

# Broome Age-Friendly Action Plan 2022 Update



Broome County Office for Aging (OFA) is pleased to present this update of progress on the multi-year Broome Age-Friendly Action Plan. Listed below are Goals, Objectives and Action Steps for each domain. A Status Update is provided for each of the Action Steps. Since creation of the action plan, some additional age-friendly changes have been made, and these are represented as **NEW**. Thank you for taking the time to review and support Broome County’s efforts to become more age-friendly!

## Domain #1: Information and Communication

**GOAL 1: Promote age-friendly practices throughout Broome County and the use of age-friendly communication.**

**Objective 1: Utilize communication strategies to promote age-friendly practices in Broome County.**

| Action Steps   | Status Update  |
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| Research best practices on the use of promotional items and possible sources of funding for a marketing campaign to raise awareness of the importance and benefits of age-friendly approaches to all aspects of public life to improve livability. | <p style="text-align: center;"><b>COMPLETED</b></p> 2021: Research was completed by Office for Aging (OFA) staff and age-friendly intern with input from OFA’s Marketing Committee. New York State Office for Aging Age-Friendly Planning Grant Funds were utilized to design the Broome Age-Friendly logo and brochure and to purchase promotional items (bags and pens) to raise visibility of the Broome Age-Friendly Project.           2021/2022: Flyers and promotional items were distributed at community events and to stakeholders to increase visibility of the |

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|  | <p>project, including at Broome County Senior Centers, at the summer 2022 Senior Picnics, and at OFA outreach events. It has been noted that references to ‘age-friendliness’ are being utilized by some community and government agencies which shows that awareness is increasing in the community.</p> |
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**Objective 2: Promote age-friendly communication practices such as readability and utilizing both technology-based and traditional communication methods.**

| Action Steps  | Status Update   |
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| <p>Research best practices and create a printed and online fact sheet of best practices for age-friendly communication which includes both traditional communication options, online communication practices, and verbal communication.</p> | <p><b>COMPLETED</b></p> <p>2021: OFA staff and intern utilized research completed by an ad hoc workgroup to create an “Age-Friendly Communication Fact Sheet.” Input on several drafts of the fact sheet was obtained from OFA’s marketing committee and professionals in the community.</p>  |
| <p>Distribute fact sheet to businesses, nonprofits, community organizations, Broome County government departments, and municipalities to encourage age-friendly communication practices.</p>  | <p><b>COMPLETED</b></p> <p>2021: The “Age-Friendly Communication Fact Sheet” was widely distributed in Broome County to businesses, nonprofits, government, education, cultural and entertainment venues, and is also posted on OFA’s website.</p> <p>2022: The fact sheet continued to be distributed and was featured as an age-friendly resource on OFA’s website.</p> |
| <p>Explore hosting a forum or other public event to promote age-friendly communication practices.</p>   | <p>This action step has been eliminated.</p>  |

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| <p><b>NEW</b></p> | <p><b>COMPLETED</b></p> <p>2021: OFA’s website was redesigned utilizing age-friendly communication best practices to be more user friendly and visually appealing.</p> <p>2022: BAFP staff provided guidance into creating a more age-friendly website to a local organization serving older adults.</p> |
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**Objective 1 and 2:**

| Action Steps  | Status Update  |
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| Explore developing a volunteer speaker’s bureau which would promote age-friendly practices and age-friendly communication in Broome County. | <p style="text-align: center;"><b>IN-PROCESS</b></p> <p>Idea to be explored further: to develop recordings by topic, such as communication best practices as well as community information such as housing resources and volunteering opportunities.</p> |

**GOAL 2: Enhance education about existing community programs, services, and events among professionals and the public.**

**Objective 1: Promote the Elder Services Guide available in print and online and local referral platforms, including but not limited to NY Connects and 211, for up-to-date information about community programs, services, and events.**

| Action Steps  | Status Update   |
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| Publicize the “Broome County Elder Services Guide” through the <i>Senior News</i> and Press & Sun-Bulletin ads.   | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2022: The “Elder Services Guide” was updated and renamed “Broome County Directory for Older Adults.” The directory is posted on OFA’s website and printed copies are distributed through Office for Aging, OPWDD, STIC, and at the eight Broome County Senior Centers. Due to the cost of printing and mailing, large-scale publicity is not feasible.</p> |
| Promote local referral platforms for individualized information and referrals through networking meetings and speaking opportunities and through distribution of brochures. | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2021/2022: OFA staff continuously promotes local referral platforms at ongoing community networking meetings and through distribution of brochures. There were fewer speaking opportunities during the pandemic, but many resumed in 2022.</p>   |

**Objective 2: Create an online and printed community calendar of events.**

| Action Steps   | Status Update  |
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| <p>OFA will look at how to reach those without access to or comfort with technology for communicating information about current events.</p>  | <p><b>COMPLETED</b></p> <p>2021/2022: A new monthly column was added to the <i>Senior News</i> called “Mark Your Calendar! Upcoming Community Events” which provides information about a large variety of events.</p>  |
| <p>Identify volunteers or lead agency to either enhance existing printed community guides or create a new printed guide specific to social and cultural opportunities and events in Broome County.</p>   | <p><b>COMPLETED</b></p> <p>2022: The updated and newly renamed Broome County Directory for Older Adults includes a section on “Social, Recreational &amp; Learning Activities.” Information on social/cultural opportunities is also provided through the monthly <i>Senior News</i> column “Mark Your Calendar” and is available in the “GO” section of the Press &amp; Sun-Bulletin. The <i>Thrive Guide</i> by Greater Binghamton Chamber of Commerce includes an Events by Month section and highlights major festivals. Funding is not available to create a new guide.</p> |
| <p>OFA will follow up with Broome County IT on the current status of the Ba-Bing app contract with Broome County and determine if this will effectively serve as a central digital resource for community events such as library offerings, theater, local business programs and events, fairs, government-sponsored events, senior center events and programs, etc.</p> | <p>2021: This action step has been eliminated.</p> <p>OFA discussed this opportunity with Broome County IT, and this Action Step will not be pursued. A new opportunity is described in the action step listed below.</p>  |
| <p>If the app does not come to fruition or if it does not meet community needs, OFA will evaluate whether there is a viable alternative.</p>   | <p><b>COMPLETED</b></p> <p>2021: OFA is in talks with the Association on Aging in New York about an app that will be available to Area Agencies on Aging to communicate events, services, and other important information.</p> <p>OFA will help with local utilization of the new app as it becomes available.</p>   |

**Objective 3: Create a guide of important local information for older adults such as service providers, healthcare, senior centers, government, and libraries.**

| Action Steps  | Status Update   |
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| Research information particular to the needs of older adults to be included in a new guide. | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2022: OFA’s revised Broome County Directory for Older Adults includes additional information to meet the needs of older adults.</p>                  |
| Design guide according to age-friendly communication standards such as readability.         | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2022: The Broome County Directory for Older Adults was revised and expanded to include additional local information and to be more age-friendly.</p> |

**Objective 4: Improve communication among community groups and agencies.**

| Action Steps  | Status Update   |
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| <p>-Create a directory of all of the groups in Broome County which provide opportunities for inter-agency communication and resource sharing, including event scheduling.</p> <p>-Share the list of existing groups with Broome County social, service, mission-driven, and civic groups and government departments. Encourage participation in order to improve communication.</p> | <p style="text-align: center;"><b>REVISED</b></p> <p>2021/2022: As lists can become quickly outdated, this step has been changed. Improving communication is an ongoing goal that OFA Information &amp; Assistance works on. To this end, I&amp;A staff participate in many service and networking groups. There are existing groups which bring together local agencies.</p> |
| If it is determined that a gap exists in this area, explore creating a quarterly in-person or online meeting or listserv (email distribution list).   | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021/2022: There is no gap. Existing groups meet current community needs.</p>  |

**GOAL 3: Work towards increased internet access and education around technology in Broome County.**

**Objective 1: Advocate for increased availability of affordable internet access.**

| Action Steps  | Status Update  |
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| <p>Identify current sources of affordable internet including free Wi-Fi hotspots and libraries which loan out hotspots.<br/>Publicize this information in the <i>Senior News</i>.</p> | <p><b>COMPLETED</b></p> <p>2021/2022: See below about the Affordable Connectivity Program for affordable internet. Wi-Fi hotspots and libraries which loan out hotspots was researched. A flyer of Technology Resources in Broome County was developed and publicized in the <i>Senior News</i> and is available on OFA’s website:<br/><a href="https://www.gobroomecounty.com/senior">https://www.gobroomecounty.com/senior</a></p> |
| <p>Explore ways to provide affordable or free internet access in various parts of Broome County such as public-private partnerships and municipal Wi-Fi.</p>                          | <p><b>COMPLETED</b></p> <p>2022: The national Affordable Connectivity Program now meets the need for affordable internet. It started as a short-term program and has now been extended and is a long-term program. Income-eligible consumers receive a \$30 monthly discount on internet service and \$100 towards the purchase of a device.<br/><a href="https://www.fcc.gov/acp">https://www.fcc.gov/acp</a></p>                   |
| <p>Advocate for the importance of affordable internet access programs with local and state government as well as internet providers.</p>  | <p><b>COMPLETED</b></p> <p>2021/2022: This step was in process prior to the Affordable Connectivity Program but is no longer needed.</p>   |

**Objective 2: Advocate for increased internet coverage in rural areas.**

| Action Steps   | Status Update  |
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| <p>Identify rural areas without internet coverage.</p> | <p><b>REVISED/IN-PROGRESS</b></p> <p>2021/2022: NYS and the Federal Government are funded to work on this and the following action steps. The New York State Broadband Assessment Program has conducted a survey and speed tests across NYS. While coverage is not where it needs to be, there has been progress in rural internet coverage.</p> |

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| Learn more about current efforts to increase rural internet coverage.  | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021/2022: NYS, the Federal Government, and internet companies are working on this. In addition, the Southern Tier 8 Regional Board received a \$50,000 grant from the Appalachian Regional Commission (ARC) to help connect thousands of residents and businesses in the Southern Tier with high-speed broadband service. Underserved rural areas in Binghamton, Endicott and Johnson City will have access to fast, middle-mile fiberoptic networking, developing these areas as a corridor of a “Smart City.” The funds will be used to design the route of the fiber. Once built, internet and wireless providers will be able to bring better service to the area.</p> |
| Explore the USA ReConnect Loan and Grant Program which may be used to provide broadband service in eligible rural areas. | <p style="text-align: center;">This action step has been eliminated</p> <p style="text-align: center;">Will not be pursued as NYS and the Federal Government are working on expanding broadband to rural areas.</p>  |
| Advocate for new 5G internet structure vs. older 4G options due to long-term cost savings and additional benefits.       | <p style="text-align: center;">This action step has been eliminated</p> <p style="text-align: center;">5G Broadband efforts are currently underway in New York.</p>  |

