

By Legislators Keller and Smith

Intro. No. ____

RESOLUTION NO. ____ OF 2023

AMENDING RESOLUTION 395 OF 2022 AUTHORIZING CONTRACT FOR OFFICE FOR THE AGING PROGRAMS IN 2023-2024

BE IT RESOLVED BY THE LEGISLATURE OF THE COUNTY OF MONROE, as follows:

Section 1. Section 1 of Resolution 395 of 2022 is hereby amended to read as follows:

The County Executive, or his designee, is hereby authorized to execute contracts, applications, and any amendments thereto, with the agencies listed in Attachment A in an amount not to exceed ~~\$8,175,556~~ \$8,907,872 for the period of January 1, 2023 through March 31, 2024.

Section 3. Funding for these contracts is included in the 2023 operating budget of the Monroe County Department of Human Services, Office for the Aging, general fund 9300 and general fund 9001; funds centers 5501030000, Support Service Contracts; 5501040000, Nutrition Service Contracts, and 5501050000, Education, Training, Wellness Contracts.

Section 4. This resolution shall take effect in accordance with Section C2-7 of the Monroe County Charter.

Human Services Committee; March 28, 2023 - CV: 9-0
Ways and Means Committee; March 28, 2023 - CV: 11-0
File No. 23-0084

ADOPTION: Date: _____ Vote: _____

ACTION BY THE COUNTY EXECUTIVE

APPROVED: _____ VETOED: _____

SIGNATURE: _____ DATE: _____

EFFECTIVE DATE OF RESOLUTION: _____

Added language is underlined
Deleted language is ~~stricken~~

ADULT ASSISTED CONTRACT SERVICES		ADMIN	VEHICOR	SERVICE	PROGRAM DESCRIPTION
Vendor and Program Service		AMOUNT	TOTAL	TOTAL	
Adult Day TBO Formerly Rochester Regional Health, DBA Park Ridge Nursing Home Inc. Regular Adult Day Social Adult Day Care			50,000 \$4,779	148,079	These are social model adult day care programs that help physically and cognitively impaired frail Older Adults (65+) to continue living in the community.
Caregiver Assistance & Resources Alzheimer's Disease and Related Disorders Association, Inc. Caregiver Education and Support			112,842	143,799	Caregiver education programs, training and support groups and information & assistance offered to individuals diagnosed with early to mid-stage Alzheimer's disease and other memory related disorders.
Utropan of Greater Rochester, Inc. Caregiver Resource Center & Grandparents Caregiver Program			110,753		The Caregiver Resource Center (CRC) is a State funded program which provides resources and support to informal family caregivers. A family care program provides support group and educational training sessions, designed to support eligible caregivers and help sustain their efforts to provide care for grandchildren, or other younger relatives, children in family-like relationships such as godchildren or other family friends.
Long Term Care Ombudsman (LTCOP)			19,109		Advocate services that receive, investigate, and resolve complaints and concerns of residents in long-term care facilities.
Consulting and Assistance Services Utropan of Greater Rochester, Inc. ECO-Elderly Community Outreach Program Financial Management Services			153,944 190,453	344,397	Caseworkers provide community outreach, public education, referral, assessments, short term problem solving, counseling and advocacy for Older Adults. Financial Management program assists Older Adults in applying for benefits such as Medicare and EPIC. This program also provides bill review assistance and household budgeting.
HRCAP Services			97,095		The HRCAP program assists elder adults, and Medicare eligible individuals, in need of information and assistance regarding health insurance.
Expanded In-Home Services Catholic Family Center of the Diocese of Rochester Expended in Home Services for Elderly Programs			2,048,598	2,048,598	Assists cognitively impaired frail Older Adults to continue living independently in the community by providing case management, developing care plans, and providing in-home services. This program also provides ancillary services such as adult day programs, home delivered meals, personal emergency response units, home modifications and repair and assistive equipment. Home Health Agencies provide homecare services and personal care. Consumer Directed Services provides service options for family caregivers.

<p>2020A ANTICIPATED CONTRACT REBID/RENEWAL BY Vendor and Contract Section</p>	<p>ADMIN BUDGET</p>	<p>VENDOR TOTAL</p>	<p>SERVICE TOTAL</p>	<p>PROGRAM DESCRIPTION</p>
<p>Older Adult Prevention Services Lifespan of Greater Rochester, Inc. Older Adult Interventions and Support</p>		20,000	20,000	<p>Emergency services is designed for individuals & caregivers in need of services who are not eligible under Title 20 and have no other resources to pay. Services include but are not limited to emergency transportation, day care, and In-home Care services.</p>
<p>Health and Wellness Programs for Seniors The Community Lifespan of Greater Rochester Master of Balance Program Lifespan of Greater Rochester, Inc. Chronic Disease Self Management</p>		14,500	14,500	<p>The Master of Balance Program is an evidence based fall prevention program.</p> <p>The Chronic Disease Self Management Program (CDSMP) is an evidence based training program that teaches skills to manage chronic conditions, such as arthritis, hypertension, diabetes, cancer, and heart disease, and significantly improve the health and well-being of older adults in the community and prevent falls.</p>
<p>Partnerships Older Adult Depression and Screening</p>		50,943	50,943	<p>The Older Adult Wellness Program includes depression screening, and counseling services. These evidence based programs include the Program to Encourage Active, Meaningful Lives (PEALMS) and Providing Assessment and Treatment for Home-bound Seniors (PATHS).</p>
<p>Aging Mastery Program</p>		31,839	31,839	<p>The Aging Mastery Program (AMP) is an evidence-based program developed by the National Council on Aging. AMP teaches an individual new tools and strategies for managing their health effectively, improving their quality of life, and making positive changes in their life.</p>
<p>Chronic Addictions Program</p>		35,000	35,000	<p>Chronic Addictions Program (CAP) provides case assistance and uses motivational intervention harm reduction model to support older adults to take steps to decrease their misuse of drugs, alcohol, etc., and minimize harm their behavior is causing their health.</p>
<p>Older Rochester Recreation, Education and Wellness Program</p>		34,904	34,904	<p>Using evidence based interventions, this program provides educational, informational, cultural, health, and fitness opportunities to improve older adults' health and wellness for Older Adults.</p>

