

Senior Services & Community Transit

MISSION STATEMENT

Senior Services, in partnership with the Maryland Department of Aging, promotes an enhanced quality of life for a diverse population of older adults in Cecil County. **Community Transit**, in partnership with the Maryland Transit Administration promotes accessible transit opportunities for Cecil County residents of all ages.

To ensure that older citizens are treated with dignity and respect, and that transit customers receive safe, professional and affordable transportation, Senior Services & Community Transit, through leadership, advocacy and community partnerships:

1. Offers a broad range of coordinated services delivered in our senior centers, community facilities and homes;
2. Promotes positive, active aging by providing information, education, volunteer and fitness opportunities; and access to benefits and services;
3. Enables seniors at risk of institutionalization to continue to live safely and independently in the community for as long as possible;
4. Defends the rights of vulnerable adults;
5. Provides public transportation to a diverse group of citizens in this rural community, regardless of age, and
6. Develops partnerships to increase resources for older adults and transit customers.

STATUTORY BASIS FOR THE DEPARTMENT

Cecil County Senior Services and Community Transit is designated as the Area Agency on Aging for Cecil County by the Maryland Department of Aging. As an Area Agency on Aging it is mandated to develop a comprehensive system of services for older adults in the County, providing them with opportunities to maintain their independence by remaining in their homes and communities. SSCT receives federal and State grant funds through the Maryland Department of Aging to carry out this mandate. The Department operates or contracts for nutrition, socialization, health promotion, information and assistance, case management, in-home and advocacy services.

SSCT is also defined as a Locally Operated Transit System by the Maryland Transit Administration. Locally Operating Transit Systems (LOTS) receive federal and State grant funds to provide public transit to the general public as well as special transportation programs for the elderly and persons with disabilities. Typically, LOTS are based in rural and suburban counties falling outside the metropolitan areas served by mass transit.

SSCT Accomplishments FY 10

Senior Services & Community Transit is dedicated to helping older adults remain safely in their community by providing a wide variety of services. Our focus is on serving senior adults and providing a safe transit system for all county residents while discovering ways to save county tax dollars in the process. ***How did we do that?***

Community Services Team

FY 10:

7th Annual 55+ Healthy Lifestyle Expo – partnership with Cecil College:

- 218 people attended 17 workshops
- 12 agencies participated in the 2nd Annual Volunteer Fair
- 38 vendors
- 8 health screening opportunities provided

Congregate Meal Program

- 8,661 meals served to 495 seniors
- 1159 seniors registered for services at Elkton Center

SSCT Retired Senior Volunteer Program (RSVP):

- Coalition of volunteer coordinators in Cecil Co. initiated
- Community Volunteer Guide representing volunteer opportunities in Cecil Co
- 141 volunteers donated a combined total of 9028 hours.
- One volunteer hour in Maryland = *\$21.83.
9028 volunteer hours = \$197,081 County dollars saved and the equivalent of 4 full time positions. *http://www.independentsector.org/programs/research/volunteer_time.html

Home Delivered Meal Program:

- 42 volunteers donated 2728 hours (\$59,552 County dollars saved).
- 14,135 regular meals delivered to 74 recipients.
- 725 shelf stable emergency meals delivered
- Twenty-three of our forty-two volunteer drivers reported a total of 31,138 miles driven while delivering meals to homebound seniors.

Home Shopping program:

- Served an average of 19 homebound adults
- 944 telephone calls and/or shopping trips.

The Healthy Lifestyles Fitness Center:

- 365 active members
- 15,531 workouts conducted
- Number of members able to exercise at one time in the facility – 22.
- Highest daily attendance – 117 members.
- County employees who used HLFC at least 1 time – 39
- EMS Paramedics Training Academy at HLFC – 9 Paramedics trained

Living Well Program – partnership with Cecil County Health Department

- 2 Master Trainers trained and 13 volunteer leaders trained
- 3 - six week workshops completed with 27 attendees

YMCA Swimming Program for Seniors:

- 95 seniors used the swimming program, attending 2,175 times.