**Objective 3: Promote the availability of technology classes.**

| <b>Action Steps</b>  | <b>Status Update</b>  |
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| Research currently available technology classes in Broome County and create a directory.   | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021/2022: OFA’s Binghamton University intern and OFA staff researched available resources and created a flyer of local classes, tech support and classes/tech support offered online. This flyer, “Technology Resources in Broome County,” has been distributed to the public through OFA’s I&amp;A service, is on the OFA website, and was publicized in the <i>Senior News</i>.</p> |
| Due to the COVID-19 pandemic, many people have turned to technology for ways to stay connected and learn up-to-date information. | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2021/2022: The <i>Senior News</i> has highlighted ways to stay connected and learn about technology through local libraries and</p>  |

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|   | Senior Planet, a nonprofit agency. An OFA Virtual Senior Center pilot project is providing tablets and technology support to older adults in their homes.   |
| Advocate for additional classes where gaps are identified based on type of classes or geographic area served.                 | <b>COMPLETED/ONGOING</b><br>2022: OFA has advocated for tech assistance with area libraries who provide 1-on-1 assistance and tech classes or are considering it for the future. The tech resources flyer has been provided to them to share with patrons. OFA also successfully worked with three area libraries to bring tech support to three senior centers (Broome West Senior Center, Northern Broome Senior Center, and Vestal Senior Center). |
| Publicize available technology classes through the <i>Senior News</i> , Facebook, Senior Centers, inter-agency meetings, etc. | <b>COMPLETED/ONGOING</b><br>2021/2022: The availability of technology classes has been publicized through the <i>Senior News</i> and through Broome County Senior Centers.  |

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| <b>NEW</b> | <b>COMPLETED</b><br>2021/2022: Promoted virtual programming for older adults including the Virtual Senior Center (VSC) and GetSetUp through the <i>Senior News</i> , flyers, and Successful Aging ads in the Press & Sun-Bulletin. These virtual platforms are available to Broome County older adults through pilot projects offered by NYS Office for Aging. |
| <b>NEW</b> | <b>COMPLETED</b><br>2021/2022: OFA secured 20 tablets with 4G Internet service and provided these tablets to vulnerable and isolated older adults to help them access virtual senior programming through the VSC and GetSetUp.   |
| <b>NEW</b> | <b>COMPLETED</b><br>2022: OFA contracted with Lyceum Lifelong Learning Center to offer the Armchair Travel series at several senior centers on their Smart TVs.  |

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| <b>NEW</b> | <b>COMPLETED</b><br>2022: Residents of 5 Riverside Drive in Binghamton started a monthly meeting series and brought in speakers about technology, including OFA, SUNY IT, and TechWorks. |
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## Domain #2: Community Supports and Health Services

**GOAL 1: Support age-friendly changes to the local health care system and affordable, accessible health care which minimizes health disparities and provides better health outcomes.**

**Objective 1: Explore plans that local hospitals and primary care centers have for age-friendly changes to their physical facilities and service delivery, including dementia-capable care and age-friendly emergency rooms.**

| Action Steps  | Status Update  |
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| Research current efforts and, as needed, work with area hospitals to improve the age-friendliness of emergency rooms in Broome County.  | <b>COMPLETED</b><br>2021/2022: Both Lourdes and United Health Services are part of and very involved with the Institute for Healthcare Improvement and are working on the Age-Friendly Health System Initiative which includes the age-friendliness of emergency room care. OFA staff have met with administration in both hospital systems. |
| Identify local health care system efforts to provide dementia friendly care.  | No update at this time   |
| Encourage participation by local health care providers in the Institute for Healthcare Improvement’s Age-Friendly Health System, implementation of dementia friendly care, and age-friendly geriatric emergency room changes, as appropriate. | <b>COMPLETED/IN-PROCESS</b><br>2021/2022: Both major hospital systems in Broome County are part of the Age-Friendly Health System initiative. Advocacy for dementia friendly care has not been completed to date.  |

**Objective 2: Advocate for increased local delivery of primary and urgent care in rural areas, including mobile health services.**

| Action Steps  | Status Update   |
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| <p>-Identify current local primary and urgent care options in rural areas to learn about gaps.<br/>-Advocate for expanded rural healthcare options with local healthcare providers.</p> | <p><b>COMPLETED</b></p> <p>2022: OFA is partnering with Lourdes to offer a mobile telehealth unit at Eastern Broome Senior Center located in a rural area without local primary care. The telehealth cart is in a private area of the center where community members can connect for pre-arranged, pre-screened telehealth visits which include the use of mobile diagnostic equipment like a dermatology scope, stethoscope, and ear and throat scopes.</p>  |
| <p>Explore utilizing community locations as settings for periodic wellness services such as blood pressure and diabetes checks, flu shot clinics, etc.</p>                              | <p><b>COMPLETED/ONGOING</b></p> <p>2021/222: There are blood pressure, glucose/diabetes checks, flu and covid vaccine clinics at some of the senior centers. Binghamton University’s Physical Therapy Department will be offering balance clinics and conducting research to improve fall outcomes at the senior centers.</p>   |
| <p>Work to expand coverage of mobile healthcare vans working in underserved areas.</p>  | <p><b>COMPLETED/ONGOING</b></p> <p>2021/2022: Lourdes has a medical van that provides Medicare wellness checks and basic care and a Mobile Mammography Van. The Mobile Mammography Van serves both insured and uninsured patients and both Lourdes clients and as well as those who are not Lourdes patients. Lourdes also has a dental van which provides dental care throughout the county. In 2023, Governor Hochul will launch New York State’s first-ever fleet of Mobile Veterans’ Services Centers, bringing the Division’s accredited Veterans Benefits Advisors and their best-in-class technologies on the road to meet New York’s veterans, service members, and military families where they work and live.</p> |

**Objective 3: Increase access to transportation for medical care from rural areas.**

| Action Steps  | Status Update  |
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| <p>Coordinate with and support the age-friendly Transportation Workgroup which is working on rural-to-rural and rural-to-urban transportation access.</p>   | <p style="text-align: center;"><b>REVISED</b></p> <p>2021/2022: Members of the age-friendly Transportation Workgroup are part of other transportation planning groups like BMTS and the Getthere Advisory Council. Through technical assistance provided by a 2022 Community Transportation Association of America Inclusive Mobility Planning Technical Assistance grant, OFA is considering restarting the transportation workgroup in 2023.</p>   |
| <p>Explore how Northern Broome CARES rural transportation efforts can be expanded to other rural areas.</p>   | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021/2022: With funding from OFA, the no-cost rural-to-rural taxi program was expanded to Windsor and Whitney Point. Getthere added additional transportation to vaccine clinics for anyone in Broome County, including in rural areas of the county.</p>   |
| <p>Encourage use of Getthere mobility management program, a current provider of rural transportation planning and access to transportation through the Connection to Care program and the volunteer driver program.</p> | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2021/2022: Transportation services are provided and promoted by Getthere. With funding support from OFA, Getthere was able to:</p> <ul style="list-style-type: none"> <li>- expand rural-to-rural transportation in Windsor and Whitney Point through a taxi program</li> <li>- continue to provide rural-to-urban transportation</li> <li>- continue to provide additional transportation services in urban areas</li> </ul> <p>OFA promoted Rural Health Network’s free vaccine transportation program through an ad in the <i>Press &amp; Sun-Bulletin</i> and through direct referrals of clients calling OFA’s vaccine hotline. NY Connects makes frequent referrals to Getthere, and Getthere does publicity as well.</p> |
| <p>BC County provides reservation-based rural-to-urban transportation in Broome County. Explore how this can be</p>   | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021/2022: OFA has a contract with Rural Health Network’s Getthere Service to fill in the gaps in transportation services for</p>   |

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| <p>expanded, especially to meet the need for medical transportation.</p> | <p>rural-to-urban transit. Connections to Care provides transportation options for medical care based on each client’s individual situation. As above, special vaccine appointment transportation was added in 2021 when the first COVID vaccine became available to older adults.</p> |
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**Objective 4: Explore increased use of tele-health services, including access to technology, internet and technology training.**

| <b>Action Steps</b>   | <b>Status Update</b>   |
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| <p>Identify and promote current tele-health services available in Broome County, including those which were recently implemented or expanded due to the global pandemic.</p>        | <p><b>COMPLETED</b><br/>2021/2022: Northern Broome CARES offered a tablet/mobile hotspot loan program to facilitate access to health education classes, telehealth appointments with medical providers, and a variety of other health related activities (provided through a Care Compass Network grant).</p>  |
| <p>Research New York State regulations regarding tele-health, including the 2014 tele-health parity law and 2019 expansion of Medicaid tele-health.</p>                             | <p>This action step has been eliminated.<br/>With changes during the pandemic, tele-health availability and utilization has increased. For example, Medicare allowed for tele-health reimbursement and local health providers dramatically increased the use of telehealth appointments. Tele-health carts are now being introduced in parts of Broome County, including at a rural senior center without nearby primary care.</p> |
| <p>With local providers, explore tele-health privacy and security issues and access, including technology, internet and technology training.</p>                                    | <p>This action step has been eliminated.<br/>As above, there has not been the need to do this as federal changes and local providers have increased the availability of tele-health.</p>   |
| <p>Determine if a pilot project to provide technology, internet and technology training is needed and feasible to expand current efforts. Reach out to grant funders if needed.</p> | <p><b>COMPLETED</b><br/>2021/2022: Tech support is available through many Broome County libraries and through online nonprofit services such as Senior Planet and Older Adults Technology Services (OATS). OFA is piloting a Virtual Senior Center program with internet and tablet device access and technology training. OFA also identified the need</p>  |

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|  | for tech assistance at local senior centers and worked with local libraries to bring tech assistance to the centers. |
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**Objective 5: Work with local health systems and community partners to improve public health literacy, access to resources, and advocate for improved coordination of multiple health services.**

| Action Steps  | Status Update   |
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| Promote the Office for Aging and Binghamton University initiative for tele-health education at senior centers in Broome County.   | <p style="text-align: center;"><b>IN-PROCESS</b></p> <p>Several senior centers obtained Smart TVs from Binghamton University to use for tele-health education. Tele-health education has not occurred to date but may begin in 2023.</p>  |
| Explore and promote local efforts to assist consumers in obtaining healthcare-related resources such as the lowest cost prescription drugs and appropriate Medicare supplement options.                                       | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2021/2022: Action for Older Persons, Inc. provides no-cost, unbiased health insurance counseling and information on prescription drug coverage through the Health Insurance Information Counseling Assistance Program. Local hospitals, primary care offices, and pharmacies also provide information on obtaining low-cost prescription drugs. Education about Medicare Open Enrollment counseling has been publicized through the <i>Senior News</i>, through ads in the <i>Press &amp; Sun-Bulletin</i>, on Facebook, and in the 2022 revised Broome County Directory for Older Adults. Action for Older Persons contributes articles about Medicare to the <i>Senior News</i>.</p> |
| With local healthcare providers, explore ways to improve coordination of multiple health services, including bundling of appointments for those living in rural areas but needing to travel to the urban core for healthcare. | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2021/2022: Getthere through Rural Health Network and the local hospital systems are doing this when feasible. OFA will continue to advocate for this.</p>  |

