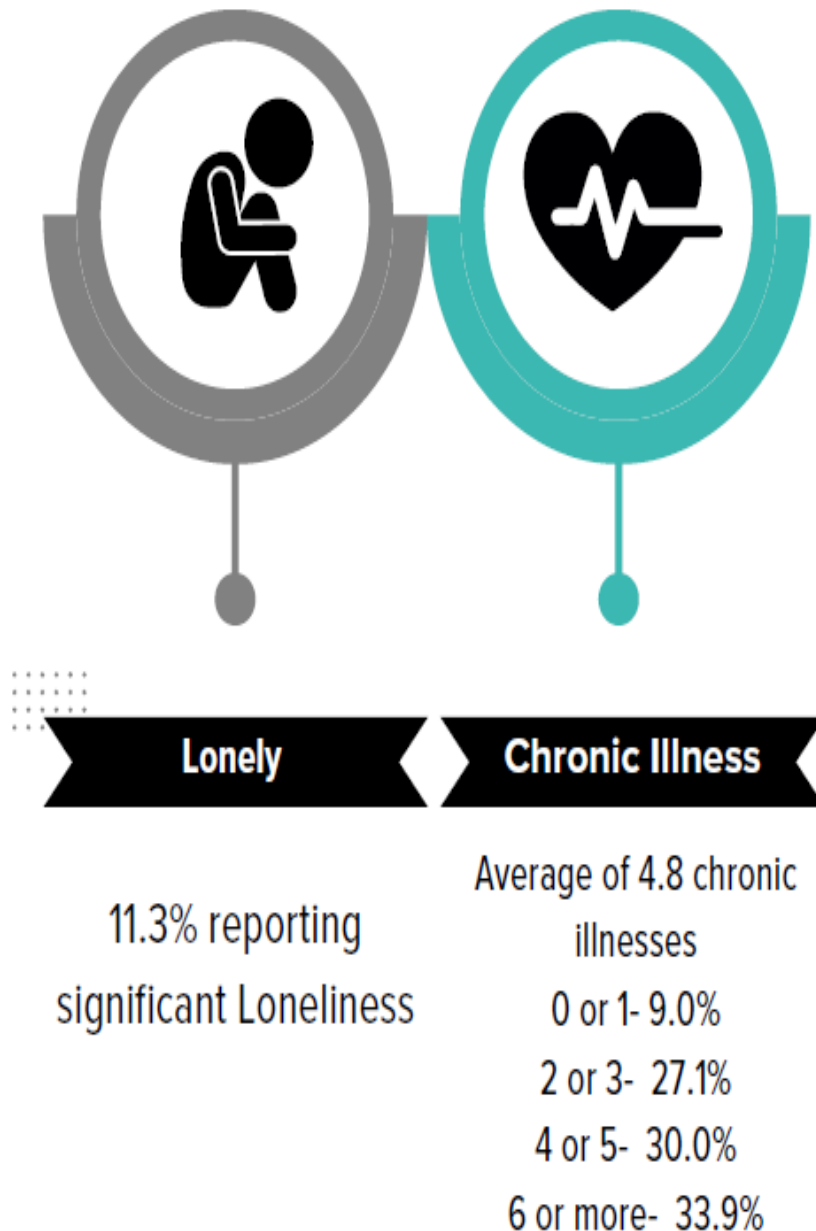
58.4% Live Alone



83.0% Rural

Case Management

Chronic Illness Self-Report



56.0% High Blood Pressure
24.4% Arthritis
33.7% Heart Disease
32.2% Chronic Pain
59.3% Mobility Impairment
31.2% Sleeping Problems
21.7% Dementia Related Illness
22.7% Diabetes Type 2
19.0% Depression
19.4% Back Problems
14.9% Cancer
19.1% Frequent Falls
19.7% Hearing Impairment

2024-25 IMPACT REPORT

Department of the Aging

The Cattaraugus County Department of the Aging provides or assures the provision of needed services to county residents who are age 60 or older.

