

Chemung County Age-Friendly Community Action Plan



Photo provided by Friends of the Chemung River Watershed

Prepared by:
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Chemung County Department of Aging and Long Term Care Advisory Council 2014

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Overview

The World Health Organization Global Network of Age-Friendly Cities and Communities® began as an international effort in 2006 to help communities prepare for a growing aging population. AARP established an agreement with the World Health Organization to identify communities for membership and, in 2012, launched the AARP Network of Age-Friendly Communities. In December of 2012, Chemung County became the first upstate New York community to be admitted into the network.

Through our 2010 Community Empowerment planning initiative, Chemung County established a strong, coordinated network of aging services stakeholders. Because of this, AARP identified our county as positioned for success in becoming an Age-Friendly Community. With AARP's encouragement, Chemung County Executive Tom Santulli wrote a letter requesting admission and several months later we received our certificate of admission into the network. More recently, the City of Elmira and the Town of Elmira, as well as the Town of Big Flats, joined our effort and were admitted into the Network of Age-Friendly Communities.

Chemung County's over-65 population has increased from 6,700 (9% of the total population) in 1940 to 14,000 (16% of the total population) in 2010, and is projected to increase to 17,250 (21% of the total population) in 2030. The good news is that we are living longer, but the bad news is that we are more likely to become disabled and/or chronically ill as we age. The upcoming aging population is also expected to have fewer potential family caregivers, as we are more likely to be divorced or never married, we are more likely to have fewer or no children, and our children tend to live farther away than the children of previous generations.

Our purpose in becoming more age-friendly is multifaceted. Developing our age-friendliness provides an opportunity to enhance the well-being of all residents, increases the ability of older adults to contribute to the community while reducing costly healthcare needs, and provides a marketing tool to attract and retain business and people of all ages. Many people do not realize the extent to which older adults benefit their communities economically. According to the U.S. Consumer Expenditure Survey, the 50-plus age group owns 65% of the aggregate net worth of all U.S. households. The 2010 census revealed that 78% of Chemung County householders over age 60 own their homes and, of those, 70% have no mortgage. Older adults provide a responsible, experienced, skilled and dependable workforce and provide an invaluable source of community volunteers.

Age-friendly communities are not just for older adults – we are all aging, and the features of an age-friendly community benefit all ages and abilities. Being an age-friendly community provides access to the best practices of other Age-Friendly Communities, as well as an opportunity to share our successes, while providing a marketable designation and source of community pride.

A group of interested local stakeholders began meeting in 2013 to develop, distribute and compile the results of a community survey. The primary finding from this survey is that our community has a wealth of services, opportunities and resources, but we need to do a better job of helping residents to be aware of and access the services that best meet their needs, and we need to increase our capacity to serve the needs of a growing aging population.

An Age-Friendly Community Planning Committee representing public, private, not-for-profit, education and faith-based sectors met monthly throughout 2014 to develop this Age-Friendly Community Action Plan. Our planning process utilized the community survey findings; a review of other relevant surveys, plans and initiatives; and a review of updated and revised plans from the 2010 Community Empowerment Action Plan. Age-friendly community action plans were developed based on the eight topic areas identified by the World Health Organization as helping to influence the health and quality of life of older people. The complete plan and/or specific portions of the plan were reviewed, with feedback provided and incorporated, by many community groups and stakeholders, including the Chemung County Planning Commissioner, Housing Coalition, Coordinated Transportation Committee, Long Term Care Council and Human Services Committee; and the Appleseeds Support Group for Older Women. The Chemung County Department of Aging and Long Term Care Advisory Council serves as the required Citizens Advisory Committee that has been an integral part of the planning process and had the responsibility of finalizing this plan.

The Chemung County Age-Friendly Community initiative is a process that will evolve to reflect the changing needs of the community, and we welcome your ideas. Please contact the Chemung County Department of Aging and Long Term Care at 607-737-5520 or ofa@co.chemung.ny.us for more information about how you can participate.