Community Transit Team

Transportation Coordination efforts **during FY10** between SSCT, the Cecil County Health Department (CCHD), Bayside Community Network (BCN) and Maryland Rural Development (MRDC) resulted in:

- Coordination of SSCT clients through CCHD, saving the County \$13,277
 - Coordination of SSCT clients through BCN, saving the County \$5,448
 - Coordination of CCHD clients through MRDC, saving the County \$12,864
- Total county savings through coordinated ridesharing=\$31,589**

Public Transportation services provided:

- 36,756 rides for the general public
- 18,415 for seniors and the disabled

General public ridership increased by 3,995 riders

Senior/disabled ridership increased by 1,301 riders

SSCT collected a total of \$79,121 in fares, **an increase of \$10,609, from FY 10.**

To date SSCT has received \$20,500 in donations from Military Service Organizations towards the Veterans Fund which supplies needy veterans with free bus passes.

Cecil Transit received \$366,000 in an ARRA Stimulus grant for Bus Canopies, Fuel Depot, Bus Shelters, Benches, Automated Destination Signs, etc. Construction on Fuel Depot to begin sometime mid March.

MTA grant money (\$23,500) received and used to wrap all of our buses with our new Cecil Transit logo.

Long Term Care Team

Senior Emergency Fund (through the Commission on Aging Foundation) has assisted 26 seniors who needed help paying for their medications, medical supplies, medical equipment, rent, security deposits, utility bills, transportation, temporary housing because of domestic violence and other desperate situations.

Senior Care Program:

- Assisted 90 unduplicated clients at risk of entering a nursing home,
- Averages of 63 clients received case management and were assisted each month with payments toward medications, and/or medical supplies, and/ or emergency response system (lifeline), and/ or medical adult day care, and/ or meals on wheels.

Senior Assisted Living Group Home Subsidy Program:

- Provided monthly assisted living housing subsidy payments toward room and board at participating assisted living homes for 29 unduplicated clients at risk of entering a nursing home,

Medicaid Waiver for Older Adults:

- Case managed 65 clients, who were at risk of remaining in a nursing home, but are living safely in their own home/ apartment or a Medicaid Waiver licensed assisted living home receiving Medicaid benefits. An average of 50 clients per month received such services as personal care, emergency response system (lifeline), medical adult day care, durable medical equipment, home delivered meals, assistive devices, nurse monitoring, behavioral counseling, and others depending on their needs and abode.
- The cost of long term care in a nursing home in Cecil County continues to rise. The cost to Cecil County taxpayers is significantly less to provide these services for the clients enrolled in Medicaid Waiver for Older Adults Program.

National Family Caregiver Support Program:

- Supported 120 caregivers including grandparents raising grandchildren with information, education, counseling, and reimbursement for respite and supplemental services.

Senior Health Insurance Assistance Program:

- Assisted 370 individuals with Medicare (Parts A and B), Medicare Prescription Drug Coverage (Plan D, SPDAP), and Medicaid (QMB/SLMB), Medigap/Supplement and other programs designed to help with premium payments.

Senior Information and Assistance Program:

- Provided information, assistance, short term case management, made referrals, followed up with seniors creating 9,380 units of service in such areas as health/ health related, housing, income/ financial services, utility assistance, legal, and general information about senior services and benefits that are available for seniors. Directly assisted 170 seniors.

Legal Assistance:

- 120 seniors received legal information, assistance, and were referred from Legal Aid Bureau, Inc., creating 138 units of service. The issues involved income maintenance/ disability benefits, health care, protective services (abuse, institutionalization, and guardianship), nutrition, and housing/ utilities.

Ombudsman Program:

- 107 nursing home/ assisted living complaints were investigated creating 44 cases involving 119 residents.
- 131 visits were made to the facilities 4,062 units of service to advocate on behalf of the resident's rights with their consent and improve their quality of life.

- **Money Follows the Person:**

- 8 nursing home residents were approved for the Medicaid Waiver for Older Adults and safely transitioned to their homes improving their quality of life and saving taxpayer dollars.

- **Senior Medicare Patrol Integration Project**
- Our educational efforts have been able to increase senior awareness of health care fraud, waste, abuse and error and make a difference in seniors' lives by helping them to avoid becoming victims of fraud.