141,184 meals were provided to **982** homebound residents

421 volunteers provided **20,040** hours of service

293 hours of legal services provided to **60** clients

145 people received emergency response units; **22** people received other supplemental services

304 hours of caregiver counseling services for **157** caregivers

650 people received health insurance counseling services

33,204 meals were provided to **520** clients at meal sites across the county

140 people received personal care/ housekeeping services receiving **15,519** hours of care

357 assistive devices were provided to **83** people / **172** IS supplies were provided to **61** people

2024-25 IMPACT REPORT

Department of the Aging (cont'd)

The Cattaraugus County Department of the Aging provides or assures the provision of needed services to county residents who are age 60 or older.

In 2025, secured
2,500 Farmers Market
coupons with a value
of **\$62,500**

23 clients received
3,903 hours of adult
day care services

232.50 hours of nutrition
counseling services for
527 seniors; other
counseling: **49** people
received **462.50** hours

10 people received **526** hours
of evidence based health
services; **2,036** received
14,222 health based
informational materials

1,058 clients
received **6,994** hours
of case management

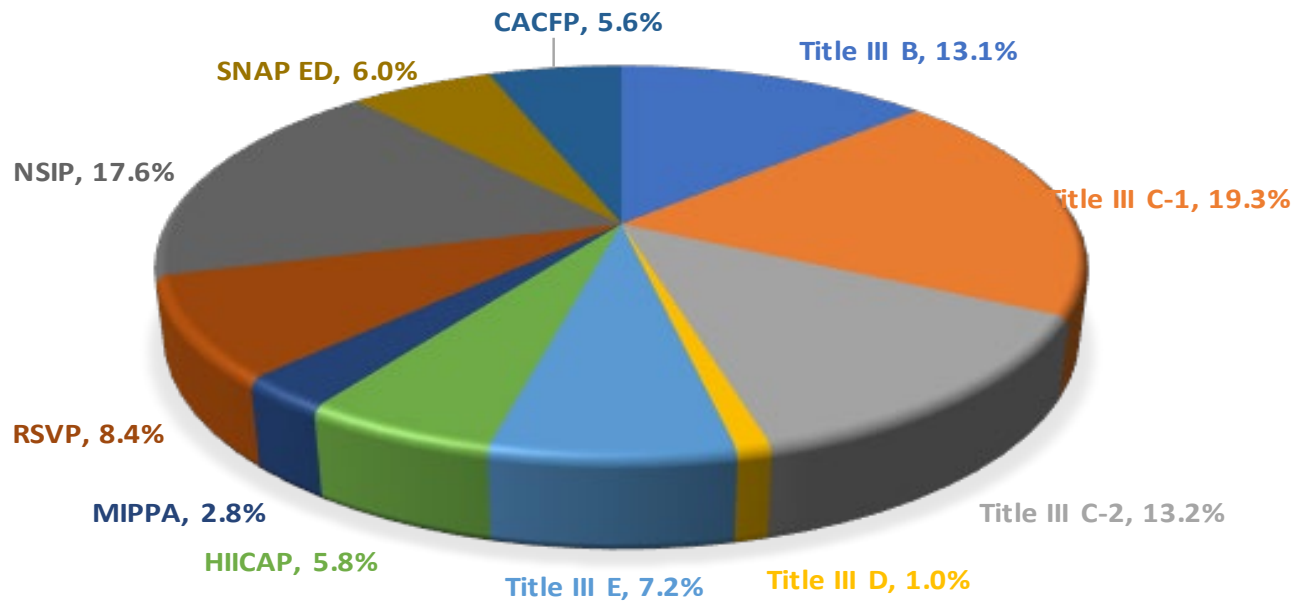
1,156 people
received **2,142.25**
hours of information
and assistance

19 caregiver support
groups; **28.50**
caregiver training
hours

71 people received
caregiver case
management hours and
assistance

828.75 caregiver in-home
respite hours; **186** caregiver
out-of-home respite hours