ADULT AUTOPAYED CONTRACT SERVICES Head only			
Vendor and Program Services	ADMIN MCHT	VEHICOR TOTAL	SERVICE TOTAL
Home Support & In Home Services Catholic Family Center of the Diocese of Rochester: Assisted Transportation (STAR) In-home support (Star) Unitrust Needs Program		141,048 175,418 300,336	67,330
Information, Case Assistance Coordinated Care Services, Inc. Contract Administration, Fiduciary Services and Employer of Record Services David Jones Computer Training for Seniors Lifespan of Greater Rochester, Inc. Elderresource Information & Assistance/Community Care Connections Lifespan of Greater Rochester, Inc. NY Connects Choices for Long Term Care		175,673 20,000 275,119 644,335	607,317
<p>The STAR program provides assisted transportation to older adults. Assisted transportation involves the transportation, including escort services to a person who has difficulties (physical or cognitive) using vehicular transportation.</p> <p>In-home services involve providing non-medical services such as personal care, home repairs, etc. to assist individuals who have physical or cognitive difficulties.</p> <p>The Unitrust needs provides ancillary items and services to older adults in order to maintain their independence.</p> <p>This contract provides Contract Administration and Fiduciary Services for MCOFA. The contract provides Employer of Record Services to assist MCOFA in performing required tasks including Program Monitoring, Outreach & Public Education.</p> <p>Provides older adults with computer, internet and social networking skills to enhance their lives and keep them connected</p> <p>Elderresource is a single source information, referral, case assistance & counseling program for services to Older Adults and their informal family caregivers. Community Care Connections is a part of Elderresource and provides more intensive case assistance and linkage to healthcare providers for enhanced service provision and improved outcomes.</p> <p>NY Connects is the Aging and Disability Resource Center. This program provides information, assistance and referrals about long term care services and supports, options counseling, and assistance in applying for benefits. This program also covers the Monroe County Long Term Care Council, responsible for analyzing gaps and barriers in the long term care system, and Ho Waring Door work group to ensure consistency across systems of care</p>			

2025A ANTICIPATED CONTRACT SERVICES/GOODS		ADDITIONAL INFORMATION	APPROXIMATE QUANTITY	APPROXIMATE UNIT PRICE	APPROXIMATE TOTAL	APPROXIMATE TOTAL	APPROXIMATE TOTAL
Legal Services for the Elderly Legal Assistance of Western NY, Inc. Legal Services for the Elderly			137,777		137,777		
Management Services Coordinated Care Services, Inc. Contract Administration, Fiduciary Services and Employer of Record Services			7,308	17,508	127,469		
Meals on Wheels Program Meals on Wheels Program				872,600	872,600		
Nutrition Services Senior Center Catering TED Formerly/Cookwell of the Finger Lakes, Inc. Catering Services for the Congregate Nutrition Program				64,335	64,335		

APPROXIMATE DESCRIPTION

This program provides low income Older Adults legal assistance and advocacy. Assistance is provided for help with Social Security, SSI, Medicaid, housing problems, simple wills, utility issues, Health Care Proxy, and Powers of Attorney.

CCSI provides management & administration of contracts for various Monroe County Administrations and Employer Record Services.

Home Delivered Meals are provided to persons age 60 and over who are homebound, living alone, and are unable to prepare their own meals due to frailty or illness.

Meals on Wheels senior meal nutrition after serve senior meal nutrition age 60 and over with a hot nutritionally balanced meal. Emergency, pre-packable meals are also provided to seniors throughout the winter months.

Registered Dietitians (RD) will provide RD services for various aspects of the nutrition program. Duties performed include nutritional education, counseling, screening and presentations.

2017-2018 ANTICIPATED CONTINUITY OF SERVICE FUNDED FROM Vendor and Program Services	ADDITIONAL BUDGET	VENDOR TOTAL	SERVICE TOTAL	PROGRAM DESCRIPTION Senior Centers in Monroe County provide social activities, wellness programs, special events and meals to persons age 60 and over, their spouse and disabled adult children in a large-scale setting. Recreational programming, social activities, case management services and other quality of life initiatives assist seniors to reduce isolation. These centers help seniors to remain being independently within the community of their choice.
Madison Senior Center of Monroe County			1,775,687	
Baden Street Settlement of Rochester, Inc. MAAC Senior Center		31,854		
Caritas Settlement House, Inc. Charles Settlement House Senior Center		92,808		
Town of Cile Cile Senior Center		59,724		
The Community Place of Greater Rochester, Inc. Community Place Senior Center		65,140		
Town of Calton Calton Community & Senior Center		37,283		
Town of Greece Greece Community & Senior Center		24,225		
Town of Hamlet Hamlet Senior Center		135,318		
Inter-American Action League, Inc. Centro de Oro Senior Center		148,353		
Town of Irondequoit Irondequoit Senior Center		91,077		
Lifespan of Greater Rochester, Inc. Lifespan Senior Center Programs Walk Center		37,793		
Lifespan Assistance, Inc. Lifespan Senior Center Programs Life Care		58,848		
The Lodge on the Canal Monroe Community Hospital		39,000		
MCH Charities Prayer House Church of God by Faith		19,681		
Senior Center Southern Neighborhood Association		35,848		
Southwestern Senior Center Town of Ogden		69,848		
Ogden Senior Center Town of Parma		51,314		
Edison-Parma Senior Center Town of Pittsford		26,242		
Pittsford Senior Center Town of Webster		68,048		
Webster Senior Center Town of Wheatland		77,481		
Wheatland Senior Center Town of Wheatland		19,084		
TED Postcardal New Plan		14,400		

AGING AUTHORITY CONTRACT, FISCAL YEAR 2001	ADMIN AMOUNT	VENDOR TOTAL	SERVICE TOTAL	PROGRAM DESCRIPTION
Senior Center Transportation Services Senior Center Transport Medical Transportation Senior Center Transport	69,497	69,497	69,497	Transportation services are provided for Older Adults to and from area Senior Centers, Social Adult Day Centers, Recreational Centers, Senior Shopping, Medical Services and others.
Total OIA Contract Budget Request	69,497	69,497	69,497	
OFFICE FOR THE AGING CONTRACTS				
Anticipated Financial Resources	2,266,116	2,266,116	2,266,116	Percent of Federal, State, and Program Revenue
Total Available Budget Request	18,286	18,286	18,286	Percent of Anticipated Revenue for Office for the Aging (contracted services)
Total OIA Contract Budget Request	18,286	18,286	18,286	Percent of Total County Budget Request for OIA Contracted Services
2001 ANTICIPATED CONTRACT FUNDING BY YEAR				
Core Center	1	1	1	General Management/CCS - Sponsorable
Sponsorable	1	1	1	Support Services - County Funding
Sponsorable	1	1	1	Support Services - State/Federal Funding
Sponsorable	1	1	1	Nutrition Services - County Funding
Sponsorable	1	1	1	Nutrition Services - State/Federal Funding
Budget 9500	1	1	1	Education & Wellness - State Funding
				Education & Wellness - County Funding
				OIA Contract Total
				Total

PURCHASE OF SERVICES INFORMATION FORM

Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.

Total Served 2021: N/A
Proposed Operational \$ Amt. 2023: \$16,500
Proposed ARPA \$ Amt. 2023: \$43,500

SECTION I

PROGRAM: Falls Prevention Program
CONTRACTOR: Lifespan of Greater Rochester, Inc., Ann Marie Cook, President/CEO
PROGRAM DESCRIPTION: Evidence-based falls prevention wellness program for adults age 60 and older. The program teaches older adults how to avoid falls and improve or maintain their balance in order to prevent injuries and maintain their independence.
PRIMARY OBJECTIVE(S)/ DELIVERABLES: Certified Master Trainers will provide information and support via a "Falls Prevention Program" to older adults at local senior centers and other locales where older adults congregate in order to maintain their balance as they age. Trainings and instructional books are provided throughout the eight week course
PRIMARY PERFORMANCE MEASURE/INDICATOR: Upon completion of classes at least 98% of older adults taking class will feel more comfortable in increasing their physical activity

	Current Year Projection	Next Year Projection
Program Year	1/1/23-12/31/23	1/1/24-12/31/24
Total # of Participants	600	600
Successful	588	588
% Successful	98%	98%

OUTCOME ASSESSMENT METHODOLOGY: Program will survey participants with pre-tests and post tests to determine the effectiveness of this evidence-based wellness program

SECTION II

SOURCE MATERIAL: Annual Evaluation with previous contractor is on file with the Clerk of the Monroe County Legislature

25.9

PURCHASE OF SERVICES INFORMATION FORM
Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: : Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.