**GOAL 2: Improve access to affordable, timely, and convenient mental health and substance use disorder services and activities that promote mental wellness.**

**Objective 1: Advocate for increased funding for affordable mental health and substance use disorder services.**

| Action Steps   | Status Update  |
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| Identified needs and gaps in current services will be brought to local and state leaders through ongoing advocacy efforts. | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2021/2022: BroomeINCLUDES is a county-side initiative aimed at making sure people of every ability receive the mental health and substance abuse services they need. Their work includes access to services in a timely manner. Broome County mental health clinics now offer a walk-in model with no wait time. The Broome County Mental Health Department operates Project Hope, an emotional support helpline where trained crisis counselors can listen to concerns, offer suggestions for coping, and provide linkages for callers who need additional support. The current gap in service seems to be counseling visits for homebound older adults. This was offered by a local health system in the past. There is also the need for outpatient substance abuse treatment.</p> |

**Objective 2: Educate the public about available mental health and substance use disorder services.**

| Action Steps   | Status Update  |
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| Continually provide updated information on availability of services to local referral platforms.   | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021/2022: BroomeINCLUDES does this for NY Connects and 211.</p>  |
| Promote awareness of available in-home supports such as R.S.V.P.'s (Retired & Senior Volunteer Program) "Good Morning Broome" service and MHAST's (Mental Health Association of the Southern Tier) Sunshine Wellness Center "warm" line, among others that can be accessed by phone. | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021/2022: NY Connects and 211 make referrals to these programs. Local services are periodically highlighted in the <i>Senior News</i>.</p> |
| Promote a phone app and website being developed by BroomeINCLUDES which will use Google maps to display  | <p style="text-align: center;"><b>COMPLETED AND IN-PROCESS</b></p>   |

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| <p>mental health and substance use disorder services by geographic area.</p>  | <p>2022: The BroomeINCLUDES website has been updated to include a “Get in Touch” option and “Request Assistance” option. With both options, a staff member will respond directly. An app and use of Google Maps to display the mental health and substance use clinics in Broome County has not been possible to date due to funding and sustainability. This may happen in 2023.</p>   |
| <p>Identify geriatric mental health counselors and other mental health counselors who can do home visits. Ensure this information is available to NY Connects staff who make referrals.</p> | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2022: Currently, there are no mental health counselors who make home visits in Broome County. Tele-mental health services through Broome County Mental Health Department clinics are available for those who need home-based treatment. The Greater Binghamton Health Center’s Mobile Integration Team provides community-based support and connection to services for adults and children with mental illness and their families but does not provide in-home counseling.</p> |

**Objective 3: Explore increased use of tele-mental health services, including access to technology, internet and technology training.**

| Action Steps  | Status Update   |
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| <p>Research New York State regulations regarding tele-mental health, including the 2014 tele-health parity law and 2019 expansion of Medicaid telehealth.</p>   | <p style="text-align: center;">This action step has been eliminated.</p> <p>During the pandemic, tele-health options expanded significantly without any need for advocacy or intervention. The Broome County Mental Health Clinic provides tele-health appointments. NY Project Hope was a FEMA-funded program during the pandemic which offered free and confidential services such as a hotline, a walk and talk service at Oakdale Mall, and weekly support groups. The options for tele-mental health have increased significantly.</p> |
| <p>With local providers, explore privacy and security issues related to tele-mental health and the feasibility of tele-mental health expansion including technology, internet and technology training issues.</p> | <p style="text-align: center;">This action step has been eliminated.</p> <p>As above, BAFP intervention was not needed as tele-health and tele-mental health options proliferated during the pandemic.</p>  |

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| <p>Determine if a pilot project to provide technology, internet and technology training is needed and feasible to expand current services and reach out to local grant funders.</p> | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2022: The BAFP has focused on increasing technology support and training opportunities such as bringing local library tech support to three Broome County Senior Centers and educating the public about technology support options. Device access also increased through the Virtual Senior Center pilot project where 20 tablets were distributed to start and through the Affordable Connectivity one-time device purchase benefit.</p> |
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**Objective 4: Provide older adults with activities to promote mental health.**

| <b>Action Steps</b>   | <b>Status Update</b>  |
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| <p>Research existing sources of educational materials about activities which promote mental health, available at no or low cost. Work with partners in creating a local public education campaign about the behaviors and activities which promote mental health.</p>                     | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021/2022: BroomeINCLUDES has a public education campaign which includes the Broome County Suicide Awareness for Everyone (BC Safe) campaign which includes information on mental health topics including how nutrition impacts mental health and how to deal with stress and anxiety. There is also a free app – “HOPE – Broome County Mental Health App” which contains information and resources. “Chalk the Walk” is a suicide awareness campaign that occurred in 2020, 2021, and 2022. BroomeINCLUDES also promotes local and national mental health hotlines.</p> |
| <p>Broome County Senior Centers, Lyceum and other organizations will continue to provide older adults with socialization, learning opportunities, and physical activity options which contribute to mental health. These opportunities may become part of a “How to Retire” workshop.</p> | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2021/2022: Local socialization, learning and physical activity options continued to be available, even during the pandemic. For example, when OFA senior centers were closed, virtual options were available through the internet, phone and by information sent through the mail. After the senior centers reopened, in-person opportunities are available at each of the eight senior centers and through two virtual platforms. Lyceum provides in-person and virtual learning/social options. OFA contracted with Lyceum to</p>                              |

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|  | provide the Armchair Travel series virtually at the senior centers. A “How to Retire” workshop has not been pursued at this time, but additional retirement options were added to the 2022 Broome County Directory for Older Adults. |
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**Objective 5: Explore how mental health and substance use screenings are or can be integrated into local primary care.**

| Action Steps   | Status Update  |
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| Identify which primary health care providers are engaged in regular mental health and substance use screenings. Encourage providers to integrate mental health and substance use screenings into primary care where this is not currently in practice. | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021/2022: UHS and Lourdes are part of the Age-Friendly Health Systems through the Institute for Healthcare Improvement and are utilizing the 4Ms of care, which is a comprehensive approach to health care services.</p> |

**GOAL 3: Improve the social determinants of health for Broome County older adults and rural residents.**

**Objective 1: Promote NY Connects as a source for up-to-date information about community programs and services.**

| Action Steps  | Status Update   |
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| Continue to publicize NY Connects through articles in the <i>Senior News</i> , ads in the <i>Press &amp; Sun-Bulletin</i> , and through speaking engagements by Office for Aging staff. | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2021/2022: The <i>Senior News</i> now includes a new Question and Answer-format monthly column which highlights the different ways that NY Connects can assist. NY Connects has also been publicized through ads in the <i>Press &amp; Sun-Bulletin</i>. After being on hold during the pandemic, OFA staff have resumed in person speaking engagements.</p> |
| Ensure that agencies and healthcare providers are informed about how NY Connects can assist their clients in obtaining clear and accessible information about services.                 | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2021/2022: OFA participates in several interagency meetings where information about NY Connects is shared with other local providers. NY Connects also has regular contacts with healthcare providers.</p>   |

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| Continue to provide brochures about NY Connects to agencies, healthcare providers and at a variety of community locations.                             | <b>COMPLETED/ONGOING</b><br>2022: NY Connects has returned to doing in-person community outreach and provide brochures at all events. |
| Feature NY Connects on digital platforms such as Facebook and Twitter, and promote the NY Connects searchable, self-service online Resource Directory. | <b>COMPLETED</b><br>2021/2022: NY Connects is featured at least annually on Facebook. The Twitter platform is not utilized.           |

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| <b>NEW</b> | <b>COMPLETED</b><br>2022: Through a pilot program in NYS, OFA has been able to distribute robotic companion pets (dogs, cats, birds) which provide social support to isolated older adults. |
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| <b>NEW</b> | <b>COMPLETED</b><br>2022: OFA hired one AmeriCorp member who took on the role of the Social Isolation Prevention Coordinator. The primary focus of the AmeriCorps member is to oversee the Friendly Visiting program, the Virtual Senior Center Program, and distribution of robotic pets and personal robots called ElliQ. This intern also provides tech assistance with setting up tablets to access the Virtual Senior Center. A second intern from the MSW Graduate program at Binghamton University conducts friendly visits to isolated older adults. This intern also focuses on LGBTQ needs and planning of programs to target this population of older adults. Both interns assist with the Walk with Ease program offered at the local indoor mall. |
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**Objective 2: Improve transportation services to basic services (grocery, pharmacy, banking, health care) and community supports which address the social determinants of health (food pantries, congregate meal sites, public benefit assistance, chronic disease management classes, exercise, social and civic opportunities, faith communities).**

| Action Steps  | Status Update  |
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| <p>Explore how services implemented and lessons learned from the North Broome CARES project in the Towns of Lisle and Triangle can be applied to other geographic areas in Broome County.</p> | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021/2022: Northern Broome CARES now serves residents of Whitney Point, Barker, Lisle, Nanticoke, and Triangle. It is one of only two rural Naturally Occurring Retirement Community (NORC) grantees through The NYS Office for the Aging in New York State. Services include transportation, shopping assistance, clinical care management, telephone reassurance, emergency call buttons, health education, and assessments for safety and accessibility home modifications.</p> <p style="text-align: center;"><a href="https://rhnscny.org/programs/northern-broome-cares/">https://rhnscny.org/programs/northern-broome-cares/</a></p> |
| <p>Work with the Age-Friendly Transportation Workgroup on their efforts to expand transportation options.</p>   | <p style="text-align: center;"><b>IN PROCESS</b></p> <p>2021: The Getthere Advisory Council and the Binghamton Metropolitan Transportation Study are existing groups that engage in inclusive transportation planning and expansion. Therefore, an additional transportation workgroup was not convened during initial action plan implementation.</p> <p>2022: Through technical assistance provided by a Community Transportation Association of America Inclusive Mobility Planning Technical Assistance grant, OFA is considering restarting the transportation workgroup in 2023.</p>   |