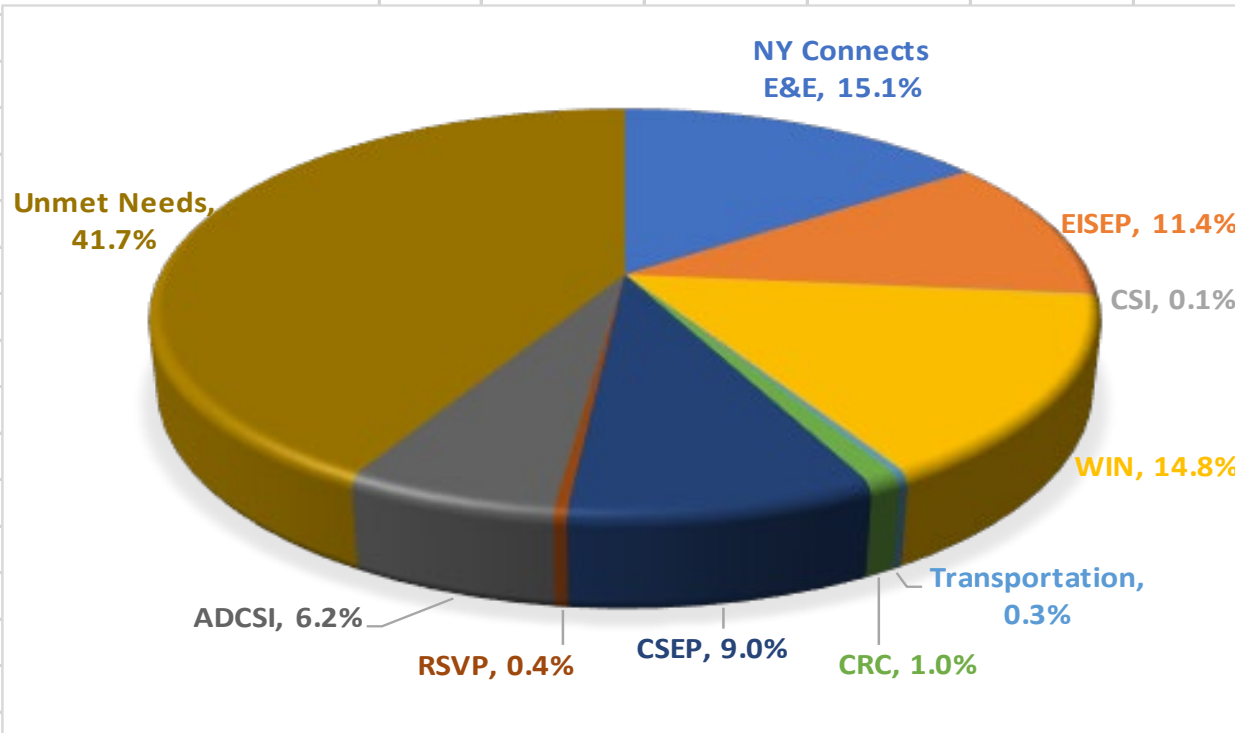
CCDOA TOTAL FEDERAL REVENUE 2023 - 2024



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

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

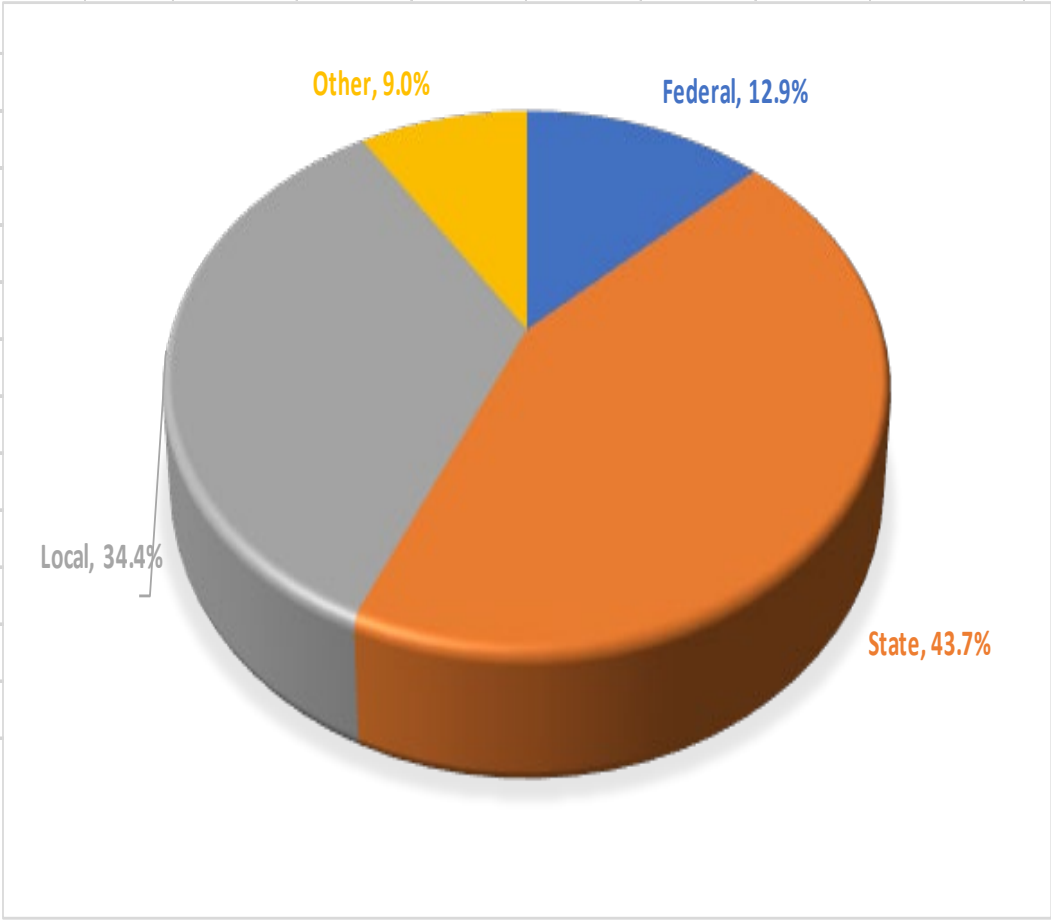
CCDOA TOTAL STATE REVENUE 2023 - 2024



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

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