Total Served 2021 - 2022: N/A

Proposed Operational \$Amt. 2023: \$872,600

Proposed ARPA \$Amt. 2023: \$626,316

SECTION I

PROGRAM: Home Delivered Meals

CONTRACTOR: UR Medicine Home Care, Community Services, Inc. Michelle Dahlkemper President

PROGRAM DESCRIPTION: One or two meals per day are provided to persons aged 60 and over who are homebound due to illness or disability and who are unable to prepare their own meals. Meals are available five days per week with provisions for weekend meals if needed. The primary objective is to increase the level of independence in the daily living of a frail, elderly participant who receives "Meals on Wheels."

PRIMARY OBJECTIVE(S)/ DELIVERABLES: Individuals will increase their level of independence through receipt of home delivered meals.

PRIMARY PERFORMANCE MEASURE/INDICATOR: Individuals receiving services will report higher levels of independence as a result of receiving home delivered meals (under this funding source)

	Current Year Projection	Next Year Projection
Program Year	1/1/23-12/31/23	1/1/24-12/31/24
Total # of Participants	900	900
% Successful	95%	95%

OUTCOME ASSESSMENT METHODOLOGY: The New York State Office for the Aging collects and monitors data via MCOFA.

BOARD MEMBERS: Dallas Nelson, Kathleen Whelehan, James Dickson II, Kate Ackerman, Timothy Ashe, Mary Beer, Talethea Best, Adam Cardina, Ann Marie Cook, Mark Cronin, Michelle Dahlkemper, Dr Jason Feinberg, Steve Goldstein, Barbara Gray, Ann Harrington Diana Kurty, David Lipari, Kristi Love, William McDonald, Dallas Nelson, Judy Novak, Mark Prunoske, Alan Resnick, Hazel Robertshaw, Kathleen Whelehan, Walt Winiarczyk

SECTION II

SOURCE MATERIAL: Annual Evaluation is on file with the Clerk of the Monroe County Legislature.

2510

PURCHASE OF SERVICES INFORMATION FORM
Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re : Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.

Total Meals Served 2021 - 22: 71,817
Proposed \$ Amt. 2023 - 24: \$416,386

SECTION I

PROGRAM: Catering Services for the Congregate Nutrition Program & Grab n Go Program

CONTRACTOR: Goodwill of the Finger Lakes, Inc. – Jennifer Lake, President / CEO

PROGRAM DESCRIPTION: Preparation, delivery, and catering services for the Monroe County Office for the Aging Nutrition Programs congregate meal program and Grab n Go meal program for area senior centers.

PRIMARY OBJECTIVE(s)/ DELIVERABLES: Seniors enjoy a nutritious, safe, appealing, appetizing and satisfying meal. Improve or maintain the nutritional health for persons age 60 and above.

PRIMARY PERFORMANCE MEASURE/INDICATOR: **Objective:** Seniors enjoy a nutritious, safe, appealing appetizing and satisfying meal.
Indicator of Success:

- 1 Hot foods are delivered to meal sites at a minimum temperature of 140°F
- 2 Cold foods are delivered to meal sites at a maximum of 45°F.
- 3 Meals are delivered within the two hour holding time.

	Current Year Projection	Next Year Projection
Program Year	1/1/23-3/31/24	1/1/24-3/31/25
Hot food delivered at 140°F	90%	90%
Cold Food delivered at 45°F	90%	90%
Meals delivered within two hours holding time	90%	90%

* Due to COVID-19 pandemic, senior centers were closed till July, 2021

OUTCOME ASSESSMENT METHODOLOGY:

The performance indicators are tracked by service delivery ticket and time/temperature logs.
The contractor will use the New York State Office for Aging's designated Statewide Client Data System, and the County's ContractHQ to generate monthly and quarterly reports, annual self-evaluations, program assessments performance measures outcome objectives number of people served including demographics and units provided which measure the effectiveness and impact of the program.

25.11

SECONDARY PERFORMANCE MEASURE/INDICATOR:

Satisfaction with Nutrition Program

Indicator of Success: 90% of the program participants will respond with "Overall, are you satisfied with the meals served?"

	Current Year Projection	Next Year Projection
Program Year	1/1/23-3/31/24	1/1/24-3/31/25
Total # of Participant Surveys Distributed	996	996
% Overall Satisfied with Meals Served	90%	90%

*Due to COVID-19 pandemic, senior centers were closed till July, 2021.

The senior centers participants are satisfied with Nutrition Program including meals served. The Customer Satisfaction Survey is administered yearly by senior centers. Result will be recorded by the Office for the Aging's staff.

BOARD MEMBERS:

John Henderson, Dr. Darrick Alaimo, Junior Dillon, David DiLoreto, M.D. Ph.D., Michael Frame, Amy Gould, Ian Harper, Brian Harrington, Susan Kitchen, Jennifer Lake, Judie Lynn Nassar McAvinney, Robert Poltrino, Gerard Rooney, Ph. D., Hezekiah Simmons, Vivek Thiagarajan

SECTION II

SOURCE MATERIAL:

Annual Evaluation with previous contractor is on file with the Clerk of the Monroe County Legislature

2512

PURCHASE OF SERVICES INFORMATION FORM

Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: : Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.

Total Served 2021 **N/A**
Proposed \$ Amt. 2023 -24: **\$62,500**

SECTION I

PROGRAM: Mobility Management program
CONTRACTOR: Lifespan of Greater Rochester, Inc. – Ann Marie Cook, President / CEO

PROGRAM DESCRIPTION: Transportation coordination is needed in order to better serve those lacking access and information on various transportation options. Mobility Management Program will be a one-stop shop in order to identify specific options to access which best fits the need of individual older adults residing in Monroe County.

PRIMARY OBJECTIVE(S)/ DELIVERABLES: Mobility management programs includes a wide range of activities that seek to optimize all transportation resources in a community including specialized transportation services for older adults, people with disabilities, and individuals with lower incomes. Mobility management looks beyond a single transportation service or solution to encompass a variety of services and options to meet individual needs in a coordinated and cost-effective manner.

PRIMARY PERFORMANCE MEASURE/INDICATOR: Individuals receiving services will receive safe, door-to-door transportation services.

	Current Year Projection	Next Year Projection
Program Year	1/1/23-12/31/23	1/1/24-9/30/24
Total # of Participants	600	400
# Successful	540	360
% Successful	90%	90%

OUTCOME ASSESSMENT METHODOLOGY: Clients are surveyed to determine effectiveness of the program and measure the level of increased knowledge after receiving information from a MIPPA counselor. Surveys are compiled and analyzed annually.

