

**LIVINGSTON COUNTY
DEPARTMENT ANNUAL REPORT SUMMARY**

REPORT FOR YEAR ENDING 2020

DEPARTMENT Office for the Aging

2020 PROGRAM SUMMARY:

Served Client Summary

Livingston

01/01/2020 and 12/31/2020

Report Run Date: 02/17/2021

Service Type Summary

Service Type	Total Units 2020	Total Units 2019
Case Management (In-person assessments longer)	1,781 hours	1,956 hours
Total Meals	77,149 meals	69,806 meals
Congregate Meals (Congregate sites closed 3/16/20)	5,004 meals	23, 624 meals
Home Delivered Meals	72,145 meals	46,182 meals
In-Home Personal Care	6,091 hours	5,874 hours
Evidence - Based Health Promotion Minimal in-person classes	817 sessions	2,178 contacts
In Home Contact & Support (mask, food, sanitizer delivery, well check calls)	11,273 contacts	63 contacts
Legal Services (All one-on-one sessions; no group events)	232 hours	361 hours
Nutrition Counseling	33 hours	34 hours
Nutrition Education	11,156 contacts	4,787 contacts
Other Services Information (Information packets to homes increased)	41 events/distributions	12 events/distributions
PERS	4,953 months of service	5,735 months of service
Transportation (Congregate sites closed; people staying home)	1,790 one-way trips	8,339 one-way trips

2021 PROJECT PROGRAM SUMMARY:

AAA Approaches to Modified Service Delivery During Pandemic Response – Livingston County

Change in AAA Service Approach	Activities supported by Livingston County Office for the Aging during COVID-19 response
Service Creation	Creation of wellness call programs to address social isolation
	Purchase, donation coordination, and delivery of hygiene supplies
	Delivery of groceries
	Delivery of emergency food
	Mask distribution
	Dissemination of animatronic pets to address social isolation
	Advertisement of resource toll-free number for older adults
	Purchase and delivery of tablets and provision of tech support
	Information and assistance regarding community services and supports for food and medication access
	Distribution of in-home craft kits through grant and volunteers
	Service modification
Transition of health promotion, education and social programming to online format	
Transition to remote benefits counseling and case management (with some availability for socially distanced in-person service)	
Modification of home-delivered meal delivery practices to minimize exposure risk and address increased capacity demands – never missed a delivery day	
Provision of shelf-stable meal supply to allow for potential two-week kitchen closure	
Transition of congregate meals to home-delivered meals or take-out meals	
Modification of transportation program availability and seating protocols - subcontracted	
Provision of creative activities, games, and brain stimulation – puzzles, books, etc.	
Modification of farmers’ market coupon delivery procedure	
Temporary elimination of in-home assessment requirements for home-delivered meal recipients	
Lunch on the Lawn program near congregate sites as weather permitted	
Outdoor Tai Chi as weather permitted	
Service expansion	Home delivered meals, In-Home Contact and Support, Nutrition Education, Information
	Increase in staff time spent providing informal social support during interaction with clients – well check calls/conference calls
Service cancellation	Cancellation of group activities, in-person public hearing
	Closure of congregate meal sites and community centers

Adapted from Area Agencies on Aging Provide Crucial Support for Older New Yorkers During COVID-19, Claire Pendergast, Syracuse University Lerner Center for Public Health