Outdoor Spaces and Buildings

Definition: Accessibility to and availability of clean, safe community centers, parks, and other recreational facilities

Background: Our community has many safe, accessible and pleasant recreational opportunities, community centers, fitness facilities, activities and parks. The City of Elmira includes three National Register Historic Districts and 23 parks. Near Westside Neighborhood is recognized nationally for having the largest concentration of Victorian homes in New York State. Many initiatives exist to support and develop these community features, including Creating Healthy Places to Live Work and Play, Health Priorities Partnership, Lackawanna Rail Trail Committee, Friends of the Chemung River Watershed, Eldridge Park Carousel Preservation Society, Historic Elmira, Near Westside Neighborhood Association, and a Senior Centers Consortium.

The Creating Healthy Places to Live, Work and Play five-year grant from the NYS Department of Health ends 3/31/15, creating a need to develop sustainability of program efforts to improve community health through policy, systems and environmental changes. Local industry has declined over the years, and a recent decline of gas industry and local business activity has further increased unemployment and reduced sales tax revenue, resulting in an increasing number of abandoned buildings, and contributing towards a growing challenge for local government resources.

Outdoor Spaces and Buildings Action Plan #1: Continue to build partnerships and develop sustainability of current efforts to create, rehabilitate, improve, maintain and better utilize **parks, recreation facilities, community gardens** and other **open spaces** to offer safe and accessible opportunities for physical activity for persons of all ages and abilities.

Who: AARP Chapter 276, Creating Healthy Places partners and other groups identified to support sustainability, Eldridge Park Carousel Preservation Society, First Arena, Elmira Pioneers, Health Priorities Partnership, Lackawanna Rail Trail Committee, municipal governments

Facilitator: Creating Healthy Places

When: By 2017

Performance Indicators:

- Number of parks and/or recreation facilities rehabilitated, improved or created
- Number of community gardens rehabilitated, improved or created
- Maintenance of existing parks, recreation facilities and community gardens

Outdoor Spaces and Buildings Action Plan #2: Further develop existing efforts to preserve historic **buildings and neighborhoods**, rehabilitate or replace idle buildings to meet current needs, and preserve open spaces.

Who: AARP Chapter 276, Chemung ARC, Chemung County and other local Historical Societies, City of Elmira Community Development, Elmira Downtown Development, Historic Elmira, Maple Avenue Historic District, Near Westside Neighborhood Association, municipal planning and zoning boards

Facilitator: Chemung County Planning Department

When: By 2017

Performance Indicators:

- Number of buildings and units preserved, rehabilitated or replaced to meet current needs

Outdoor Spaces and Buildings Action Plan #3: Improve **accessibility** of public buildings and spaces for all ages and abilities.

Who: AARP Chapter 276, AIM Independent Living Center, Association for Vision Rehabilitation and Employment (AVRE), Chemung ARC, Creating Healthy Places partners, municipal governments and code enforcement

Facilitator: AIM

When: by 2017

Performance Indicators:

- Development of further specificity about the type of accessibility improvements on which we will focus
- Number of accessibility improvements made that fulfill the specificity criteria developed above

Outdoor Spaces and Buildings Action Plan #4: Build capacity, programming and utilization of **community and senior centers**, including the use of schools and other public buildings for community activities.

Who: AARP Chapter 276, Health Priorities Partnership, Meals on Wheels and More, Senior Center Consortium, YWCA

Facilitator: Chemung County Department of Aging and Long Term Care

When: by 2017

Performance Indicators:

- Number of community/senior centers created and maintained
- Number and variety of programs and activities offered
- Number of members and participants

Outdoor Spaces and Buildings Action Plan #5: Develop strategies to supplement and work with municipal law enforcement to maintain and improve **safety** of parks and neighborhoods.

Who: AARP Chapter 276, Alzheimer's Association, Chemung ARC, Department of Aging and Long Term Care, municipal law enforcement

Facilitator: Age-Friendly Community Coalition

When: by 2017

Performance Indicators:

- Number of initiatives developed and maintained
- Maintained or reduced crime rate

Outdoor Spaces and Buildings Action Plan #6: Build **public awareness** of available resources and benefits of utilization through a wide variety of public and media venues and events.