Program Income Received for SSCT Programs in FY 10:

• Congregate Meal donations:	\$ 10,272
• Home Delivered Meal donations:	\$ 734
• Splashing Seniors program donations:	\$ 2,410
• Healthy Lifestyles Fitness Center fees:	\$ 48,591
• Shopping for Seniors donations:	\$ 785
• "The BUS" Fare box recovery	\$ 58,811
• C.T. Cruiser Fare box recovery	\$ 20,310
• Bus ads	<u>\$ 825 (due to economy)</u>

Total Program Income **\$142,738**

SSCT Cost Containment Efforts:

- Eliminated county-funded training reimbursements for staff
- Eliminated Advertising budget with County funds
- Used RSVP grant funds to highlight SSCT while marketing RSVP – radio, TV, billboard, newspaper, 2011 Calendar, Community Volunteer Guide
- Limited Travel reimbursement when County vehicles unavailable
- Partnered with VFW's to provide free transportation passes for veterans.
- Watchful of power usage by staff and senior center members.
- Using gasoline engines instead of diesel engines in our buses have saved SSCT between \$15,000-\$20,000 a year on fuel, parts, downtime and labor according to First Vehicle Services.
- During FY 11, vehicle maintenance was covered through an MTA capital expense grant which decreased the county match from 50% to 10%. For FY12, all maintenance costs will be covered through this grant resulting in a potential savings of almost \$70,000 to the county.

New Position:

Full-Time Director of Senior Services and Community Transit (SSCT).

This “new position” is the reinstatement of the Director’s position that has existed since the department became a part of Cecil County Government in 1989. The most recent SSCT director resigned on April 9, 2010. Robert Dermott, Long Term Care Supervisor, was appointed as full-time Acting Director effective July 19, 2010 until June 30, 2011 in addition to his existing supervisory duties.

A full-time Director is needed to:

- Strengthen existing community relationships and maintain coordination with other county and state agencies, keeping service duplication and fragmentation to a minimum.
- Explore and develop new partnerships, enabling SSCT to take advantage of new opportunities to serve and assist our seniors and transit-dependent clients more effectively and efficiently.
- Identify and pursue new federal and state grant opportunities and other initiatives in the private sector ensuring they are correctly executed and managed.
- Manage staff in a cohesive, consistent manner, ensuring that county policies are executed consistently while administering and coordinating additional programs as needed.
- Section 302.B.1 of the Maryland Department of Aging (MDOA) Policies and Procedures Manual states: "The area agency shall be headed by a full-time area agency director qualified by education and experience to administer the area wide program." Without a full-time director, the Area Agency on Aging (SSCT) would not be qualified to receive and manage the federal and state funds needed to operate the programs affecting our senior population.

According to the U.S. Census 2000 and American Community Survey 2009, the number of Cecil County residents who are 60 and older has increased by 36%, and the number of 85 year olds has increased by 69%, while the overall population has increased by 16% between 2000 and 2009. Since Cecil County's 60+ population is growing at more than twice the rate of the county's overall population, the need for services will continue to increase.

Robert Dermott, Long Term Care Supervisor is unable to assume the responsibilities of the acting full-time director position beyond 6/30/11. Linda Tull, Community Services Supervisor, and Leslie Gorak, Transportation Supervisor, have indicated they are also unable to assume the role of acting full-time director. This position is needed well beyond three years. In order to receive and manage federal and state funding for the programs that are so vital to the welfare of Cecil County's senior and transit-dependent citizens, a permanent, full-time director is needed.

Community Transit, New Positions:

All positions requested are required for at least 3 fiscal years.

Transit Coordinator

We request the position of Transit Coordinator become a fulltime County employee with benefits. Currently, it is a 40 hour week contractual position and due to the increase of job duties and program management it is imperative to have a dedicated County employee overseeing, promoting and managing the SCATA Grant, New Freedom Grant and JARC Grant. Salary, including fringe (\$42,000) is already allocated in the SCATA and New Freedom Grants.

Full-Time Bus Driver

We also request the reinstatement of a Fulltime bus driver. This position is now a 32 hour/week position, however, with the Perryville Seniors attending the Elkton Center five days per week, their time en route has increased by at least one and half hours a day. With an additional fulltime driver, we could better route the buses to more efficiently pick up and drop off the seniors in the western part of the county. We anticipate the increase of ridership as our senior population grows and the addition of a fulltime driver is needed.

One Full-Time or Two Part-Time Bus Drivers

We request 2 new part time positions or 1 Fulltime Bus driver(s) for the Harford-Cecil connection. These positions will be funded under the JARC grant for FY12 and FY13 and the drivers will operate our proposed bus route from approximately 11:00 am – 6:30 pm (35 hrs/wk), Monday through Friday. We are proposing the bus route be incorporated into our 5311 grant through MTA after FY13. This position will could also be incorporated into our current fixed bus routes, operating since 1998.