BOARD MEMBERS: Vicki Hines, LaRon Rowe, Chris Martusewicz, Jane Shukitis, Mark McDermott, Lucia Acosta-Castillejo, Michael Burke, Jim Condello, Will Carroll, Tere Dominas, Beverly Fair-Brooks, Jarrett Felton, John Fornof, Bob Hartman, Dr. Brian Heppard, Lori Jansen, Cindy Lovetro, John Lynch, Jr., Dr. Robert McCann, Pennie McNulty, Susan Powell Byrd, Lisa Powers, Yvette Tehan, Roberta Van Winkle, Liz Vega

SECTION II

SOURCE MATERIAL: Annual Evaluation with previous contractor is on file with the Clerk of the Monroe County Legislature

PURCHASE OF SERVICES INFORMATION FORM
Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.

Total Participants Served 2021: 1,194
Proposed \$ Amt. 2023: \$61,625

SECTION I

PROGRAM: Registered Dietician (RD) Services

CONTRACTOR: Goodwill of the Finger Lakes, Inc. – Jennifer Lake, President / CEO

PROGRAM DESCRIPTION: RD services for various aspects of the senior center nutrition program.

PRIMARY OBJECTIVE(s)/ DELIVERABLES: Registered Dietitian (RD) will provide RD services for various aspects of the nutrition program. Duties performed include menu planning, nutritional education, counseling, screening and presentations.

PRIMARY PERFORMANCE MEASURE/INDICATOR: Objective: To discuss health goals and challenges during the contract year in one-on-one nutrition counseling sessions. To promote better nutrition, physical fitness and health through information and instruction on nutrition and related consumer topics.

Indicator of Success:

1. Total Number of Hours Nutrition Counseling is provided meets MCOFA's goals
2. Total Number of Participants that attend Nutrition Education Presentation meets MCOFA goals

	Current Year Projection	Next Year Projection
Program Year	1/1/23-12/31/23	1/1/24-12/31/24
Total Hours of Nutrition Counseling Provided	150	150
Total Number of Participants at Nutrition Education Presentations	2,400	2,400

OUTCOME ASSESSMENT METHODOLOGY:

The Contractor will use the New York State Office for Aging's designated Statewide Client Data System, and the County's ContractHQ to generate monthly and quarterly reports, annual self-evaluations, program assessments, performance measures, outcome objectives, number of people served including demographics, and units provided which measure the effectiveness and impact of the program. The performance indicators are tracked by how many participants attended the presentations and how many hours were spent providing consultations.

SECONDARY PERFORMANCE MEASURE/INDICATOR:

Satisfaction with the Nutrition Counseling and Nutrition Education Program

25.14

Indicator of Success: 90% of the program participants will respond with "Overall, are you satisfied with the Nutrition Programs such as Nutrition Counseling, Nutrition Education and Senior Farmer Market Program"

**OUTCOME ASSESSMENT
METHODOLOGY:**

	Current Year Projection	Next Year Projection
Program Year	1/1/22-12/31/22	1/1/23-12/31/23
% Overall Satisfied with Counseling sessions	90%	90%
% Overall Satisfied with Nutrition Education sessions	90%	90%

*Due to COVID-19 pandemic, senior centers were closed until July, 2021.

The Customer Satisfaction Survey is administered yearly by the Contractor. Result will be recorded by the Office for the Aging's staff.

BOARD MEMBERS:

John Henderson, Dr. Darrick Alaimo, Junior Dillon, David DiLoreto, M.D. Ph D., Michael Frame, Amy Gould
Ian Harper, Brian Harrington, Susan Kitchen, Jennifer Lake, Judie Lynn Nassar McAvinney, Robert Poltrino
Gerard Rooney, Ph. D., Hezekiah Simmons, Vivek Thiagarajan

SECTION II

SOURCE MATERIAL:

Annual Evaluation with previous contractor is on file with the Clerk of the Monroe County Legislature

2815

PURCHASE OF SERVICES INFORMATION FORM

Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re : Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. - Transportation, Goodwill of the Finger Lakes, Inc. - Catering & Registered Dietitians Service, Lifespan - Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.

Total Served 2021 281
Proposed \$ Amt. 2022: \$691,097

SECTION I

PROGRAM: Transportation Services for Older Adults
CONTRACTOR: Medical Motor Service of Rochester and Monroe County, Inc., Timothy Kohlmeier, Executive Director
PROGRAM DESCRIPTION: Transportation provided on a regular basis for senior center participants, social adult day services clients, and dialysis patients.
PRIMARY OBJECTIVE(S)/ DELIVERABLES: The primary objective is to improve independence and mobility of older persons, enabling them access to health, nutritional, social services and dialysis treatments.
PRIMARY PERFORMANCE MEASURE/INDICATOR : Individuals receiving services will receive safe, door-to-door transportation services

	Previous Year Projection	Previous Year Actual	Current Year Projection	Next Year Projection
Program Year	1/1/22-12/31/22	1/1/22-12/31/22	1/1/23-12/31/23	1/1/24-12/31/24
Total # of Participants	431	281	433	400
# Successful	388	281	390	360
% Successful	90%	65%	90%	90%

OUTCOME ASSESSMENT METHODOLOGY: Performance is measured through monthly service reports, and quarterly measure totals which report the unduplicated number of persons served as well as the number of trips to each Senior Center and dialysis locations. A customer satisfaction survey is administered annually

BOARD MEMBERS: Martin Murphy, Mark Benotti, Patricia M. Woods, Sean Rivers Christopher Trageser, Mark Bergin, Katie Charboneau, Joanne Dermady, Deborah M. Field, Matthew Kelley, Britt Lui, James E. Morris Josh Pryor, Jennifer Simon, Liza Stevenson, Thomas G. Tuke David J. Whitaker

SECTION II

SOURCE MATERIAL: Annual Evaluation is on file with the Clerk of the Monroe County Legislature

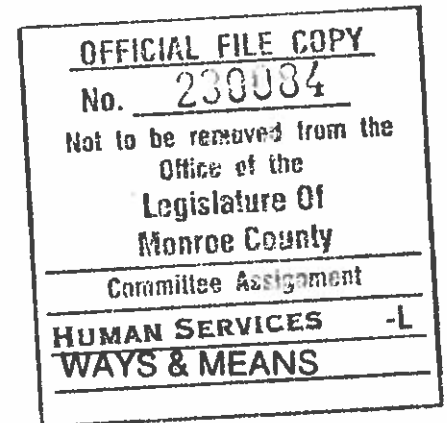


Office of the County Executive

Monroe County, New York

Adam J. Bello
County Executive

March 10, 2023



To The Honorable
Monroe County Legislature
407 County Office Building
Rochester, New York 14614

Subject: Amend Resolution 395 of 2022 Authorization to Contract for Office for the Aging Programs in 2023-2024

Honorable Legislators:

I recommend that Your Honorable Body amend Resolution 395 of 2022 Authorization to Contract for Monroe County Office for the Aging Programs in 2023-2024 from an amount not to exceed \$8,175,556 to an amount not to exceed \$8,907,872 for the period of January 1, 2023 through March 31, 2024. An updated Attachment A is attached.