Who: 2-1-1 Helpline, AARP Chapter 276, Creating Healthy Places partners, community/senior centers, municipalities, Senior Notebook TV program and other media partners

Facilitator: Age-Friendly Community Coalition

When: by 2017

Performance Indicators:

- Number of public and media initiatives

TRANSPORTATION

Definition: Access to public and private transportation options, safe streets and roads, bike routes, sidewalks and walking paths

Background: Many transportation-related services and planning groups exist in Chemung County, but none have age-friendliness as their primary or overarching concern. Existing efforts include the AARP Chapter 276 Smart Driver Classes; Bicycle Advisory Committee Pedestrian Advisory Committee (BACPAC); C TRAN; C TRAN Riders Advisory Council; Coordinated Transportation Committee; Creating Healthy Places to Live, Work and Play partnership; Department of Aging and Long Term Care; Elmira-Chemung Transportation Council; Friends of the Chemung River Watershed; Health Priorities Partnership; Lackawanna Rail Trail Committee; and Southern Tier Bicycle League.

Transportation Action Plan #1: Advocate for implementation of **Complete Streets** ordinances and projects to enable safe access for all users including pedestrians, bicyclists, motorists and transit riders of all ages and abilities.

Who: AARP Chapter 276, Bicycle Advisory Committee Pedestrian Advisory Committee (BACPAC), C TRAN, Creating Healthy Places partners, Elmira-Chemung Transportation Council, Health Priorities Partnership, Southern Tier Bicycle League, municipalities

Facilitator: Elmira-Chemung Transportation Council

When: By 2017

Performance Indicators:

- Number of advocacy initiatives implemented
- Number of Complete Streets ordinances and projects implemented

Transportation Action Plan #2: Promote and develop programs to **help older adults drive** as safely as possible for as long as possible, as well as programs to help older adults and their caregivers determine when it is no longer safe to drive.

Who: AARP Chapter 276 and online Smart Driver Courses, Chemung Volunteer Action Corps CarFit (educational program that helps older drivers improve safety by ensuring their cars are properly adjusted for them), Community Dispute Resolution Center, Department of Aging and Long Term Care, Sheriff Department's Yellow Dot Program (provides first responders with vital information about drivers unable to communicate after a crash)

Facilitator: Chemung Volunteer Action Corps

When: by 2017

Performance Indicators:

- Number of programs established and maintained
- Number served

Transportation Action Plan #3: Increase capacity of safe, accessible and cost-effective **transportation options for those who do not drive** including pedestrian and

bicycle routes; secure bicycle racks; private cab services; and volunteer-based, ride share, public, Medicaid, and Department of Aging and Long Term Care transportation programs.

Who: AARP Chapter 276, Able2, Bicycle Advisory Committee Pedestrian Advisory Committee (BACPAC), C TRAN, C TRAN Riders Advisory Council, Chemung ARC, Chemung Volunteer Action Corps, Coordinated Transportation Committee, Department of Aging and Long Term Care, Disabled American Veterans, Elmira-Chemung Transportation Council, NYS Department of Health and Local Department of Social Services Medicaid programs, Pathways, private cab services, Southern Tier Bicycle League, municipalities

Facilitator: Elmira-Chemung Transportation Council

When: by 2017

Performance Indicators:

- Number of pedestrian and bicycle routes and trails established and maintained
- Number of secure bike racks established and maintained
- Number and availability of private cab services
- Number and type of transportation programs established and maintained
- Number and utilization of accessible transportation services
- Number of transit routes and destinations and geographic areas served
- Days, times and frequency that various services are available
- Number served by each program
- Number of trips provided by volunteer drivers
- Number of individuals served by public transportation travel trainers

Transportation Action Plan #4: Increase **transportation options that promote health and wellness**, including pedestrian and bicycle routes and trails, bike-share programs and safe sidewalks.