**Objective 3: Increase access to community supports and services at geographically convenient locations such as food pantries, senior centers, community centers, libraries, and churches and increase mobile resources able to make home delivery.**

| Action Steps   | Status Update   |
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| <p>Research current services and community supports being delivered within rural communities and identify any gaps in types of services available or communities which are not being served regularly.</p> | <p><b>COMPLETED</b></p> <p>2022: OFA’s Binghamton University intern from the Master’s in Public Administration program did extensive research. NY Connects also has much of this information from their work providing information to callers.</p>  |
| <p>Work with local agencies to increase the services and community supports being offered to older adults and rural residents in their communities or through home-delivery.</p>                           | <p><b>COMPLETED</b></p> <p>2021: OFA participated in a pilot project with the Southern Tier Food Bank to provide monthly food baskets to older adults in the Deposit area. The program was discontinued due to lack of interest. Northern Broome CARES is helping to address these needs in rural areas. OFA will continue to identify opportunities to increase services and community supports.</p> |
| <p><b>NEW</b></p>  | <p><b>COMPLETED</b></p> <p>2021: The Greater Good Grocery store, operated by the Broome County Council of Churches, opened on the Northside of Binghamton in an area that was formerly a food desert. The store partners with the Rural Health Network’s Fruit and Vegetable Prescription program where residents can obtain produce vouchers through their physicians.</p>                           |
| <p><b>NEW</b></p>  | <p><b>COMPLETED</b></p> <p>2022: Several food pantries have opened.</p> <p>-Vestal High School opened a food pantry for the community which has weekly hours and provides a selection of food, boxed meals, and beverages without questions.</p>  |

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|  | <p>-Johnson City High School opened a food pantry and clothing center which has twice weekly hours and provides a selection of nonperishable and perishable food and clothing for all ages.</p> <p>-The Union-Endicott School District opened a Food Center to complement their Family Support Center. It offers a variety of canned goods, fresh meats, eggs, and even diapers and is open to anyone in the community facing food insecurity.</p> |
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| <p><b>NEW</b></p> | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2022: The Town of Union opened a new outdoor fitness court at Floral Park in Johnson City, making it easier for parents to work out while their children play due to the proximity next to the swimming pools and playground. Another outdoor fitness court is planned for Endicott. Both are to increase residents' health and fitness and decrease obesity rates.</p> |
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| <p><b>NEW</b></p> | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021: The Vestal Public Library started "Bound to Please: Homebound Books," a monthly book delivery program for Vestal residents.</p> |
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| <p><b>NEW</b></p> | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2022: Catholic Charities partnered with the Broome County Public Library on creation of a peer advocacy program to address the needs of library patrons/local residents. Services include mental health counseling, housing referrals, and food. The library provides a designated space for trained advocates to meet with people needing help.</p> |
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**Objective 4: Explore creating a “Village” or other volunteer-based model in one part of Broome County as a pilot program to address people’s needs as they age-in-place. This objective is shared with the Housing Workgroup.**

| Action Steps   | Status Update   |
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| <p>Research the “Village” model of grassroots neighbor-to-neighbor support and similar programs and create a list of required features and benefits of each model.</p> | <p><b>COMPLETED</b></p> <p>2021: OFA staff did research and compiled information on the Village model.</p> <p>2022: Binghamton University students wrote a ‘white paper’ on the model for a class to assist with OFA’s research.</p>            |
| <p>Explore the feasibility of these options for the Broome County community and identify a lead agency to pilot the program.</p>                                       | <p><b>PARTIALLY COMPLETED/IN-PROCESS</b></p> <p>2021: The idea has been proposed to one local organization for consideration. They are not able to take it on at this time so will continue to explore identifying another agency to pilot.</p> |
| <p>Identify funding needs and apply for grants to cover pilot program.</p>   | <p><b>REVISED</b></p> <p>2021: Applying for funding will be up to the lead agency rather than the BAFP. Several funding sources have been identified which could assist with a pilot project.</p>   |
| <p><b>NEW</b></p>  | <p><b>COMPLETED</b></p> <p>2021/2022: OFA’s pilot Virtual Senior Center project and access to GetSetUp online learning platform through NYSOFA funding assist older adults in staying active and connected.</p>                                 |

**GOAL 4: Work to increase the availability of home health aides and trained medical personnel working in Broome County.**

**Objective 1: Advocate for expanded Medicaid and non-Medicaid subsidized in-home services due to current unreasonable long wait periods.**

| Action Steps   | Status Update   |
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| <p>OFA will maintain an unmet needs list for clients currently waiting to be served by the Expanded In-Home Services to the Elderly Program (EISEP).</p> | <p><b>COMPLETED/ONGOING</b></p> <p>2022: When the BAFP action plan was first developed, OFA maintained a waitlist of clients needing services through EISEP. OFA then received additional funds from NYSOFA to eliminate the EISEP wait-list. OFA is piloting a new project, the Guaranteed Aide Program, working with a local home care agency. Through this program, OFA works closely with an aide dedicated to serve clients 30 hours/week. The Aide is employed by the home care agency but only assigned to care for OFA clients.</p> |
| <p>OFA will advocate for the need for expanded in-home services with New York State Office for Aging and New York Department of Health.</p>              | <p><b>COMPLETED/ONGOING</b></p> <p>2021: OFA continuously advocates for expanded in-home services to meet local demand. OFA’s Director, Mary Whitcombe, joined Senator Gillibrand to advocate for home health needs at an event: <a href="https://wskg.org/news/gillibrand-pushes-for-investment-in-home-health-with-binghamton-advocates/">https://wskg.org/news/gillibrand-pushes-for-investment-in-home-health-with-binghamton-advocates/</a></p>  |

**Objective 2: Advocate for higher wages for paid in-home aides to improve hiring and retention of workers.**

| Action Steps  | Status Update  |
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| <p>OFA will work with WorkForce New York to explore local wage rates and policy changes that could support increased wages.</p> | <p><b>REVISED/COMPLETED</b></p> <p>2022: The Fair Wage Act was enacted in NYS with higher wages for aides in 2021: 2022 and 2023. OFA provides ongoing advocacy for fair wages for home care through participation in the Association of Area Agencies on Aging.</p> |

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| <p>OFA will advocate for higher wages for aides working in the Expanded In-Home Services for the Elderly Program (EISEP) and other programs supported by New York State Office for Aging.</p> | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2021: OFA Director Mary Whitcombe participated in advocacy efforts calling for further investment in home health care and the need for higher wages with Senator Kirsten Gillibrand and advocates from the Southern Tier Independence Center.</p> |
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**Objective 3: Explore workforce development changes to promote job opportunities and training for in-home aides in Broome County.**

| Action Steps   | Status Update  |
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| <p>OFA will contact SUNY Broome and WorkForce New York to explore providing remote in-home aide training. The use of the internet or no-cost use of cable subchannels may be options for widespread dissemination of training opportunities.</p> | <p style="text-align: center;">IN-PROCESS</p> <p style="text-align: center;">Currently, home care agencies provide training for their own workers.</p> |
| <p>OFA will contact SUNY Broome and WorkForce New York to explore ways that tuition discounts could be obtained for aides who agree to work in Broome County for 3-5 years.</p>  | <p style="text-align: center;">IN-PROCESS</p>  |
| <p>OFA will contact WorkForce New York to explore current efforts and future plans to promote job opportunities for in-home aides.</p>   | <p style="text-align: center;">IN-PROCESS</p>  |

**Objective 4: Advocate for changes to support increased retention of trained medical personnel in Broome County.**

| Action Steps  | Status Update                                 |
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| <p>OFA will contact Binghamton University to learn about current efforts to attract and retain graduating nurses, social workers, and pharmacists in Broome County.</p> | <p style="text-align: center;">IN-PROCESS</p> |

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| Explore ways that tuition discounts could be provided for nurses, pharmacists, and social workers receiving their education in Broome County. | IN-PROCESS |
| Explore providing student loan forgiveness for trained medical personnel who agree to remain in Broome County for 3-5 years after graduation. | IN-PROCESS |
| OFA will contact SUNY Broome to learn about current efforts to attract and retain allied health professionals.                                | IN-PROCESS |

**Objective 5: Advocate for transportation support and/or subsidies for in-home aides due to transportation issues preventing service to some clients, especially in rural areas.**

| Action Steps   | Status Update  |
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| Explore how vanpool or Rural Health Network’s Transportation to Employment program can assist with this issue and whether there are current capacity issues in serving those who need employment transportation support. | <b>COMPLETED</b><br>2021/2022: Rural Health Network’s Transportation to Employment program assists with creation of a sustainable transportation strategy and provides short-term transportation assistance in the form of bus passes, a network of volunteer drivers, and fuel cards. |
| Work to ensure that in-home care providers know about transportation options available to their staff.   | <b>COMPLETED</b><br>2021/2022: Getthere through the Rural Health Network promotes their services, including the Transportation to Employment program. OFA makes referrals to Getthere’s programs.  |

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| <b>NEW</b> | <b>COMPLETED</b><br>2022: OFA received a Disability Grant which was used to create a video to educate the public about consumer-directed services. The video seeks to address the lack of home health care workers by educating the public about care options including hiring their |
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|  | own non-agency workers for care.<br><a href="https://www.youtube.com/watch?v=KsiAJldvmJo">https://www.youtube.com/watch?v=KsiAJldvmJo</a> |
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| <b>NEW</b> | <b>COMPLETED</b><br>2022: The “LifeSpan Respite Voucher Program” through the New York State Caregiving & Respite Coalition grew out of the awareness of caregiver stress and the need for more support for family caregivers. It is designed to help caregivers arrange for respite breaks from caregiving. Eligible caregivers can receive a voucher for up to \$600 to use for respite breaks. The program is self-directed, so individuals can select and hire the worker of their choice to provide respite care and negotiate the pay rate. |
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**Domain #3: Respect, Social Inclusion, Civic Participation, and Employment**

**GOAL 1: Educate the community about the benefits of inclusiveness and how to engage with individuals with special needs.**

**Objective 1: Facilitate community-based programming that promotes broad community interaction and integration.**

| Action Steps  | Status Update  |
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| Working with knowledgeable provider agencies, create a list of best practices for creating inclusive events and programs and disseminate the list throughout Broome County. | <b>REVISED/COMPLETED</b><br>2022: Inclusivity efforts have been refocused on several different efforts. BroomeINCLUDES now offers Inclusivity Assessments by a Certified Inclusivity Assessor and has assessed three Broome County Senior Centers.<br><br>2022/2023: An Inclusivity Workshop was planned in 2022 and took place on 2/15/23. It provided information on physical, |

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|   | <p>programmatic, administrative, and social inclusivity to an audience of 34.</p> <p>2022: OFA created an Inclusivity Statement for staff hiring purposes.</p> <p>2022: LGBTQ+ posters are now featured at Broome County Senior Centers to demonstrate inclusivity of older adults who identify as LGBTQ+.</p>                       |
| Work with community agencies to create programming which is sensitive to the needs of all participants. | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2022: An Age-Friendly Communication Fact Sheet was created which can be used for inclusive programming.</p> <p>2022/2023: Planned in 2022 and implemented in 2023, the Inclusivity Workshop addressed the need for and ways to create more inclusive programming.</p> |