This additional authorization will be used by:

- Lifespan of Greater Rochester, Inc. to administer an evidence based Falls Prevention Program to Older Adults teaching older adults how to avoid falls and improve or maintain their balance in order to prevent injuries and maintain their independence and to administer a Mobility Management Program to optimize all transportation resources in the community including specialized transportation services for older adults, people with disabilities, and individuals with lower incomes
- UR Medicine Home Care, Inc. to administer Home Delivered Meals to persons age 60 and over who are homebound, living alone, and are unable to prepare their own meals due to frailty or illness.
- Goodwill of the Finger Lakes, Inc. for a program that provides catering services which includes preparation, delivery, and catering services for the Monroe County Office for the Aging Nutrition Programs, congregate meal program, Grab n Go meal program for area senior centers, and a program that provides registered dietitian services that include menu planning, nutrition counseling, nutrition education, screening and presentations for the Nutrition Program
- Medical Motor Service of Rochester and Monroe County, Inc. to provide safe, efficient, and cost-effective door-to-door transportation services to and from senior centers, special events, medical appointments, etc. to eligible older adults.

Request for Proposals were issued for these services with Goodwill of the Finger Lakes Inc., Lifespan of Greater Rochester, Inc. - Falls Prevention, UR Medicine Home Care, and Medical Motor Service of Rochester and Monroe County, Inc. and were selected as sole respondents. Lifespan of Greater Rochester, Inc.- Mobility Management was selected as the most qualified to provide this service.

Please refer to the attached Purchase of Services Information Forms for disclosure of information required pursuant to Resolution 223 of 2007, as amended by Resolution 11 of 2008.

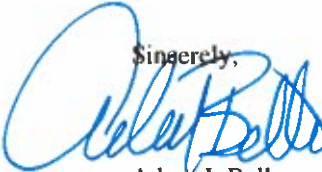
The specific legislative action required is to amend Resolution 395 of 2022 to authorize the County Executive, or his designee to increase contracts, applications, and any amendments thereto, with the agencies listed in Attachment A in the approximate amounts listed therein, from a total amount not to exceed \$8,175,556 to a total amount not to exceed \$8,907,872 for the period of January 1, 2023 through March 31, 2024.

This action is a Type II Action pursuant to 6 NYCRR § 617.5(c)(26) (“routine or continuing agency administration and management, not including new programs or major reordering of priorities that may affect the environment”) and is not subject to further review under the State Environmental Quality Review Act.

Funding for these contracts is included in the 2023 operating budget of the Monroe County Department of Human Services, Office for the Aging, general fund 9300 and general fund 9001; funds centers 5501030000, Support Service Contracts; 5501040000, Nutrition Service Contracts, and 5501050000, Education, Training, Wellness Contracts. No additional net County support is required in the current Monroe County Budget.

Lifespan of Greater Rochester, Inc., UR Medicine Home Care, Goodwill of the Finger Lakes, Inc, and Medical Motor Services of Rochester and Monroe County, Inc. have been reviewed for not-for-profit or corporate status and the records in the Office of the Monroe County Treasury have indicated that none of these agencies owe any delinquent Monroe County property taxes.

I recommend that this matter be referred to the appropriate committee(s) for favorable action by Your Honorable Body.

Sincerely,


Adam J. Bello
Monroe County Executive

203124 ANTICIPATED CONTRACT SERVICES/Fund 9001 01/01/13-03/31/2014 Vendor and Program Services			
ADMIN MGMT	VENDOR TOTAL	SERVICE TOTAL	PROGRAM DESCRIPTION
	50,000 58,179	108,179	These are social model adult day care programs that help physically and cognitively impaired frail Older Adults (60+) to continue living in the community.
	112,862	112,862	Caregiver education programs, training and support groups and information & assistance offered to individuals diagnosed with early to mid-stage Alzheimer's disease and other memory related disorders.
	110,752		The Caregiver Resource Center (CRC) is a State funded program which provides resources and support to Informal Family Caregivers. A Kinship care program provides support group and educational training sessions, designed to support eligible caregivers and help sustain their efforts to provide care for grandchildren, or other younger relatives, children in family-like relationships such as grandparents or other family friends.
	29,185		Advocacy services that receive, investigate, and resolve complaints and concerns of residents in long term care facilities.
	153,964 130,453	384,418	Caseworkers provide community outreach, public education, referrals, assessments, short term problem solving, counseling and advocacy for Older Adults. Financial Management program assists Older Adults in applying for benefits such as Medicare and EPIC. This program also provides bill paying assistance and household budgeting.
	97,095		The HICAP program assists older adults, and Medicare eligible individuals, in need of information and assistance regarding health insurance.
	1,048,598	1,048,598	Assists cognitively impaired frail Older Adults to continue living independently in the community by providing case management, developing care plans, and providing in-home services. This program also provides ancillary services such as social adult day programs, home delivered meals, personal emergency response units, home modification and repair and assistive equipment. Home Health Agencies provide housekeeper chore services and personal care. Consumer Directed Services provides service options for family caregivers.

2023/24 ANTICIPATED CONTRACT SERVICES/Fund 2001 01/01/23-03/31/2024 Vendor and Program Services			
	ADMIN AMOUNT	VENDOR TOTAL	SERVICE TOTAL
<p>Elder Abuse Prevention Services Lifespan of Greater Rochester, Inc. Elder Abuse Intervention and Respite</p>		20,000	20,000
<p>Health and Wellness Programs for Seniors TBD Formerly Lifespan of Greater Rochester Matter of Balance Program Lifespan of Greater Rochester, Inc. Chronic Disease Self Management</p>		16,500	16,500
<p>Perth/Perth's Older Adult Depression and Screening</p>		59,942	59,942
<p>Aging Mastery Program</p>		33,839	33,839
<p>Geriatric Addiction Program</p>		35,000	35,000
<p>Oasis Rochester Recreation, Education and Wellness Program</p>		10,918	10,918
<p>PROGRAM DESCRIPTION</p> <p>Emergency Respite is designed for individuals & caregivers in need of services who are not eligible under Title XX and have no other resources to pay. Services include but are not limited to emergency transportation, day care, and in-home chore services.</p> <p>The Matter of Balance Program is an evidence based falls prevention program.</p> <p>The Chronic Disease Self Management Program (CDSMP) is an evidence based training program that teaches skills to manage chronic conditions, such as arthritis, hypertension, diabetes, cancer, and heart disease, and significantly improve the health and well-being of older adults in the community and prevent falls.</p> <p>The Older Adult Wellness Programs includes depression screening, and counseling services. These evidence based programs include the Program to Encourage Active, Rewarding Lives (PEARLS) and Providing Assessment and Treatment for Home-bound Seniors (PATHS).</p> <p>The Aging Mastery Program (AMP) is an evidence-based program developed by the National Council on Aging. AMP teaches an individual new tools and strategies for managing their health effectively, improving their quality of life, and making positive changes in their life.</p> <p>Geriatric Addictions Program (GAP) provides case assistance and uses motivational intervention harm reduction model to support older adults to take steps to decrease their misuse of drugs, alcohol, etc., and minimize harm their behavior is causing their health.</p> <p>Utilizing evidence based interventions, this program provides educational, informational, cultural, health, and fitness programming to maintain/improve health and wellness for Older Adults.</p>			