Who: AARP Chapter 276, Bicycle Advisory Committee Pedestrian Advisory Committee (BACPAC), C TRAN, Creating Healthy Places partners, Elmira-Chemung Transportation Council, Friends of the Chemung River Watershed, Health Priorities Partnership, Lackawanna Rail Trail Committee, Southern Tier Bicycle League, municipalities

Facilitator: Elmira-Chemung Transportation Council

When: by 2017

Performance Indicators:

- Number of pedestrian and bicycle routes established and maintained
- Number of bike share programs initiated and maintained
- Number of buses with bike racks
- Number of trails and parks on C TRAN routes
- Number of sidewalk- and lighting-improvement initiatives
- Number of municipalities initiating sidewalk and lighting improvements

Transportation Action Plan #5: Build **public awareness** of available transportation resources and **help people access the resources that best meet their needs.**

Who: 2-1-1 Helpline, AARP Chapter 276, Bicycle Advisory Committee Pedestrian Advisory Committee (BACPAC), C TRAN, Chemung Volunteer Action Corps,

Coordinated Transportation Committee, Creating Healthy Places partners, Department of Aging and Long Term Care, Elmira-Chemung Transportation Council, Friends of the Chemung River Watershed, Health Priorities Partnership, Southern Tier Bicycle League, municipalities , Senior Notebook TV program and other media partners

Facilitator: Chemung Volunteer Action Corps

When: by 2017

Performance Indicators:

- Number of initiatives established and maintained
- Number served

HOUSING

Definition: Access to a wide range of safe and affordable housing and home modification options that support aging in community; housing that is accessible to transportation and community and health services

Background: Many affordable housing options exist for average-income households; however, housing values in some neighborhoods are low enough to deter construction of new, higher-quality units. A variety of strategies -- including development, rehabilitation, modification, weatherization and neighborhood-beautification projects -- are necessary to transform neighborhoods and meet a variety of needs.

Housing Action Plan #1: Support and advocate for the ability to age in the community through a **variety of housing options**, including independent and assisted living communities; affordable homes for purchase and rent; and multi-generational, mixed-use neighborhoods where people can walk, bike, live, shop, work, learn, worship and play.

Who: Planning and zoning departments and boards, developers, senior housing and senior living communities, municipalities

Facilitator: Age-Friendly Community Coalition

When: by 2017

Performance Indicators:

- Number, availability and affordability of independent and assisted living communities
- Median home and rental prices
- Property tax rates
- Explore with County Planning Department possible performance indicators for housing located near community amenities
- Information regarding housing needs and trends provided by realtors associated with Elmira-Corning Regional Board of Realtors

Housing Action Plan #2: Support and advocate for the ability to age in the community through more **flexible housing policies, universal design** and other similar initiatives, and assistance with **home modifications**.

Who: AARP Chapter 276, AIM Independent Living, Bishop Sheen Housing, Certified Aging in Place businesses, Chemung ARC, Chemung County Department of Aging and Long Term Care, Chemung Volunteer Action Corps, City of Elmira Community Development, Community Progress, building contractors, County Planning Department, GST BOCES, Home of Your Own OPWDD program, local governing boards, Near Westside Neighborhood Association, providers of home modification and accessibility products; USDA Rural Development

Facilitator: Chemung County Planning Department

When: by 2017

Performance Indicators:

- Housing policies that support aging in the community through flexible housing arrangements such as accessory dwelling units

- Education and ordinance efforts related to universal design and similar initiatives
- Number of programs and resources to assist with home modification, number served, and dollars available and spent

Housing Action Plan #3: Rehabilitate homes and neighborhoods in need.

Who: Bishop Sheen Housing, Catholic Charities, City of Elmira Community Development, Chemung ARC, Chemung Volunteer Action Corps, Community Progress, Cornell Cooperative Extension of Chemung County, Creating Healthy Places partners, EOP Weatherization Assistance Program, faith communities, Elmira Downtown Development, Habitat for Humanity of Chemung County, Historic Elmira, local beautification groups, municipalities, Near Westside Neighborhood Association, NYSERDA, USDA Rural Development, Youth Work Camps

Facilitator: Age-Friendly Community Coalition

When: by 2017

Performance Indicators:

- Number of initiatives to rehabilitate and beautify homes and neighborhoods
- Number of programs to assist with home repairs, weatherization, and rehabilitation; number served; and dollars available and spent

Housing Action Plan #4: Improve condition and maintenance of housing through code enforcement efforts and initiatives that support responsibility among landlords, tenants and homeowners.