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| <b>NEW</b> | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2022: Through a NYS Disability Grant, OFA hosted a Disability Awareness Training with speakers from Our Ability and AVRE.</p> |
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**Objective 2: Promote the benefits of inclusiveness through an educational campaign for businesses, government offices, nonprofit agencies, and service and cultural groups.**

| Action Steps  | Status Update  |
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| Explore offering trainings or workshops about the benefits of inclusiveness, building understanding and respect, and breaking down barriers when interacting with individuals with special needs. | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>OFA offered two workshops:</p> <p>2022: The grant-funded Disability Awareness Training featuring speakers from Our Ability, Inc. and the Association for Vision Rehabilitation and Employment, Inc.</p> |

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|  | 2022/2023: The Inclusivity Workshop on 2/15/23 provided information on the benefits of inclusiveness and how to interact with individuals with different needs and abilities. |
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| <b>NEW</b> | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2022: OFA has been engaging in increased inclusivity and community outreach efforts including creation of a new “Diversity, Equity, Inclusion, and Accessibility Workforce Statement” and participation in PridePalooza. Inclusive events are happening in the community as well, such as Broome County Public Library’s new “Queer Coffee Hour,” a monthly event for the LGBTQ+ community.</p> |
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**GOAL 2: Enhance education about existing community resources, social and cultural opportunities, and events.**

**Objective 1: Promote existing sources of community information through digital, TV/radio, social media, print, and public speaking.**

| Action Steps   | Status Update   |
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| Publicize the “Broome County Elder Services Guide” through traditional media such as the <i>Senior News, Press &amp; Sun-Bulletin</i> ads, press releases as well as through digital outlets and social media. | <p style="text-align: center;"><b>REVISED</b></p> <p>2022: Limited funding is available to print the new Broome County Directory for Older Adults. The publication is, however, available online at <a href="http://www.broomecountyny.com/senior">www.broomecountyny.com/senior</a>. A limited number of printed copies are available through OFA.</p> |
| Promote Broome County Office for Aging’s NY Connects service for individualized information and referrals through networking meetings and public outreach events.  | <p style="text-align: center;"><b>COMPLETED/IN-PROGRESS</b></p> <p>2022: NY Connects is promoted at several ongoing networking meetings. Public outreach events were on hold during the pandemic but resumed in 2022.</p>   |

**Objective 2: Provide printed information about social and cultural opportunities and events to the public.**

| Action Steps  | Status Update   |
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| OFA will look at how to better utilize existing printed sources of community events, such as the <i>Senior News</i> , however, it has space limitations and print deadlines.                      | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021: The <i>Senior News</i> now features a monthly column, “Mark Your Calendar! Upcoming Community Events” which highlights local social, entertainment, and cultural events.</p>   |
| Identify volunteers or a lead agency to either enhance existing printed community guides or create a new printed guide specific to social and cultural opportunities and events in Broome County. | <p style="text-align: center;"><b>REVISED</b></p> <p>2021: Creation of a new printed guide is not feasible currently. A selection of opportunities and events in Broome County are featured in the monthly <i>Senior News</i>. The Binghamton Chamber of Commerce also provides information about local opportunities on their website and through a printed guide, “THRIVE.”</p> |
| Research a comprehensive list of social and cultural opportunities and events in Broome County.   | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2021: For the monthly feature, “Mark Your Calendar,” in the <i>Senior News</i>, Broome County social and cultural opportunities and events are continually researched.</p>   |
| Promote enhanced guide or new guide throughout Broome County.   | <p style="text-align: center;"><b>REVISED</b></p> <p>As described above, creation of a new printed guide is not feasible currently.</p>   |

**Objective 3: Ensure that there will be a printed and digital Community Calendar of Events.**

| Action Steps  | Status Update   |
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| OFA will follow up with Broome County IT on the current status of the Ba-Bing app contract with Broome County and determine if this will effectively serve as a central digital resource. | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021: OFA discussed the Ba-Bing app with Broome County IT and decided not to pursue this option.</p> <p>2022: The Association on Aging in New York is exploring creation of an app which could be used by Area Agencies on Aging for this purpose.</p> |

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| If app does not come to fruition or if it does not meet community needs, OFA will evaluate whether there is a viable alternative. | <b>COMPLETED</b><br>2022: OFA is part of the Association on Aging, which is exploring creation of an app. |
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**GOAL 3: Increase intergenerational opportunities.**

**Objective 1: Enhance outdoor spaces to better facilitate intergenerational interaction.**

| Action Steps   | Status Update   |
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| Identify outdoor spaces and types of equipment which could facilitate intergenerational interaction. | <b>COMPLETED/ONGOING</b><br>2022: A number of outdoor spaces in Broome County have been enhanced. Parks that received accessibility and intergenerational equipment updates include Dorchester Park, African Road Park in Vestal, Ethel Park in Vestal, and Rec Park in Binghamton. “Happy to Chat” benches were piloted in Otsiningo Park and Roundtop Picnic Area to encourage socialization, combat isolation, and facilitate intergenerational interaction. |
| Identify possible funding sources for equipment purchase and apply for grants or sponsorships.       | <b>REVISED</b><br>Broome County Parks, Municipal Parks and Broome County Planning are in the best position to identify and apply for these opportunities.   |

**Objective 2: Develop intergenerational programs such as a “Senior to Senior” intergenerational event which will bring together high school seniors and older adults to enjoy a shared evening of dinner and dancing.**

| Action Steps  | Status Update  |
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| Identify possible community partners interested in and capable of facilitating intergenerational programming. | <b>COMPLETED/ONGOING</b><br>2021: Originally started in 2020, OFA is part of an intergenerational planning group which re-convened in 2021 consisting of Johnson City Community Schools, Binghamton University, Sarah Jane Memorial United Methodist Church, |

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|  | <p>and Johnson City Senior Center.</p> <p>2022: Another planning group started in Fall 2022 consisting of OFA, Vestal Senior Center, Vestal High School student government and staff, and Town of Vestal’s Historian.</p>  |
| Conduct meetings to identify feasible programming ideas. | <p><b>COMPLETED/ONGOING</b></p> <p>2020-2022: The intergenerational workgroup in Johnson City meets periodically to identify future programming opportunities. The Vestal group began meeting in Fall of 2022.</p>   |
| Plan, implement and evaluate the success of programs.    | <p><b>COMPLETED</b></p> <p>2022/2023: A “Senior to Senior Dinner Dance” occurred in May 2022 where Johnson City High School students hosted older adults at Johnson City Senior Center for a fun evening of dinner, dancing, a raffle, magic tricks, and social connections. Another is being planned for 2023.</p> <p>2022/2023: In 2023, a similar event is being planned for Town of Vestal’s 200<sup>th</sup> anniversary with Vestal High School students and older adults from Vestal Senior Center and the community.</p> |

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| <b>NEW</b> | <p><b>COMPLETED</b></p> <p>2021: Vestal Public Library hosted an intergenerational event, “Seedy Saturday” related to its new seed library.</p> |
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| <b>NEW</b> | <p><b>COMPLETED</b></p> <p>A Vestal High School student started an intergenerational book and discussion group, “Between the Lines,” which has met at Johnson City Senior Center and Vestal Public Library.</p> |
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| <b>NEW</b> | <b>COMPLETED</b><br>2022: A Vestal High School student started an intergenerational book and discussion group, “Between the Lines,” which has met at Johnson City Senior Center and the Vestal Public Library. |
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**GOAL 4: Improve awareness within Broome County of retirement opportunities related to lifelong education, physical activity, volunteering, employment, and civic engagement.**

**Objective 1: Offer a How-to-Retire Workshop or series of workshops.**

| Action Steps   | Status Update   |
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| <ul style="list-style-type: none"> <li>-Identify a lead agency to facilitate an existing workshop which can be used locally (such as Aging Mastery Program through NCOA) or create a new workshop.</li> <li>-If needed, funding or sponsorship will be sought.</li> <li>-At the end of the workshop, participants will be asked for feedback through an exit survey and this will be used to determine if the workshops were successful and if content needs to be adjusted for future workshops.</li> </ul> | <p style="text-align: center;"><b>IN-PROCESS</b></p> <p>To date, this action step has not been discussed but not implemented. The 2022 Broome County Directory for Older Adults has been revised to include some of this information.</p> |

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| <b>NEW</b> | <b>COMPLETED</b><br>2021: The United Way to Broome County launched a new volunteer matching website called “Volunteer HQ” which increases awareness of volunteer opportunities. |
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**Objective 2: Publicize OFA’s information and assistance services to address individual questions about lifelong education, physical activity, volunteering, employment, and civic engagement.**

| Action Steps   | Status Update    |
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| Run a series of articles in the <i>Senior News</i> about the ways that OFA’s information and assistance can assist by topic. | <b>COMPLETED</b> |

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|   | <p>2021: The <i>Senior News</i> now includes a new Question and Answer format monthly column which highlights the different ways that NY Connects can assist. NY Connects has been publicized through ads in the <i>Press &amp; Sun-Bulletin</i>. Additional articles in the <i>Senior News</i> include “Age Well by Giving Back: Become a Volunteer” and “Age Well with the Yesteryears Social Day Program.”</p> |
| <p>Include information about OFA’s information and assistance services in a printed guide of community resources.</p>   | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2022: This is included in the revised Broome County Directory for Older Adults.</p>  |
| <p>At OFA staff presentations to other agencies, include information about the ways Action for Older Persons (AOP) can assist with health insurance counseling, long-term care planning, and Advanced Planning for End of Life (APEL) and OFA’s information and assistance services can help with other retirement information.</p> | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021: Information about services through OFA contracted agencies such as Action for Older Persons and the Legal Aid Society of Mid-New York as well as OFA’s information and assistance services is shared at community meetings and outreach opportunities.</p>   |
| <p><b>NEW</b></p>   | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021: AgZeit is an expanding local, indoor organic farming venture which partners with Union Endicott school district. Through the School Agriculture Program, students learn about all aspects of the business and are trained to be hired after graduation.</p>  |

## Domain #4: Transportation

**GOAL #1: Increase rural transportation options for older adults in Broome County.**

**Objective 1: Improve existing rural-to-urban transportation services and explore additional options to better meet the needs of older adults.**

| Action Steps   | Status Update   |
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| <p>Work with Rural Health Network and Broome County Department of Public Transportation to identify and define the current rural-to-urban transportation needs in the community.</p>           | <p><b>COMPLETED</b></p> <p>2021: The bimonthly Getthere Mobility Management Advisory Council continues to engage in planning efforts to address rural-to-urban transportation needs. To address some of these needs, OFA provided funding to Getthere mobility management. With this additional funding, Getthere was able to serve more clients and supplement the gaps in public transportation options that exist for clients needing to travel from rural to urban locations. In 2022, BC Transit experienced a severe shortage of drivers, which led to service disruptions for the OFA Mini Bus. Clients were assisted by Getthere during this time frame. Service availability significantly improved in early 2023.</p> |
| <p>Engage in planning to address identified needs.</p>   | <p><b>COMPLETED/ONGOING</b></p> <p>2021: The Getthere Mobility Management Advisory Council and Rural Health Network’s NORC Advisory Council meet regularly. OFA staff members continue to serve on the Getthere Advisory Council to provide support and expertise about the needs of older adults.</p>  |
| <p>Seek innovative and cost-efficient solutions to increase and improve the existing rural-to-urban service provided by BC Transit by engaging community partners in the planning process.</p> | <p><b>IN-PROCESS</b></p> <p>Binghamton Metropolitan Transportation Study and the Getthere Mobility Management Advisory Council are aware of the needs and seek to improve transportation in Broome County.</p>  |
| <p>Engage with transportation providers and community partners on development of a “feeder” or “first mile, last</p>   | <p><b>IN-PROCESS</b></p>  |