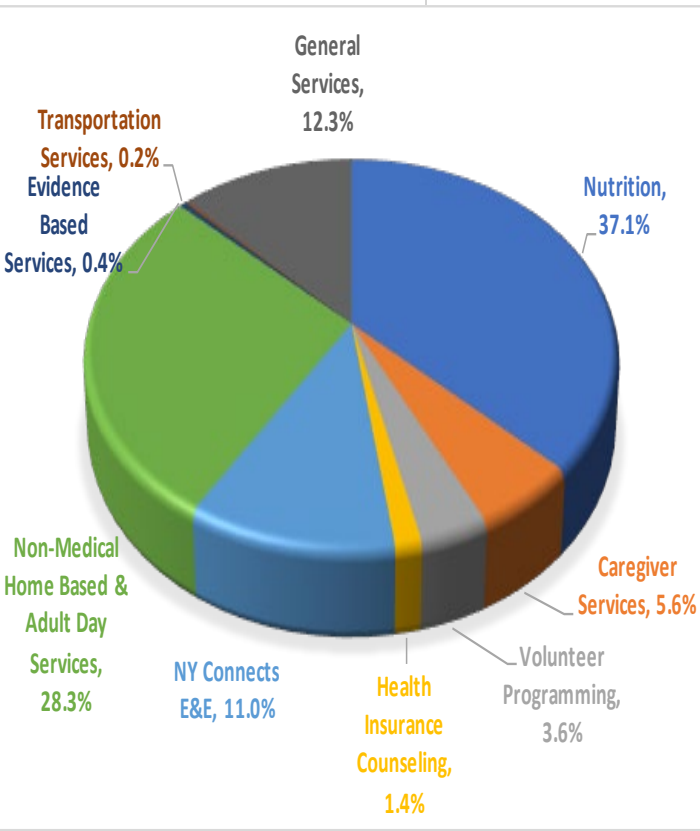
CCDOA TOTAL REVENUES BY SOURCE 2023 - 2024



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

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

CCDOA TOTAL EXPENSES BY CATEGORY 2023 - 2024

[illegible]

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

2024/2025 ACCOMPLISHMENTS AND HIGHLIGHTS (continued)