2013/14 ANTICIPATED CONTRACT SERVICES (Fund 900)			
01/01/13-03/31/2014 Vendor and Program Services	ADMIN AMOUNT	VENDOR TOTAL	SERVICE TOTAL
<p>Home Support & In Home Services Catholic Family Center of the Diocese of Rochester: Assisted Transportation (STAR)</p> <p>In-Home support(Star)</p> <p>UnMet Needs Program</p>		<p>142,048</p> <p>175,048</p> <p>300,336</p>	<p>67,332</p>
<p>Information, Case Assistance</p> <p>Coordinated Care Services, Inc.</p> <p>Contract Administration, Fiduciary Services and Employer of Record Services</p> <p>Daniel Jones Computer Training for Seniors</p> <p>Lifespan of Greater Rochester, Inc.: Eldersource Information & Assistance/Community Care Connections</p> <p>Lifespan of Greater Rochester, Inc.: NY Connects Choices for Long Term Care</p>		<p>175,073</p> <p>20,000</p> <p>376,189</p> <p>616,335</p>	<p>1,087,597</p>
<p>PROGRAM DESCRIPTION</p> <p>The STAR program provides assisted transportation to older adults. Assisted transportation involves the transportation, including escort services to a person who has difficulties (physical or cognitive) using vehicular transportation.</p> <p>In-home services involve providing non-medical services such as personal care, home repairs, etc. to assist individuals who have physical or cognitive difficulties.</p> <p>The UnMet needs provides ancillary items and services to older adults in order to maintain their independence.</p> <p>This contract provides Contract Administration and Fiduciary Services for MCOFA. This contract provides Employer of Record Services to assist MCOFA in performing required tasks including Program Monitoring, Outreach & Public Education.</p> <p>Provide older adults with computer, internet, and social networking skills to enhance their lives and keep them connected.</p> <p>Eldersource is a single source information, referral, case assistance & counseling program for services to Older Adults and their Informal Family Caregivers. Community Care Connections is a part of Eldersource and provides more intensive case assistance and linkage to healthcare providers for enhanced service provision and improved outcomes.</p> <p>NY Connects is the Aging and Disability Resource Center. This program provides information, assistance and referral about long term care services and support, options counseling, and assistance in applying for benefits. This program also convenes the Monroe County Long Term Care Council, responsible for analyzing gaps and barriers in the long term care system, and No Wrong Door work group to ensure consistency across systems of care.</p>			

2023/24 ANTICIPATED CONTRACT SERVICES/Fund 9900 9/01/23-8/31/24/9900 Vendor and Program Services			
	ADMIN AMOUNT	VENDOR TOTAL	SERVICE TOTAL
<p>Legal Services for the Elderly Legal Assistance of Western NY, Inc. Legal Services for the Elderly</p>		137,717	137,777
<p>Management Services Coordinated Care Services, Inc. Contract Administration, Fiduciary Services and Employer of Record Services</p>	17,508	17,508	17,508
<p>Nutrition Services: Home Delivered Meals LIN Medicine Home Care, Community Services, Inc. Meals on Wheels Program</p>		874,600	874,600
<p>Nutrition Services: Senior Center Catering TBD Formerly/Goodwill of the Finger Lakes, Inc. Catering Services for the Congregate Nutrition Program</p>		416,386	478,017
<p>TBD Formerly/Goodwill of the Finger Lakes, Inc. Registered Dietitian Services for the Nutrition Program</p>		61,635	

PROGRAM DESCRIPTION:
This program provides low income Older Adults legal assistance and advocacy. Assistance is provided for help with Social Security, SSI, Medicaid, housing problems, simple wills, utility issues, Health Care Proxy, and Powers of Attorney.

CCSI provides management & administration of contracts for various Monroe County Administrative and Employer Record Services.

Home Delivered Meals are provided to persons age 60 and over who are homebound, living alone, and are unable to prepare their own meals due to frailty or illness.

Nineteen senior meal nutrition sites serve senior attendees age 60 and over with a hot nutritionally balanced meal. Emergency, shelf-stable meals are also provided to seniors throughout the winter months.

Registered Dietitian (RD) will provide RD services for various aspects of the nutrition program. Duties performed include nutritional education, counseling, screening and presentations.

2023/24 ANTICIPATED CONTRACT SERVICES/Programs 01/01-03/31/2024 Vendor and Program Services	ADMIN MGMT	VENDOR TOTAL	SERVICE TOTAL	PROGRAM DESCRIPTION
Nursing Services: Senior Centers of Monroe County			1,276,447	Senior Centers in Monroe County provide social activities, wellness programs, special events and meals to persons age 60 and over, their spouse and disabled adult children in a congregate setting. Recreational programming, social activities, case management services and other quality of life initiatives assist seniors to reduce isolation. These centers help seniors to remain living independently within the community of their choice.
Baden Street Settlement of Rochester, Inc. IMHC Senior Center		51,854		
Charles Settlement House, Inc. Charles Settlement House Senior Center		97,208		
Town of Chili CNO Senior Center		50,784		
The Community Place of Greater Rochester, Inc. Community Place Senior Center		59,240		
Town of Gates Gates Community & Senior Center		37,293		
Town of Greece Greece Community & Senior Center		24,225		
Town of Henrieville Henrietta Senior Center		138,238		
Ibero-American Action League, Inc. Centro de Oro Senior Center		198,159		
Town of Irondequoit Irondequoit Senior Center		91,072		
Utespan of Greater Rochester, Inc. Utespan Senior Center Programs Walk Center		127,793		
Utespan of Greater Rochester, Inc. Utespan Senior Center Programs Lily Cafe		25,848		
Lifetime Assistance, Inc. The Lodge on the Canal		20,000		
Monroe Community Hospital MCH Cafeteria		10,693		
Prayer House Church of God by Faith Senior Center		35,848		
Southwest Neighborhood Association Southwest Senior Center		60,848		
Town of Ogden Ogden Senior Center		42,314		
Town of Parma Milton-Parma Senior Center		26,249		
Town of Pittsford Pittsford Senior Center		46,099		
Town of Webster Webster Senior Center		77,482		
Town of Wheatland Wheatland Senior Center		29,085		
TBD Potential New Sites		15,000		

2023M4 ANTICIPATED CONTRACT SERVICES Fund 001			
01/01/23-03/31/2024			
Vendor and Program Services	ADMIN AMOUNT	VENDOR TOTAL	SERVICE TOTAL
Transportation Services			691,097
TBD RFP In Process/Farmery/Medical Motors Service of Rochester and Monroe County, Inc. Senior Center Transport Medical Transportation Senior Center Transport		691,097	
Total OFA Contract Budget Proposed	17,618	8,726,314	8,726,314
OFFICE FOR THE AGING CONTRACTS			
			10,141
Anticipated Program Revenue		7,894,150	7,894,150
Net County Support Request	17,618	18,596	18,596
Total OFA Contract Budget Proposal	17,618	8,175,314	8,175,314
2023M4 ANTICIPATED CONTRACT SERVICES Fund 001			
Amount			
Contract Management/CCH: \$5000000	\$		17,508
Support Services: County Funding	\$6000000		216,863
Support Services: State/Federal Funding	\$5000000		4,973,590
Nutrition Services: County Funding	\$5000000		47,826
Nutrition Services: State/Federal Funding	\$5000000		2,314,161
Education & Wellness: State Funding	\$5000000		662,709
Education & Wellness: County Funding	\$5000000		
OFA Contract Total	Dept. 5500	\$	8,171,556
			4,000
			IMCH Income

PURCHASE OF SERVICES INFORMATION FORM

Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.