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| mile” system to address access to rural-to-urban transportation. | Public transportation was severely impacted by the COVID-19 Pandemic. Plans to address “first mile, last mile” system continue to be explored. |
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**Objective 2: Improve rural-to-rural transportation for basic services like groceries and pharmacy.**

| Action Steps   | Status Update   |
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| Rural Health Network’s Northern Broome Cares NORC (Naturally Occurring Retirement Community) project will continue to provide rural-to-rural transportation in the Whitney Point and Lisle communities. This includes a weekly taxi service and a volunteer driver program.              | <b>COMPLETED/ONGOING</b><br>2020-2022: Free taxi service and assistance through Getthere mobility management are part of Northern Broome Cares, serving rural residents in Whitney point, Barker, Lisle, Nanticoke, and Triangle. |
| Office for Aging, Rural Health Network, and BC Transit will work together to find ways to address rural-to-rural transportation needs, including exploring the feasibility of expanding current rural-to-rural transportation options to communities outside of Whitney Point and Lisle. | <b>COMPLETED</b><br>2021-2024: With funding support from OFA, the Getthere Satellite Taxi program offered to residents of Northern Broome was expanded to Windsor.  |
| Rural Health Network will seek Federal Transit Administration funds for volunteer driver mileage reimbursement.  | <b>COMPLETED/ONGOING</b><br>2022: This funding was obtained through the end of 2022.  |
| Additional drivers will be sought through recruitment efforts such as PSAs and working with local churches   | <b>COMPLETED</b><br>2021/2022: Rural Health Network utilized internet-based Public Service Announcements for driver recruitment.  |

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| <b>NEW</b> | <b>COMPLETED</b><br>2021: To meet the demand for safe transportation, OFA extended its contract with the Rural Health Network’s Getthere Mobility Management Program to cover the timeframe of October 2021-September 2024. This contract supplements public transportation in urban areas where fixed routes are not available. Additionally, it addresses the transportation needs of those who reside in |
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|  | traditionally underserved rural areas of Broome County. With the funding received from OFA, Getthere will continue to grow their volunteer transportation model. |
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**GOAL #2: Enhance transportation hours so people can attend social opportunities, public events, and worship services.**

**Objective 1: Explore the feasibility of service enhancement options such as offering the OFA Mini-Bus on Saturdays and Sundays on a rotation basis.**

| Action Steps  | Status Update  |
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| OFA will look at feasibility of different options, determine the costs involved, and explore funding for expanded services. | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021: There has been exploration of the feasibility of expanding service. Doing so has been impacted by driver staffing challenges and the affordability of offering multiple buses to serve residents at multiple locations.</p> |

**Objective 2: Educate Rural Health Network’s Getthere clients about Saturday and Sunday transportation options.**

| Action Steps   | Status Update  |
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| Getthere will continue to educate clients about weekend service options. | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2021/2022: Getthere’s continually educates clients about transportation options and to offer transportation training.</p> |

**Objective 3: Increase the number of clients served through Rural Health Network’s Getthere volunteer driver program.**

| Action Steps  | Status Update   |
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| Recruit and train additional volunteers through Public Service Announcements and working with local churches. | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2022: Recruitment efforts included PSAs, a recruitment poster, and featuring volunteer driver opportunities in the updated Broome County Directory for Older Adults.</p> |

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| Seek FTA funds for volunteer mileage reimbursement. | <b>COMPLETED</b><br>2022: This funding was obtained through the end of 2022. |
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**GOAL #3: Educate the public about the purpose and proper use of age-friendly street enhancements such as pedestrian crosswalks and rapid flashing beacons in order to increase compliance and improve safety.**

**Objective 1: Air Public Service Announcements (PSAs) on televisions and social media.**

| Action Steps   | Status Update  |
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| Work with the NYS Pedestrian Safety Action Plan Committee on education and public outreach tools including videos and other materials. | <b>COMPLETED/ONGOING</b><br>2021/2022: Binghamton Metropolitan Transportation Study (BMTS) staff representing Broome County are involved on a statewide New York State Department of Transportation committee and advocates for local needs for public outreach and education.   |
| Explore possible use of existing PSAs.   | <b>COMPLETED/ONGOING</b><br>2021: Four “See! Be Seen!” pedestrian safety PSAs were featured on OFA’s Facebook page and BMTS’ website and YouTube channel. Additional PSAs related to rapid flashing beacons and pedestrian crosswalks are currently being developed by NYS Department of Transportation and will be available to air locally when completed. |
| Work with the BC Sheriff on pedestrian safety enforcement exercises.   | <b>IN-PROCESS</b>  |
| Work with the Broome County Traffic Safety Committee on creation of additional local PSAs as needed.                                   | 2021: This step has not been pursued as NYS Department of Transportation has been producing PSAs to meet this need.  |
| Create topical social media posts for the Facebook and Twitter accounts of government departments and community partners.              | <b>COMPLETED</b><br>2021: The “See! Be Seen!” PSAs were featured on the Facebook pages of Office for Aging and on BMTS’ website and YouTube channel.   |
| Contact local TV stations to obtain monthly free airtime for PSAs.   | This step has not been needed as the PSAs were aired through NYS’ Department of Transportation statewide campaign.   |

**GOAL #4: Obtain additional bus shelters and seating for the fixed route bus system.**

**Objective 1: Install 30 new bus shelters.**

| Action Steps  | Status Update   |
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| BC transit Received funding to install 30 shelters.   | <b>COMPLETED</b><br>2021: 30 new shelters were installed.                                       |
| BC transit is determining the location of the new shelters through identifying high volume areas and those with unpredictable wait times. | <b>COMPLETED</b><br>2021: This step was completed prior to installation of the 30 new shelters. |

**Objective 2: Add additional seating at other bus stops.**

| Action Steps   | Status Update   |
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| Seek additional local funding for seats through business sponsorships and donations from local service or nonprofit organizations. | <b>REVISED</b><br>Installation of new shelters was completed.<br>Old shelters are being replaced as needed by BC Transit. |
| Add this goal to the Broome County Coordinated Transportation Plan.  | This step is not needed at this time<br>Old shelters are being replaced as needed by BC Transit.                          |

**GOAL #5: Improve public education about transportation options and transportation planning assistance.**

**Objective 1: Educate the public about available transportation and transportation coordination services.**

| Action Steps   | Status Update   |
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| Continue to promote transportation services, trip planning assistance, and travel training through the Getthere mobility management program. | <b>COMPLETED/ONGOING</b><br>2021/2022: Getthere continually promotes their transportation services, trip planning assistance and travel training. OFA also publishes transportation information in the <i>Senior News</i> . |
| Promote how BC Country assists residents in scheduling their appointments around bus availability to avoid long wait times.                  | <b>COMPLETED/ONGOING</b><br>2021/2022: Getthere through the Rural Health Network continually promotes their transportation planning service.  |

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| Publicize the OFA Mini-Bus as a transportation option for older adults.   | <b>COMPLETED/ONGOING</b><br>2021/2022: The OFA Mini-Bus has been featured in the <i>Senior News</i> and on Facebook.   |
| Publicize how new technology can assist with route planning and identifying transportation options: the Getthere Trip Planner and Broome County Public Transportation Department. | <b>COMPLETED/ONGOING</b><br>2021/2022: Trip planning technology was publicized by Getthere and BC Transit.   |
| Promote local rideshare and carpool options such as the Getthere mobility management program's rideshare program and BMTS/NYSDOT's new webs-based rideshare/carpool program.      | <b>COMPLETED/ONGOING</b><br>2021/2022: Getthere through Rural Health Network continually promotes transportation options. BC Transit has made it easier to navigate their system. Customers can find customized route information on their website, Apple Maps or Google Maps. Also, the Double Map app will allow riders to easily track their bus's location on their computer, tablet, or smart phone. BC Transit's web-based navigation is prominently displayed on their website. It is advertised on the buses (one of which has a bus wrap), on social media, and through creation of an online commercial. |

**GOAL #6: Coordinate transportation planning and create a mechanism for continuous evaluation of Broome County transportation needs.**

**Objective 1: Utilize existing collaborative efforts such as Getthere and the BMTS Advisory Council for transportation planning and evaluation.**

| Action Steps   | Status Update  |
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| Encourage transportation partners to attend meetings.  | <b>COMPLETED/ONGOING</b><br>2021/2022: The Getthere Advisory Council meets bi-monthly. Community professionals are invited to participate. |
| Discuss emerging challenges, opportunities, and plans. | <b>COMPLETED/ONGOING</b>   |

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|   | 2021/2022: This discussion occurs during Getthere and BMTS Advisory Council meetings.   |
| Find or create a mechanism to continuously evaluate transportation needs. | <b>COMPLETED/ONGOING</b><br>2021/2022: Getthere’s Director held a virtual information session to share and collect information about transportation needs and services in Chenango County. This may be replicated in Broome County. Getthere and the BMTS Advisory Council are the mechanisms for continuously evaluating community transportation needs. |
| <b>NEW</b>  | <b>COMPLETED</b><br>2021: BMTS’ Pedestrian and Bicycle Advisory Committee completed the “BMTS E-bike and E-Scooter Multi-Use Trail Regulations Guide:”<br><a href="https://www.bmtsonline.com/sites/default/files/files/E-Bike%20Trail%20Regs%20Study.pdf">https://www.bmtsonline.com/sites/default/files/files/E-Bike%20Trail%20Regs%20Study.pdf</a>     |
| <b>NEW</b>  | <b>COMPLETED</b><br>2022: BMTS hosted a virtual Complete Streets Walk the Streets Workshop in Johnson City to look at possible street improvements.   |
| <b>NEW</b>  | <b>COMPLETED</b><br>2022: Technical assistance from CTAA will continue in 2023.   |

## Domain #5: Housing

**GOAL #1: Improve the availability of housing and the variety of housing options for low, middle-income, and rural older adults in Broome County.**