Who: Arbor Housing and Development, Catholic Charities, Chemung County Department of Social Services, Chemung County Housing Coalition, Chemung County Neighborhood Legal Services, Chemung Volunteer Action Corps, Community Dispute Resolution Center, Cornell Cooperative Extension of Chemung County, municipalities

Facilitator: Age-Friendly Community Coalition

When: by 2017

Performance Indicators:

- Explore possibilities for tracking code enforcement efforts
- Number of initiatives and number served

Housing Action Plan #5: Develop, promote and distribute a list of home-repair and modification resources.

Who: Department of Aging and Long Term Care

When: by 2015

Performance Indicators:

- Development and distribution of list
- Promotional activities

SOCIAL PARTICIPATION

Definition: Access to leisure, cultural and social activities

Background: Many resources exist to address social participation, but public awareness of these resources is lacking. Additional effort is needed to develop programming that is conducive and welcoming to new participants who arrive alone, and to ensure adequate transportation options are available to those in need.

The Older Americans Act congregate meal program was developed to address both nutritional and socialization needs for older adults. Attendance at the Chemung County Department of Aging and Long Term Care Eat Well Live Well congregate meal program has gradually declined, consistent with similar programs throughout the nation. Social isolation, however, continues to be a growing problem among older adults, particularly when loved ones and friends develop dementia, enter nursing homes or die, and when disability limits mobility. Further effort is needed to develop this program's potential to promote social participation.

Social Participation Action Plan #1: Create, promote and distribute a comprehensive **directory** of age-friendly leisure, cultural and social programs and event calendars.

Who: Chemung County Department of Aging and Long Term Care, in collaboration with 2-1-1 Helpline, AARP Chapter 276, ARTS Council of the Southern Finger Lakes, CareFirst (Pet Peace of Mind Program), Chemung County Chamber of Commerce, Chemung County Humane Society (Seniors for Seniors adoption program), community and senior centers and clubs, Cornell Cooperative Extension of Chemung County, Corning Community College, Creating Healthy Places partners, Elmira College, Economic Opportunity Program (EOP), libraries, media partners, museums, performing and fine arts centers, school districts, sports centers, and YWCA

Facilitator: Chemung County Department of Aging and Long Term Care

When:

- 2015: Create and begin promoting and distributing the directory
- 2016: Assess and develop a plan to address any need for additional programming
- By 2017:
 - Maintain, promote and distribute the directory
 - Implement plan to address any need for additional programming

Performance Indicators:

- Directory developed and maintained
- Promotional and distribution activities
- Number of programs included
- Diversity of program offerings, affordability, venues and geographic locations
- Transportation options available to these programs
- Inclusion of programs targeting the homebound and socially isolated
- Inclusion of programs that are conducive and welcoming to individuals who arrive alone

Social Participation Action Plan #2: Develop and implement a promotional campaign and program ideas to increase public awareness and participation in the Chemung County **Eat Well Live Well congregate meal program.**

Who: Chemung County Department of Aging and Long Term Care and Chemung County Eat Well Live Well partners

Facilitator: Chemung County Department of Aging and Long Term Care

When:

- 2015:
 - Develop and begin implementing a promotional campaign
 - Identify concerns with current programming and develop and begin implementing program ideas to address targeted concerns
- 2016 - 2017: Implement promotional campaign and program ideas

Performance Indicators:

- Development and implementation of promotional campaign
- Development and implementation of program ideas to target identified concerns
- Participation level

Social Participation Action Plan #3: Partner with **faith communities** to address the needs of aging members and their caregivers through:

- Educational presentations at faith community events
- Identification and referral of members in need by faith communities
- Collaborations to address member and community needs

Who: Chemung County Council of Churches and similar collaborations, Chemung County Department of Aging and Long Term Care, Chemung Volunteer Action Corps (CVAC) and faith communities

Facilitator: Chemung County Department of Aging and Long Term Care

When: By 2017

Performance Indicators:

- Number and variety of partnership activities
- Number of faith communities engaged in partnership activities

RESPECT AND SOCIAL INCLUSION

Definition: Services that support and respect aging, ethnic and socioeconomic diversity, multigenerational interaction, and caregiver needs

Background: The local Senior Notebook TV program provides an opportunity for positive media images of older people. Multigenerational opportunities are provided through numerous community events and programs, but opportunities to utilize older adults as mentors to help address poverty and other challenges would benefit from better promotion. Providing adequate services and support for caregivers is an ongoing concern and challenge. The minority population, including individuals with limited English proficiency, and other potentially vulnerable populations are expected to increase.