Advocacy, Training & Leadership

- Acknowledged on Spectrum News for our work with the EMDT to assist an older adults who had been scammed by a contractor.
- Maintained staff representation on multiple community boards to support advocacy and education.
- Attended the Association on Aging in New York (AANYS) Leadership Institute and advocated for funding without a county match.
- Participated in leadership training and caucus meetings to strengthen statewide advocacy for aging services.
- Staff completed multiple professional development trainings, including ASIST, Medicare, Medicaid Mondays, Person-Centered Practices, Legal Basics: Social Security Retirement Benefits, Caregiver Services, HIPAA, Trauma-Informed Care, and Positive Approach to Care Language.
- Renewed SAGECare credential for LGBT Cultural Competency certification.
- Promoted cultural competence by encouraging staff participation in training focused on creating a safe environment, person-centered practices, and cultural humility.

2024/2025 ACCOMPLISHMENTS AND HIGHLIGHTS (continued)

Community Engagement & Public Awareness

- Presented Best Practices at NYS Aging Concerns Unite Us Conference
- Hosted the Alzheimer's Association at the Allegany Center to provide dementia education.
- Collaborated with the Center for Elder Law and Justice to provide free Mobile Legal Unit consultations in Cattaraugus County.
- Promoted the Center for Elder Law and Justice's Financial Management Volunteer Assistance Program.
- Co-presented and tabled at events on the Allegany and Cattaraugus Seneca Nation territories.
- Participated in local health and wellness fairs at Absolute Care, Total Senior Care, the YMCA, Seneca Nation, and the Olean Public Library.
- Dispersed information in honor of National Family Caregiver Month at the VA Caregiver Resource Fair.
- Presented information on NY Connects, RSVP, and Department of the Aging services to the Rotary Club, Cross Alliance Church, and VA Resource Fair attendees.
- Continued participation in Resources and Advocacy for the Aging and Disabled (RAAD) and the Trauma-Informed Coalition.

2024/2025 ACCOMPLISHMENTS AND HIGHLIGHTS (continued)

Community Engagement & Public Awareness continued

- Featured on Spectrum News for work with the Elder Multi-Disciplinary Team (EMDT) assisting an older adult scammed by a contractor.
- Participated in the County Health Department's Community Health Assessment Steering Committee and the Healthy Cattaraugus County Social Determinants of Health Accelerator Project.
- Combined social media presence into one Facebook page: “Cattaraugus County Aging and NY Connects” for streamlined communication.
- Continued partnership with CASA-Trinity to contribute articles for its bi-monthly newsletter distributed at wellness and nutrition sites across the county.
- Promoted volunteerism and caregiver support through workshops, support groups, and “Caregiver Get-Togethers.”
- Participated in Care Connection Day to network with local care coordinators and providers.

2024/2025 ACCOMPLISHMENTS AND HIGHLIGHTS (continued)

Health & Safety Education

- Staff completed Narcan training and secured \$7,000 in Opioid Settlement funds to expand opioid education and training services.
- Promoted trauma-informed care by participating in and presenting at the local Trauma Symposium.
- Provided referrals and support for Falls Prevention programs offered by Ardent Solutions.
- Facilitated referrals and trainings related to the YMCA's virtual blood pressure self-monitoring program.
- Hosted NYS Citizens Preparedness Corps free disaster preparedness training.

2024/2025 ACCOMPLISHMENTS AND HIGHLIGHTS (continued)

Interagency Partnerships & Innovation

- Collaborated with the Dream It Do It team to distribute technology items and teach older adults how to use them.
- Collaborated with Interfaith Caregivers and Home Delivered Meal staff to distribute durable medical equipment and Christmas gifts to homebound older adults.
- Hosted St. Bonaventure University students for intergenerational outreach at SWAN sites and partnered with student groups like the Art and Swim Clubs and Bonagany.
- Built relationships with Universal Primary Care by presenting Department and NY Connects services to resident physicians.
- Implemented new contracts with one additional traditional home care agency and one consumer-directed provider to expand in-home care options.
- Partnered with DSS and Intandem to provide work experiences for individuals with disabilities.
- Partnered with Cattaraugus County Health Department's Veggie Wheels program for nutrition outreach.
- Collaborated with the Department of Social Services and Center for Elder Law and Justice to promote **World Elder Abuse Awareness Day** and hosted multiple educational sessions across the county.