Total Served 2021: N/A

Proposed Operational \$ Amt. 2023: \$16,500

Proposed ARPA \$ Amt. 2023: \$43,500

SECTION I

PROGRAM: Falls Prevention Program

CONTRACTOR: Lifespan of Greater Rochester, Inc., Ann Marie Cook, President/CEO

PROGRAM DESCRIPTION: Evidence-based falls prevention wellness program for adults age 60 and older. The program teaches older adults how to avoid falls and improve or maintain their balance in order to prevent injuries and maintain their independence.

PRIMARY OBJECTIVE(S)/ DELIVERABLES: Certified Master Trainers will provide information and support via a "Falls Prevention Program" to older adults at local senior centers and other locales where older adults congregate in order to maintain their balance as they age. Trainings and instructional books are provided throughout the eight week course.

PRIMARY PERFORMANCE MEASURE/INDICATOR: Upon completion of classes, at least 98% of older adults taking class will feel more comfortable in increasing their physical activity.

	Current Year Projection	Next Year Projection
Program Year	1/1/23-12/31/23	1/1/24-012/31/24
Total # of Participants	600	600
Successful	588	588
% Successful	98%	98%

OUTCOME ASSESSMENT METHODOLOGY: Program will survey participants with pre-tests and post tests to determine the effectiveness of this evidence-based wellness program.

SECTION II

SOURCE MATERIAL: Annual Evaluation with previous contractor is on file with the Clerk of the Monroe County Legislature.

PURCHASE OF SERVICES INFORMATION FORM
Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: : Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.

Total Served 2021 - 2022: N/A

Proposed Operational \$Amt. 2023: \$872,600

Proposed ARPA \$Amt. 2023: \$626,316

SECTION I

PROGRAM: Home Delivered Meals

CONTRACTOR: UR Medicine Home Care, Community Services, Inc., Michelle Dahlkemper, President

PROGRAM DESCRIPTION: One or two meals per day are provided to persons aged 60 and over who are homebound due to illness or disability and who are unable to prepare their own meals. Meals are available five days per week with provisions for weekend meals if needed. The primary objective is to increase the level of independence in the daily living of a frail, elderly participant who receives "Meals on Wheels."

PRIMARY OBJECTIVE(S)/ DELIVERABLES: Individuals will increase their level of independence through receipt of home delivered meals.

PRIMARY PERFORMANCE MEASURE/INDICATOR: Individuals receiving services will report higher levels of independence as a result of receiving home delivered meals (under this funding source)

	Current Year Projection	Next Year Projection
Program Year	1/1/23- 12/31/23	1/1/24- 12/31/24
Total # of Participants	900	900
% Successful	95%	95%

OUTCOME ASSESSMENT METHODOLOGY: The New York State Office for the Aging collects and monitors data via MCOFA.

BOARD MEMBERS: Dallas Nelson, Kathleen Whelehan, James Dickson II, Kate Ackerman, Timothy Ashe, Mary Beer, Talethea Best, Adam Cardina, Ann Marie Cook, Mark Cronin, Michelle Dahlkemper, Dr. Jason Feinberg, Steve Goldstein, Barbara Gray, Ann Harrington Diana Kurty, David Lipari, Kristi Love, William McDonald, Dallas Nelson, Judy Novak, Mark Prunoske, Alan Resnick, Hazel Robertshaw, Kathleen Whelehan, Walt Winiarczyk

SECTION II

SOURCE MATERIAL: Annual Evaluation is on file with the Clerk of the Monroe County Legislature.

PURCHASE OF SERVICES INFORMATION FORM
Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: : Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.

Total Meals Served 2021 - 22: 71,817
Proposed \$ Amt. 2023 - 24: \$416,386

SECTION I

PROGRAM: Catering Services for the Congregate Nutrition Program & Grab n Go Program

CONTRACTOR: Goodwill of the Finger Lakes, Inc. – Jennifer Lake, President / CEO

PROGRAM DESCRIPTION: Preparation, delivery, and catering services for the Monroe County Office for the Aging Nutrition Programs, congregate meal program and Grab n Go meal program for area senior centers.

PRIMARY OBJECTIVE(s)/ DELIVERABLES: Seniors enjoy a nutritious, safe, appealing, appetizing and satisfying meal. Improve or maintain the nutritional health for persons age 60 and above.

PRIMARY PERFORMANCE MEASURE/INDICATOR: **Objective:** Seniors enjoy a nutritious, safe, appealing, appetizing and satisfying meal.

Indicator of Success:

1. Hot foods are delivered to meal sites at a minimum temperature of 140°F
2. Cold foods are delivered to meal sites at a maximum of 45°F.
3. Meals are delivered within the two hour holding time.

	Current Year Projection	Next Year Projection
Program Year	1/1/23-3/31/24	1/1/24-3/31/25
Hot food delivered at 140°F	90%	90%
Cold Food delivered at 45°F	90%	90%
Meals delivered within two hours holding time	90%	90%

* Due to COVID-19 pandemic, senior centers were closed till July, 2021

OUTCOME ASSESSMENT METHODOLOGY:

The performance indicators are tracked by service delivery ticket and time/temperature logs.

The contractor will use the New York State Office for Aging's designated Statewide Client Data System, and the County's ContractHQ to generate monthly and quarterly reports, annual self-evaluations, program assessments, performance measures, outcome objectives, number of people served including demographics, and units provided which measure the effectiveness and impact of the program.

**SECONDARY PERFORMANCE
MEASURE/INDICATOR:**

Satisfaction with Nutrition Program

Indicator of Success: 90% of the program participants will respond with "Overall, are you satisfied with the meals served?"

	Current Year Projection	Next Year Projection
Program Year	1/1/23-3/31/24	1/1/24-3/31/25
Total # of Participant Surveys Distributed	996	996
% Overall Satisfied with Meals Served	90%	90%

*Due to COVID-19 pandemic, senior centers were closed till July, 2021.

The senior centers participants are satisfied with Nutrition Program including meals served. The Customer Satisfaction Survey is administered yearly by senior centers. Result will be recorded by the Office for the Aging's staff.

BOARD MEMBERS:

John Henderson, Dr. Darrick Alaimo, Junior Dillon, David DiLoreto, M.D. Ph.D., Michael Frame, Amy Gould, Ian Harper, Brian Harrington, Susan Kitchen, Jennifer Lake, Judie Lynn Nassar McAvinney, Robert Poltrino, Gerard Rooney, Ph. D., Hezekiah Simmons, Vivek Thiagarajan

SECTION II

SOURCE MATERIAL:

Annual Evaluation with previous contractor is on file with the Clerk of the Monroe County Legislature.

PURCHASE OF SERVICES INFORMATION FORM

Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: : Amend Resolution 395 of 2022, Attachment A, Authorization to Contract for Office of Aging Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.