Respect and Social Inclusion Action Plan #1: Promote programs that provide opportunities for older adults to **mentor and tutor**.

Who: AARP Chapter 276, CASA (Court Appointed Special Advocates), Chemung County Department of Aging and Long Term Care, Chemung Volunteer Action Corps, Compeer of Family Services of Chemung County Circle of Friends and PAL Program, EOP Literacy Volunteers, Family Reading Partnership of Chemung Valley, Family Service Society and Big Brothers Big Sisters of the Central Southern Tier, Girls on the Run Southern Tier, Head Start, Junior Achievement, scouting groups, Summer Cohesion

Facilitator: Chemung Volunteer Action Corps

When: By 2017

Performance Indicators:

- Number of promotional activities conducted
- Numbers served

Respect and Social Inclusion Action Plan #2: Expand capacity of Chemung County Department of Aging and Long Term Care NY Connects and caregiver programs to provide **information and assistance to help caregivers** access the services they need.

Who: Chemung County Department of Aging and Long Term Care with upcoming funding sources expected for this purpose

When: 2015

Performance Indicators:

- Number of staff dedicated to these services
- Number served
- Variety of services offered

Respect and Social Inclusion Action Plan #3: Provide a variety of **caregiver respite** services including adult day programs, home care providers and facility-based providers, with a variety of payment mechanisms available, to meet a variety of needs.

- **Who:** Able2, Alzheimer's Association, CareFirst, Chemung ARC, Chemung County Department of Aging and Long Term Care, Department of Social

Services, Medicaid managed care plans, local long-term care service providers, Center for Disability Rights (Community Supplemental Needs “Pooled” Trusts) and NYSARC Trust Services

Facilitator: Chemung County Department of Aging and Long Term Care

When: By 2017

Performance Indicators:

- Number and variety of programs, services and payment mechanisms available

Respect and Social Inclusion Action Plan #4: Identify and target **outreach efforts toward underserved and vulnerable populations.**

Who: Chemung County Department of Aging and Long Term Care and community partners

Facilitator: Chemung County Department of Aging and Long Term Care

When: By 2017

Performance Indicators:

- Identification of underserved and vulnerable populations
- Outreach efforts
- Numbers served of each identified population

CIVIC PARTICIPATION AND EMPLOYMENT

Definition: Opportunities for employment, education, volunteering and community engagement, regardless of age or disability

Background: Many local policy makers and community leaders are older adults. A wide variety of volunteer opportunities are available, as well as the 2-1-1 HELPLINE and Chemung Volunteer Action Corps volunteer clearinghouses and resource centers. Greater public awareness of opportunities and benefits of volunteering could help connect potential volunteers with opportunities that address community needs. Employment and educational opportunities, and the value of being mentally, physically and socially engaged, also remain underpublicized. Older adults are one of the few resources that are increasing in our community.

Civic Participation and Employment Action Plan #1: Better utilize Senior Notebook TV show and other opportunities to **promote opportunities and benefits of being mentally, physically and socially engaged** for older adults, employers, and our community.

Who: AARP Chapter 276, Chemung County Department of Aging and Long Term Care and many partners including Senior Notebook TV show and other media

Facilitator: Age-Friendly Community Coalition

When: By 2017

Performance Indicators:

- Number of promotional initiatives and activities
- Number of individuals and organizations utilizing 2-1-1 HELPLINE and Chemung Volunteer Action Corps volunteer resources

Civic Participation and Employment Action Plan #2: Develop a **list of employment, education and volunteer opportunities, clearinghouses and resource centers** that can be easily distributed by Department of Aging and Long Term Care staff and partners to clients and the public at health fairs, presentations and other outreach events.