2024/2025 ACCOMPLISHMENTS AND HIGHLIGHTS (continued)

Nutrition & Wellness Programming

- Expanded evidence-based health promotion sessions, including **Tai Chi for Arthritis**, **Tai Chi for Fall Prevention**, and **Powerful Tools for Caregivers**.
- Partnered with Cornell Cooperative Extension to offer **Elderberry Senior Cooking Classes**.
- Distributed **2,500 Farmers Market booklets** worth **\$62,500** in fresh local produce to older adults.
- Delivered **1,500 safety glasses** and eclipse education as part of the Total Solar Eclipse preparedness effort.
- **SNAP-Ed** activities included:
 - Education on eating healthy on a budget
 - Distribution of **375 vegetable and herb planters**
 - Gardening classes, food safety, and nutrition education
 - Nutrition-focused guest speaker expos
- Collaborated with **Blooming Health** and NYSOFA to quickly survey older adults during emergencies, earning recognition for innovation.
- Continued to expand the Blooming Health platform, increasing the agency's ability to send emergency messages and receive real-time feedback from recipients.

2024/2025 ACCOMPLISHMENTS AND HIGHLIGHTS (continued)

Nutrition unit partnerships with:

- Cattaraugus County Health Department Veggie Wheels
- Saint Bonaventure Health Professionals program,
- Saint Bona venture Student groups: Art and Swim clubs
- Department of Social Services for Elder Abuse Prevention
- Connecting Communities in Action: food boxes
- University of Buffalo medical students: Wellness options-brain health
- Ardent Solutions: Carfit



Volunteerism & Grant Achievements

Successfully secured a substantial AmeriCorps Seniors RSVP grant totaling **\$150,880**—a threefold increase from previous years—despite a more competitive funding environment.

- Over 421 Volunteer
- 20,040 Hours
- Annual Volunteer economic value of \$671,139



DONATIONS AND GRANTS

Ardent Solutions: Trauma Champ (\$2,500)
Cattaraugus Regional Community Foundation (\$3354)
Cattaraugus Regional Community Foundation: Therapeutic Grant (\$457.99)
Dr. Lyle F. Renodin Grant (\$2000)
Home Delivered Meal Memorial Donations (\$3585)
Exhale Grant Alzheimer's Association (\$10,000)
First Presbyterian Church (\$2,450)
Meals on Wheels America (\$10,000)
Subaru's annual Share the Love Event (\$3,623.94)
Volunteer- Doug S (\$2500)
Western Zone Retired Teachers Foundation (\$400)
Planning Committee on the problems of Aging: John Ash Community Center (\$200.00)

Emergency meals total donations:

First Presbyterian Church (\$800)
Cattaraugus Regional Foundation(\$1000)
Free Methodist Church (\$500)
Fellowship Church (\$100)
Brutsman (\$200)
Riceville Community Church (\$100)
Staci Werlau State Farm Agency (\$100)
Bethel Lutheran Church (\$556)
Riceville Community Church (\$100)



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

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

STRATEGIES TO ACHIEVE FOUR-YEAR PLAN GOALS

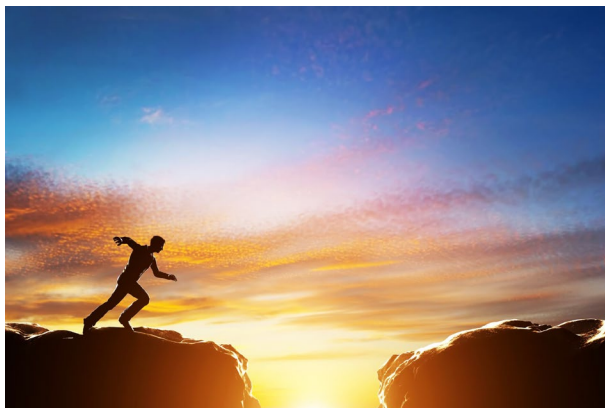
- Increasing our social media presence to enhance awareness of programs and services available to older adults and their caregivers.
- Collaborating with community-based organizations to promote the use of technology by older adults and their caregivers to access information, and also as an avenue to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