**Objective 1: Increase housing availability and the variety of housing options for low, middle-income, and rural older adults in Broome County.**

| Action Steps   | Status Update   |
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| Office for Aging will continue to educate the public about existing and new low, middle-income, and rural housing options in Broome County.  | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2021: OFA staff created a “How to Find a Private Apartment” document to assist renters who do not qualify for subsidized housing but have limited means. NY Connects caseworkers are continually educating the public about housing options for low, middle-income, and rural residents.</p>   |
| Expand the current Office for Aging “Senior Apartment Housing Guide” to include rental housing for middle-income older adults with rental rates between \$875 and \$2,000 per month. | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021: An “Income-Based Apartment Guide” and a flyer “How to Find a Private Apartment” have been created for older adults navigating the rental market. Both are available through Broome County Office for Aging.</p>  |
| Identify currently underserved geographic areas and advocate with local and state entities for funding for low, middle-income, and rural housing in Broome County.                   | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021/2022: The Housing workgroup has advocated for affordable and senior housing needs with local entities including nonprofit housing developers/organizations and government agencies.</p>   |
| Explore the development of low, middle-income, and rural housing in Broome County with nonprofit and for-profit housing developers.  | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021/2022: A Housing Workgroup has met with local housing developers, the Broome County Land Bank, the Broome Community Land Trust, and the Broome County Department of Planning and Economic Development to explore creation of new housing, to learn about future development plans, and to identify any barriers to the creation of new housing which could be addressed through local efforts.</p> |

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| <p>Office for Aging will support housing developers through providing OFA data and Age-Friendly Housing Workgroup recommendations.</p>   | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2021/2022: OFA and the Housing Workgroup have provided the results of the 2019 Age-Friendly Community Needs Assessment and housing recommendations to local nonprofit housing developers. OFA continuously provides Letters of Support for grant applications for several nonprofit housing agencies developing new housing.</p> |
| <p>Explore current networking and coordination efforts among housing developers, such as housing networking meetings, and determine if additional coordination is needed to successfully work towards increasing housing availability.</p> | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021/2022: The Housing Workgroup meetings provide opportunities for networking and coordination of efforts between local partners and stakeholders with the goal of increasing housing availability.</p>   |
| <p>Research innovative and feasible housing solutions.</p>   | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021/2022: Through the Housing Workgroup and BAFP, several housing solutions have been researched, including home sharing.</p>   |
| <p>Work with community partners to implement innovative housing options.</p>   | <p style="text-align: center;"><b>IN-PROCESS</b></p> <p>OFA and a community volunteer from the Housing Workgroup are working with Binghamton University on a proposed intergenerational home sharing pilot project where advanced degree students would home share with older adults. Several meetings about this took place in 2022.</p>   |
| <p><b>NEW</b></p>  | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2022: OFA participated in the NYS Health, Housing and Longevity Learning Collaborative through the New York Academy of Medicine. This was a series of webinars and office hours regarding housing being one of the social determinants of health.</p>  |
| <p><b>NEW</b></p>  | <p style="text-align: center;"><b>COMPLETED</b></p>   |

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|  | <p>2021/2022: OFA was granted an Emergency Solutions Grant which funded a Housing Specialist who assisted people who were homeless or facing homelessness to find safe and affordable housing. The grant ended 9/30/22. Through this grant, clients who lived in unsafe or substandard housing received assistance with finding new housing options.</p> |
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| <p><b>NEW</b></p> | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2022: \$6 million in funding from the American Rescue Act for senior and affordable housing projects in Binghamton:</p> <p>Greater Opportunities: \$258,000 for the North Side Rehabilitation Project to develop 4 vacant properties into 27 units of permanent supportive housing for individuals and families facing homelessness.</p> <p>First Ward Action Council: \$355,000 for the North of Main Revitalization II project creating 23 affordable housing units in the neighborhood, rehabilitating six dilapidated properties, and building a four-unit apartment house on a vacant lot.</p> <p>Remaining funds will support existing programs for first-time homebuyers, home repairs for older adults, and Broome County Land Bank rehabilitation programs.</p> |
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| <p><b>NEW</b></p> | <p style="text-align: center;"><b>COMPLETED</b></p> <p>Newly Built Housing and Housing Under Development:<br/>2021: Fairmont Park Apartments, S.E.P.P. Inc. in partnership with Two Plus Four Management, constructed 17 two-bedroom and 17</p> |
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three-bedroom units in the Town of Union at the former IBM Country Club property on Watson Boulevard. The units are energy efficient, affordable apartments with two fully accessible units.

<https://seppinc.com/fairmont-park.html>

2021: S.E.P.P. was awarded 20-year housing assistance funding for Hamilton House in Binghamton, which ensures that very low-income individuals who normally would not have sufficient income for affordable housing are able to qualify (17 units).

<https://seppinc.com/hamilton-house.html>

2021: Under construction - SkyeView Heights in Endicott will be a new senior housing development with 120 rental units for those with higher incomes.

2021: The former Urban League Building in Binghamton is being renovated into a Childcare Center for the YWCA and 60-units of affordable housing, with a portion for low-income seniors.

2021: Construction of "Leisure Village Senior Living" was announced by Malarkey Construction and Remodeling. The project will be twenty-two 2-bedroom townhomes for purchase on Newell Road in Endwell.

2022: Housing Visions developed a former school to become 2021: Endicott Square with 61 affordable (at/below 90% AMI for individuals and families) units including 7 fully accessible units for persons with mobility impairments and 3 units adapted for persons who have hearing and/or vision impairments. 15 apartments are set aside for families who were previously homeless. On-site support services are provided by the YMCA.

<https://www.housingvisions.org/projects/endicott-square/>

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|  | <p>2022: Under construction - First Ward Action Council is building Vestal Chateau, a rural 30-unit extension of the current Vestal Pines senior housing on Route 26 in Vestal.<br/> <a href="http://firstwardaction.org/">http://firstwardaction.org/</a></p> <p>2022: Under construction – The former Endicott-Johnson Victory Shoe Factory on Lester Avenue in Johnson City is being converted into Victory Lofts, 156 market rate apartments and commercial space.<br/> <a href="https://www.paulusdevelopment.com/#projects">https://www.paulusdevelopment.com/#projects</a></p> <p>2022: Plans were announced for a three-story, 75-unit building of affordable 1, 2, and 3-bedroom units with park and play space on the site of the former IBM Country Club, which sat vacant for decades in the Town of Union.</p> <p>2022: Plans were announced for a “supportive veterans’ village” of 10 affordable tiny homes on the North Side of Binghamton.<br/> <a href="https://www.broomecountyny.gov/">https://www.broomecountyny.gov/</a></p> |
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**GOAL #2: Improve the availability of home repair and modification options for Broome County older adults.**

**Objective 1: Support and advocate for community agencies to obtain more funding to help seniors repair and modify their homes and explore additional home repair/modification resources, including utilizing trade schools and affordable private pay options.**

| Action Steps  | Status Update      |
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| Identify gaps in current programs by geographic service area or types of home repair/modifications covered by available programs. | IN-PROCESS/ONGOING |

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| <p>Work closely with community partners who provide home repair/modification to explore existing challenges and potential solutions.</p>  | <p style="text-align: center;"><b>IN-PROCESS</b></p>  |
| <p>Continuously advocate with local and state entities to communicate the need for home repair and modification funding to improve existing housing stock which supports seniors who wish to remain in their homes and communities.</p> | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p style="text-align: center;">2021: OFA has advocated for the need for home repair/modification with an elected official and has applied to be part of a federal grant with NYS Office for Aging.</p>  |
| <p>Provide letters of support and data from the Office for Aging Community Needs Survey to community agencies when they apply for funding to help seniors repair and modify their homes.</p>  | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p style="text-align: center;">2021/2022: OFA has done this in the past and will continue to provide letters of support and data for funding applications. Past letters of support were written for First Ward Action Council and the Village of Lisle’s CDBG application.</p>  |
| <p>Explore utilizing trade schools for home repairs and modifications.</p>  | <p style="text-align: center;"><b>IN-PROCESS</b></p>  |
| <p>Research efforts to educate homeowners about home maintenance, modifications, and hiring contractors.</p>  | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p style="text-align: center;">2021/2022: OFA worked with the Southern Tier Home Builders &amp; Remodelers Association (STHBRA) on an article that was published in the <i>Senior News</i> about hiring contractors and avoiding scams. OFA’s NY Connects staff also continuously make referrals to local home repair and modification programs and distribute the OFA “Weatherization and Home Repair Programs” guide, which is also available on OFA’s website. The STHBRA continually educates the public about home maintenance and hiring contractors.</p> |
| <p>Explore the development of a list of common home repairs with local cost estimates where possible.</p>   | <p style="text-align: center;"><b>COMPLETED</b></p> <p style="text-align: center;">2021: OFA explored this idea with the STHBRA. This kind of list is not realistic due to the variables in any given project.</p>  |
| <p>Explore ways to assist homeowners in connecting with vetted contractors and those who offer a discount to seniors.</p>   | <p style="text-align: center;"><b>COMPLETED</b></p> <p style="text-align: center;">2021: An article on connecting with STHBRA member contractors was published in the <i>Senior News</i>. Per STHBRA, local contractors do not offer discounts to older adults.</p>   |

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| Office for Aging will continue to educate the public about contractor scams through articles in the <i>Senior News</i> .  | <b>COMPLETED/ONGOING</b><br>2021/2022: Articles about contractor scams are periodically published in the <i>Senior News</i> . These are often seasonal, such as “Blacktop Scams” during the warmer months. |
| Identify innovations which may assist older adults to successfully age-in-place such as home technology modifications and internet-based home monitoring options.   | IN-PROGRESS  |
| The age-friendly housing implementation group and/or Office for Aging will share any new, newly identified, expanded home repair and modification options, and in-home technology advances with the public through the printed and online “Weatherization and Home Repair Programs” guide as well as through articles in the <i>Senior News</i> , as appropriate. | IN-PROGRESS  |

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| <b>NEW</b> | <b>COMPLETED</b><br>2021/2022: For home repairs, AgeOn nonprofit provides some assistance. This has included water damage repairs and the purchase of a replacement washing machine. Northern Broome CARES does home repairs for rural residents in their service area. |
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| <b>NEW</b> | <b>COMPLETED</b><br>2022: Bridgewater Church in Conklin hosted a day of caring where they completed small outdoor projects for Conklin residents such as painting, cleaning gutters, and yard work. |
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**GOAL #3: Increase age-friendly zoning regulations in Broome County and promote age-friendly features in new housing.**