Who: Chemung County Department of Aging and Long Term Care with assistance from many partners including 2-1-1 HELPLINE, Chemung Volunteer Action Corps and NYS Department of Labor.

Facilitator: Chemung County Department of Aging and Long Term Care

When: Develop and begin distributing in 2015, with ongoing updating and distribution

Performance Indicators:

- Development of list
- Distribution of list
- Number and variety of opportunities included

Civic Participation and Employment Action Plan #3: Provide **training opportunities that assist volunteer managers** to more effectively recruit, select, engage and retain volunteers and **training opportunities for volunteers to develop leadership skills.**

Who: 2-1-1 HELPLINE and Chemung Volunteer Action Corps

Facilitator: Chemung Volunteer Action Corps

When: By 2017

Performance Indicators:

- Training opportunities provided
- Number of organizations and volunteer managers who participate in training
- Number of volunteers who participate in leadership training

Civic Participation and Employment Action Plan #4: Work with the County Board of Elections to assess and address need for voter registration drives, absentee ballot assistance and other initiatives to **facilitate voting.**

Who: Chemung County Department of Aging and Long Term Care, Chemung County Board of Elections, Chemung Volunteer Action Corps, Meals on Wheels, League of Women Voters of Chemung County

Facilitator: Chemung County Board of Elections

When: Complete major efforts by 2016 and continue beyond as needed

Performance Indicators:

- Assessment of need
- Initiatives developed and implemented

COMMUNICATION AND INFORMATION

Definition: Access to libraries, newspapers, computers and the internet, Department of Aging and Long Term Care, and other information sources to keep older residents connected to their community and friends and family, both near and far

Background: A wide variety of communication resources exist, including two local newspapers; a variety of local print and electronic newsletters; several television and radio stations that include shows about the local community; a weekly television show produced by and for older adults; and many community-related websites and Facebook pages. Several libraries have a variety of communication and information resources including computers and computer training, and several senior centers have or are planning to develop access to computers and training. Fee-based computer classes are also available. 2-1-1 Helpline has an extensive database of organizations serving our county that is accessible by phone and through a website. Other web-based information clearinghouses serving our county include the NY Connects database of long-term care services and supports, the Network of Care database of mental and behavioral health services, the ARONJA database of community resources, and the Chamber of Commerce community events calendar.

In spite of many free and low-cost communication resources, a lack of public awareness about community resources has been identified through a variety of community assessments. Frustration at not having the right information at the right time is paired with concerns about “information overload”, indicating that providing more information, more frequently, using more sources, and reaching more people is not necessarily an effective solution.

Communication and Information Action Plan #1: Develop and promote a low cost **promotional campaign** with a simple message to further establish the **Department of Aging and Long Term Care**, including the **NY Connects** program, as a clearinghouse of information and assistance regarding programs, opportunities and resources for older adults and people of all ages in need of long-term care

Who: Chemung County Department of Aging and Long Term Care

When: Develop plan in 2015 with ongoing implementation

Performance Indicators:

- Development of plan
- Implementation of plan
- Evaluation and revision of plan as needed

Communication and Information Action Plan #2: Develop and promote a low cost **promotional campaign** with a simple message to promote community support and involvement in the Chemung County **Age-Friendly Community initiative**.

Who: Chemung County Age-Friendly Community Coalition, with assistance from an ad hoc Communications Committee

When: Develop plan in 2015 with ongoing implementation

Performance Indicators:

- Development of plan
- Implementation of plan
- Evaluation and revision of plan as needed

Communication and Information Action Plan #3: Form a Chemung County Age-Friendly Community Coalition to oversee Age-Friendly Community Plan implementation and the Age-Friendly Community promotional campaign.