STRATEGIES TO ACHIEVE FOUR-YEAR PLAN GOALS

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

STRATEGIES TO ACHIEVE FOUR-YEAR PLAN GOALS

- Fostering intergenerational wellness partnerships with St. Bonaventure University health professions students who will visit Senior Wellness and Nutrition sites throughout the county to provide health and wellness educational activities.
- Reducing the number of individuals who are waiting for services.
- Partnering with community-based organizations to provide information and access to services and programs that meet the needs of the people we serve.
- Maximizing awareness and outreach to support caregivers.
- Helping caregivers recognize themselves as a caregiver so that they can better access the services, resources and support available to them.
- Cultivating a caregiver center where caregivers and care receivers can enjoy shared activities in a non-judgmental space.



Barbara Sue was honored by NYSOFA on Older New Yorkers' Day

Awardee:

Barbara Sue

Cattaraugus County



Barbara Sue has been dedicated to advancing musical education in her community since relocating for work in 1988, following her marriage to her high school sweetheart, John “Mac” Sue. Sadly, Mac, a musician, passed away in 2011. Together the couple had four children, seven grandchildren, four great-grandchildren and two great-great-grandchildren.

After Sue’s teaching career, she switched gears and worked as a housing projects coordinator at Olean Housing Authority. All the while, this community-minded woman volunteered with the Southern Tier Symphony and various church boards.

Volunteering is in Sue’s blood. She took on additional roles at The Bridge resale shop and food pantry where her station manager says she is conscientious, always smiling, and happy. Sue is wonderful with customers and other volunteers alike. She is organized and often takes the initiative to organize the stock. At 82, she remains a dedicated volunteer dynamo.

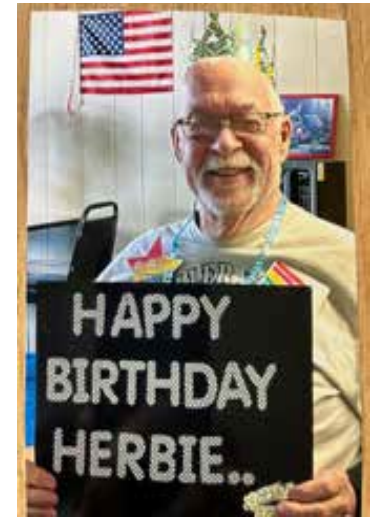
“Find something that fits,” she says of volunteering. “Not every station is the same, but that’s a good thing because there is something for everyone. The comradery is the best thing. It’s like family.”

Herbert McArthur was honored by NYSOFA on Older New York's Day

Awardee:

Herbert McArthur

Cattaraugus County



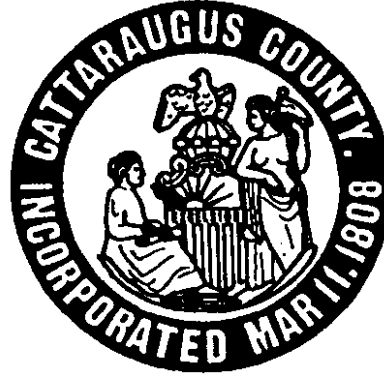
Herbert McArthur is a long-time volunteer with Meals on Wheels and can be found wading through four feet of drifted snow to deliver nutrition to participants on his route. His station manager said that McArthur is a “fantastic volunteer and a true asset.”

McArthur also serves at the Machias Nursing Home as a friendly visitor and as an escort to residents who go out for day trips and lunch. He can also be found cooking hot dogs for residents, accompanying them to the Buffalo Zoo and shopping. He is incredibly caring, compassionate, and well loved.

McArthur was born in Buffalo, New York and raised in Holland, New York. He has three sisters and one brother who is deceased. He was married to his wife, Debbie, for 45 years before her passing in 2021. He and Debbie had two sons, and he has two grandsons.

He attended BOCES during high school for auto mechanics and served in the U.S. Army as a mechanic. He retired from trucking in 2009 and began his volunteering career.

“Help as much as you can,” he says. “I volunteer to give back to my community.”



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