Total Served 2021 N/A
Proposed \$ Amt. 2023 -24: \$62,500

SECTION I

PROGRAM: Mobility Management program

CONTRACTOR: Lifespan of Greater Rochester, Inc. – Ann Marie Cook, President / CEO

PROGRAM DESCRIPTION: Transportation coordination is needed in order to better serve those lacking access and information on various transportation options. Mobility Management Program will be a one-stop shop in order to identify specific options to access which best fits the need of individual older adults residing in Monroe County.

PRIMARY OBJECTIVE(S)/
DELIVERABLES: Mobility management programs includes a wide range of activities that seek to optimize all transportation resources in a community including specialized transportation services for older adults, people with disabilities, and individuals with lower incomes. Mobility management looks beyond a single transportation service or solution to encompass a variety of services and options to meet individual needs in a coordinated and cost-effective manner.

PRIMARY PERFORMANCE
MEASURE/INDICATOR: Individuals receiving services will receive safe, door-to-door transportation services.

	Current Year Projection	Next Year Projection
Program Year	1/1/23-12/31/23	1/1/24-9/30/24
Total # of Participants	600	400
# Successful	540	360
% Successful	90%	90%

OUTCOME ASSESSMENT
METHODOLOGY: Clients are surveyed to determine effectiveness of the program and measure the level of increased knowledge after receiving information from a MiPPA counselor. Surveys are compiled and analyzed annually.

BOARD MEMBERS: Vicki Hines, LaRon Rowe, Chris Martusewicz, Jane Shukitis, Mark McDermott, Lucia Acosta-Castillejo, Michael Burke, Jim Condello, Will Carroll, Tere Dominas, Beverly Fair-Brooks, Jarrett Felton, John Fornof, Bob Hartman, Dr. Brian Heppard, Lori Jansen, Cindy Lovetro, John Lynch, Jr., Dr. Robert McCann, Pennie McNulty, Susan Powell Byrd, Lisa Powers, Yvette Tehan, Roberta Van Winkle, Liz Vega

SECTION II

SOURCE MATERIAL: Annual Evaluation with previous contractor is on file with the Clerk of the Monroe County Legislature

PURCHASE OF SERVICES INFORMATION FORM
 Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: : Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.

Total Participants Served 2021: 1,194
 Proposed \$ Amt. 2023: \$61,625

SECTION I

PROGRAM: Registered Dietician (RD) Services

CONTRACTOR: Goodwill of the Finger Lakes, Inc. – Jennifer Lake, President / CEO

PROGRAM DESCRIPTION: RD services for various aspects of the senior center nutrition program.

PRIMARY OBJECTIVE(s)/ DELIVERABLES: Registered Dietitian (RD) will provide RD services for various aspects of the nutrition program. Duties performed include menu planning, nutritional education, counseling, screening and presentations.

PRIMARY PERFORMANCE MEASURE/INDICATOR: **Objective:** To discuss health goals and challenges during the contract year in one-on-one nutrition counseling sessions. To promote better nutrition, physical fitness and health through information and instruction on nutrition and related consumer topics.

Indicator of Success:

1. Total Number of Hours Nutrition Counseling is provided meets MCOFA's goals
2. Total Number of Participants that attend Nutrition Education Presentation meets MCOFA goals

	Current Year Projection	Next Year Projection
Program Year	1/1/23-12/31/23	1/1/24-12/31/24
Total Hours of Nutrition Counseling Provided	150	150
Total Number of Participants at Nutrition Education Presentations	2,400	2,400

OUTCOME ASSESSMENT METHODOLOGY:

The Contractor will use the New York State Office for Aging's designated Statewide Client Data System, and the County's ContractHQ to generate monthly and quarterly reports, annual self-evaluations, program assessments, performance measures, outcome objectives, number of people served including demographics, and units provided which measure the effectiveness and impact of the program. The performance indicators are tracked by how many participants attended the presentations and how many hours were spent providing consultations.

SECONDARY PERFORMANCE MEASURE/INDICATOR:

Satisfaction with the Nutrition Counseling and Nutrition Education Program

Indicator of Success: 90% of the program participants will respond with "Overall, are you satisfied with the Nutrition Programs such as Nutrition Counseling, Nutrition Education and Senior Farmer Market Program"

**OUTCOME ASSESSMENT
METHODOLOGY:**

	Current Year Projection	Next Year Projection
Program Year	1/1/22-12/31/22	1/1/23-12/31/23
% Overall Satisfied with Counseling sessions	90%	90%
% Overall Satisfied with Nutrition Education sessions	90%	90%

*Due to COVID-19 pandemic, senior centers were closed until July, 2021.

The Customer Satisfaction Survey is administered yearly by the Contractor. Result will be recorded by the Office for the Aging's staff.

BOARD MEMBERS:

John Henderson, Dr. Darrick Alaimo, Junior Dillon, David DiLoreto, M.D. Ph.D., Michael Frame, Amy Gould, Ian Harper, Brian Harrington, Susan Kitchen, Jennifer Lake, Judie Lynn Nassar McAvinney, Robert Poltrino, Gerard Rooney, Ph. D., Hezekiah Simmons, Vivek Thiagarajan

SECTION II

SOURCE MATERIAL:

Annual Evaluation with previous contractor is on file with the Clerk of the Monroe County Legislature

PURCHASE OF SERVICES INFORMATION FORM

Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

**Re: : Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies:
Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering &
Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal
Program in 2023-24.**

Total Served 2021 281
Proposed \$ Amt. 2022: \$691,097

SECTION I

PROGRAM: Transportation Services for Older Adults
CONTRACTOR: Medical Motor Service of Rochester and Monroe County, Inc., Timothy Kohlmeier, Executive Director

PROGRAM DESCRIPTION: Transportation provided on a regular basis for senior center participants, social adult day services clients, and dialysis patients.

PRIMARY OBJECTIVE(S)/ DELIVERABLES: The primary objective is to improve independence and mobility of older persons, enabling them access to health, nutritional, social services and dialysis treatments.

PRIMARY PERFORMANCE MEASURE/INDICATOR : Individuals receiving services will receive safe, door-to-door transportation services.

	Previous Year Projection	Previous Year Actual	Current Year Projection	Next Year Projection
Program Year	1/1/22-12/31/22	1/1/22-12/31/22	1/1/23-12/31/23	1/1/24-12/31/24
Total # of Participants	431	281	433	400
# Successful	388	281	390	360
% Successful	90%	65%	90%	90%

OUTCOME ASSESSMENT METHODOLOGY: Performance is measured through monthly service reports, and quarterly measure totals which report the unduplicated number of persons served as well as the number of trips to each Senior Center and dialysis locations. A customer satisfaction survey is administered annually.

BOARD MEMBERS: Martin Murphy, Mark Benotti, Patricia M. Woods, Sean Rivers, Christopher Trageser, Mark Bergin, Katie Charboneau, Joanne Dermady, Deborah M. Field, Matthew Kelley, Britt Lui, James E. Morris, Josh Pryor, Jennifer Simon, Liza Stevenson, Thomas G. Tuke, David J. Whitaker.

SECTION II

SOURCE MATERIAL: Annual Evaluation is on file with the Clerk of the Monroe County Legislature.