Who: Age-Friendly Community Planning Committee, AARP Chapter 276 and Department of Aging and Long Term Care

When: Identify members, develop meeting/activity schedule and begin meeting in the first quarter of 2015; meet according to schedule

Performance Indicators:

- Development of coalition and meeting/activity schedule
- Implementation of meeting/activity schedule

COMMUNITY SUPPORT AND HEALTH SERVICES

Definition: Access to healthcare, homecare, health and wellness programs that promote active aging, and disaster preparedness

Background: Several major efforts are beginning in our community and/or region, including the Delivery System Reform Incentive Program, the Balancing Incentive Program, the Finger Lakes Health Systems Agency Senior Health and Long Term Care Workgroup, and the Chemung County Health Priorities Partnership and Community Health Improvement Plan. An ongoing cycle of needs assessment, planning, implementation and evaluation will be necessary to ensure needs are successfully identified and addressed, and valuable initiatives are developed and enhanced while others are effectively replaced or modified.

Community Support and Health Services Action Plan #1: Strengthen and integrate **healthcare delivery systems** and optimize care transitions among all care settings, including primary care; behavioral health; hospitals; home, community and facility-based services; and prevention and early intervention services.

Who: Finger Lakes Performing Provider System including Finger Lakes Health Systems Agency and Southeastern Naturally Occurring Care Network

When: 2015 – 2020

Facilitator: ArnotHealth

Performance Indicators:

- To be determined by NYS Department of Health's Delivery System Reform Incentive Program Tool Kit metrics for each project when finalized

Community Support and Health Services Action Plan #2: Increase the capacity of **NY Connects** to provide information and assistance regarding long-term services and supports, including homecare services.

Who: Chemung County Department of Aging and Long Term Care and Long Term Care Council

When: Upon receipt of BIP and enhanced NY Connects funding information

Performance Indicators:

- Staff and infrastructure procured
- Number of individuals and caregivers served
- Needs and service gaps identified and addressed

Community Support and Health Services Action Plan #3: Offer an array of chronic disease self-management, falls-prevention, nutrition, and other **health and wellness programs** that promote active aging.

Who: Chemung County Department of Aging and Long Term Care and many partners, including AIM Independent Living Center, Arnot Health, Chemung Volunteer Action Corps, County Health Department, Meals on Wheels, senior and community centers, Steuben Rural Health Network

Facilitator: Chemung County Department of Aging and Long Term Care

When: By 2017

Performance Indicators:

- Number and variety of programs and locations
- Number served
- Number served with improved health outcomes (when available)

Community Support and Health Services Action Plan #4: Develop and distribute a **list of health and wellness programs** that promote active aging that can be easily distributed by Department of Aging and Long Term Care staff and partners to clients and the public at health fairs, presentations and other outreach events.

Who: Chemung County Department of Aging and Long Term Care with assistance from many partners including 2-1-1 HELPLINE and Health on Demand

When: Develop and begin distributing in 2015, with ongoing updating and distribution

Performance Indicators:

- Development of list
- Distribution of list
- Number and variety of opportunities included

Community Support and Health Services Action Plan #5: Engage in ongoing efforts and activities to develop, maintain and implement **emergency-preparedness** plans that take into account the needs and capacities of older people.

Who: Chemung County Department of Aging and Long Term Care with Office of Fire and Emergency Management and other community partners

When: Ongoing

Performance Indicators:

- Development and updating of plans
- Development and implementation of initiatives to prepare community members

NEXT STEPS

Being part of the Age-Friendly Community Network involves a rigorous five-year membership assessment cycle consisting of planning, implementing, evaluating, and continuously improving. Our next steps include:

- Forming an Age-Friendly Community Coalition to oversee the ongoing plan implementation, evaluation and revision process
- Developing a campaign to promote community support and involvement in the Age-Friendly Community initiative
- Encouraging additional towns and villages within Chemung County to join our effort
- Implementing this plan over a three-year period (2015 – 2017)
- Developing further specificity of the performance indicators identified in this plan where possible, and using our performance indicators to complete a progress report by the end of our three-year implementation period. As required of all Age-Friendly Communities, this progress report will be submitted to AARP and made available to the public.

This document provides an overview of our hopes and plans for our community and associated partners. The Chemung County Age-Friendly Community initiative is a process that will evolve to reflect the changing needs of the community, and our success depends on community involvement and support. Please contact the Chemung County Department of Aging and Long Term Care at 607-737-5520 or ofa@co.chemung.ny.us for more information about how you can help and how we can help you.