**Objective 1: Advocate for changes or variances to local zoning regulations to allow for age-friendly housing alternatives such as shared housing and accessory dwelling units.**

| Action Steps  | Status Update   |
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| Create a list of age-friendly zoning changes, such as allowing for accessory dwelling units and shared housing, that would enhance the housing options available in Broome County.  | IN-PROCESS  |
| Research and develop an inventory of current zoning regulations related to age-friendly housing options by geographic area.   | IN-PROCESS<br>A Binghamton University intern researched current zoning regulations. A publicly available inventory has not been published at this time. |
| Identify current local regulations which might inadvertently impact older adults' housing options.  | IN-PROCESS<br>This has been discussed in the Housing Workgroup.   |
| Determine a strategic approach for encouraging municipalities to allow for age-friendly zoning.   | IN-PROCESS  |
| Reach out to local planners, municipal planning boards, municipal attorneys, and law departments to discuss the need for and benefits of zoning for age-friendly housing options and obtain support for zoning changes as needed. | <b>REVISED/COMPLETED</b><br>2022: Age-friendly zoning and housing options were discussed during a Universal Design Municipal Training.                  |
| Educate the public about local zoning and housing options. Consider development of a guide.   | IN-PROGRESS   |

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| <b>NEW</b> | <b>COMPLETED</b><br>2022: The City of Binghamton changed zoning on the West Side to make more single-family housing available to families rather than being taken for student housing. |
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**Objective 2: Work with community partners to educate housing developers about the benefits of incorporating age-friendly features in their developments.**

| Action Steps   | Status Update   |
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| Create a list of age-friendly housing features for new developments as well as the relative cost of incorporating these features at the development stage.   | <b>IN-PROCESS</b><br>Creation of a checklist is being explored.   |
| Research and create a list of current age-friendly residential and commercial properties as models of age-friendly development.  | <b>REVISED/COMPLETED</b><br>2021/2022: AARP has extensive information on age-friendly buildings available on their website.   |
| Work with the Broome County Planning Department on sharing a list of age-friendly housing features with town/village planning boards and other planners in Broome County. Encourage them to utilize the age-friendly housing features list during the comments stage of new developments and to provide it to all housing developers, especially those focused on creating housing for older adults. | <b>REVISED/COMPLETED</b><br>2022: Extensive information on age-friendly features was shared with planning and zoning board members through a Universal Design Municipal Training. The presenter from the University of Buffalo’s Center for Inclusive Design and Environmental Access provided examples and resources of universal design/age-friendly building features. |

**Objective 1 and 2:**

| Action Steps   | Status Update   |
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| Explore creation and implementation of a continuing education program in Broome County related to age-friendly housing options, features and zoning. | <b>COMPLETED</b><br>2022: OFA and Broome County Planning and Economic Development hosted a municipal training on universal design. Zoning and Planning Board members received hours towards their annual continuing education requirements. |

## DOMAIN #6: Outdoor Spaces and Public Buildings

**GOAL #1: Improve the safety and public enjoyment of facilities, outdoor spaces, and programs across all of Broome County.**

**Objective 1: Integrate age-friendly features into county facilities and outdoor spaces.**

| Action Steps   | Status Update   |
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| Compile a list of age-friendly best practices that can be integrated into county projects.   | IN-PROCESS  |
| As capital upgrades are made to county facilities, encourage Facilities and Department of Public Works to utilize Universal Design Best Practices. | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2021/2022: Broome County Facilities have completed age-friendly improvements including construction of a pavilion for outdoor programs at Northern Broome Senior Center and LED lighting at Broome West Senior Center. Accessibility enhancements were made at Dorchester Park in 2022, including an accessible boat launch and a beach wheelchair for public use. Additional age-friendly improvements will be made at Broome County facilities as funds are available.</p> |
| The Department of Public Works will complete the Broome County ADA Transition Plan.  | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021: The Broome County ADA Transition Plan for Pedestrian Facilities/Physical Barriers in County-owned properties was first completed in September 2016, updated in 2018, and most recently updated in February 2021. The Department of Public Works will periodically track and highlight progress on the original objectives of the plan.</p>   |
| Encourage County Facilities to address needs identified in the Age-Friendly Communities Broome County Facilities Self-Assessment Tool.             | IN-PROCESS  |
| Support the Broome County Planning Department's efforts to develop a facilities master plan.   | <p style="text-align: center;">IN-PROCESS</p> <p>Broome County Planning will work on this when funding can be obtained to complete the plan.</p>  |

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| Determine if there is a need for more age-friendly benches with back and armrests at County facilities.           | <p style="text-align: center;"><b>IN-PROCESS</b></p> <p>OFA's Binghamton University intern started work on this in 2022.</p>   |
| OFA will pursue funding for intergenerational playground equipment for Otsiningo Park.                            | <p style="text-align: center;"><b>REVISED/COMPLETED</b></p> <p>Otsiningo Park features are continually changing and improving. Some features include children's play structures which are handicapped accessible and 100 community garden plots including some which are raised and wheelchair-accessible.</p>   |
| Ensure that all County facilities have adequate signage for visitors.   | <p style="text-align: center;"><b>IN-PROCESS</b></p>   |
| Provide more pedestrian and bicycle amenities at County facilities including bike racks and pedestrian crossings. | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2022: The BMTS Pedestrian and Bicycle Advisory Committee continually work on improving pedestrian and bicycle amenities in Broome County. Recent improvements include:</p> <ul style="list-style-type: none"> <li>-State Street in Binghamton reconstruction including benches, bike parking posts, curb extensions to provide more sidewalk space and shorten pedestrian crossings, a raised mid-block crosswalk, and new street signage.</li> <li>-US11/Front Street Bridge over I-81 including a multi-use trail on the bridge is part of the Two Rivers Greenway connecting the Front Street Trail and Otsiningo Park trails, with connection to Sunrise Terrace community and to bike lanes used to access the Broome County Farmers Market, SUNY Broome, and the shopping district beyond.</li> <li>-Plans were made for a 2023 Complete Streets Implementation Study.</li> <li>-A Complete Streets Workshop took place in Johnson City in July.</li> <li>-The Two Rivers Greenway project will include pedestrian and bicycle trails and amenities.</li> </ul> |
| <b>NEW</b>  | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021: African Road Park in Vestal added intergenerational swings.</p>   |

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|  | 2020: OurSpace in Binghamton’s Recreation Park was rebuilt and includes an accessible playground and sensory garden, an accessible Liberty Swing, and a tandem swing. |
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**Objective 2: Enhance age-friendly programming at the county.**

| Action Steps  | Status Update  |
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| Increase programming accessibility by working with BC Transit to determine the feasibility of offering periodic excursion buses to County parks and events. | <p style="text-align: center;"><b>COMPLETED/ IN-PROGRESS</b></p> <p>2022: An excursion bus was provided through BC Parks and BC Transit for Nathaniel Cole Beach Fest in August. The excursion bus was well utilized for transportation from Visions Memorial Arena in Binghamton to the park in Harpursville.</p>   |
| Identify opportunities for matinee shows at the Forum and the Arena.  | <p style="text-align: center;">REVISED</p> <p>2022: Determining the schedule for shows is outside the scope of this project. Most Arena/Forum shows are scheduled in the evenings at this time. Other Broome County venues offer some matinee options.</p>   |
| Work with community groups to organize intergenerational activities.  | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021/2022:OFA is part of an intergenerational programming workgroup which planned and hosted a “Senior to Senior Dinner Dance” in May 2022 where Johnson City High School students hosted older adults for an evening of dinner, dancing, music, and a raffle. The planning group consisted of Johnson City Community Schools, Johnson City Senior Center, Binghamton University, and Sarah Jane Johnson Memorial United Methodist Church. A similar Senior Sock Hop intergenerational dinner and dancing event is planned for 2023 in Vestal as part of the town’s 200<sup>th</sup> anniversary.</p> |
| Work with the Binghamton Metropolitan Transit Study to develop Bicycle Safe Routes for their Bicycle Plan.  | <p style="text-align: center;">IN-PROCESS</p> <p>The Southern Tier Bicycle Club and other members of the BMTS Pedestrian &amp; Bicycle Advisory Committee propose to evaluate bicycle safe routes in Johnson City in Spring 2023.</p>  |

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| Where feasible, establish a community garden program at senior centers and Willow Point. | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2021: Flower beds were built for the residents of Willow Point. There are already garden beds at Northern Broome Senior Center. In the past, there were garden beds at Eastern Broome and North Shore Towers Senior Centers so OFA will explore whether there is enough interest to bring these back.</p> |
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**Objective 3: Promote age-friendly concepts for utilization by local Broome County municipalities when improving their outdoor spaces and public buildings.**

| Action Steps  | Status Update   |
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| Share the list of Age-Friendly Best Practices with Broome County municipalities and encourage utilization when capital upgrades are made. | <p style="text-align: center;"><b>IN-PROCESS</b></p> <p>BC Planning started working on a list of best practices in 2022. Anticipated completion in 2023.</p>  |
| The Planning Department will host a municipal training about age-friendly best practices.   | <p style="text-align: center;"><b>COMPLETED</b></p> <p>2022: Broome County Planning hosted a Universal Design Municipal Training in October. The speaker was an expert from the University of Buffalo’s Center for Inclusive Design and Environmental Access.</p> |

**GOAL #2: Improve public knowledge of Broome County facilities and programs.**

**Objective 1: Publicize information about facilities, activities, and discount programs throughout Broome County.**

| Action Steps  | Status Update   |
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| Exploring utilizing community volunteers as guest speakers at the senior centers and to community organizations to educate the public and encourage use of County assets. | <p style="text-align: center;"><b>IN-PROCESS</b></p> <p>To be explored in 2023.</p>   |
| Identify ways to cross-promote county facilities between departments.   | <p style="text-align: center;"><b>COMPLETED/ONGOING</b></p> <p>2021/2022: BC Parks sends an email newsletter with events. Events are cross promoted through bulletin boards and posting</p> |

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|  | flyers/posters in the county office building elevators. Additional opportunities can be explored to improve communication.  |
| Publicize activities and event discount programs available to older adults in the <i>Senior News</i> and encourage other local publications and agencies to spread the word. | <b>COMPLETED/ONGOING</b><br>2021/2022: The <i>Senior News</i> now features a monthly “Mark Your Calendar! Upcoming Community Events” article featuring a variety of activities/events in Broome County. The <i>Senior News</i> also ran a feature on senior discounts at Broome County Parks in the summer of 2022.   |
| <b>NEW</b>   | <b>COMPLETED</b><br>2021/2022: OFA offers a monthly Nature Walking Club to replace the previous hiking club to attract more participants.   |
| <b>NEW</b>   | <b>COMPLETED</b><br>2021/2022: OFA requested and obtained a senior registration discount for the Binghamton Bridge Pedal. The event and senior discount were publicized in the <i>Senior News</i> .   |
| <b>NEW</b>   | <b>COMPLETED</b><br>2022: Broome County OFA was selected for a pilot project funded through NYSOFA. In 2023, OFA will have access to an online platform called BloomingHealth through which programs, events and emergency messages can be sent to participants. This will enhance promotional efforts and allow OFA to collect instant feedback about programs/events. |

**DO YOU KNOW OF ANY AGE-FRIENDLY IMPROVEMENTS HAPPENING IN BROOME COUNTY?**

Let us know by calling 607-778-2411 or by emailing [OFA@broomecountyny.gov](mailto:OFA@broomecountyny.gov)