



# Services for Seniors

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## LINKAGE TO COUNTY RESULTS AREAS

- Thriving Youth and Families
- A More Affordable and Welcoming County for a Lifetime

## PROGRAM CONTACTS

Contact Raymond L. Crowel, PSY.D. of the Department of Health and Human Services at 240.777.1266 or Lindsay Lucas of the Office of Management and Budget at 240.777.2766 for more information.

### **FY21 RECOMMENDED ENHANCEMENTS**

The FY21 Recommended Budget includes approximately \$26 million in tax supported resources identified for seniors, including funds for community organizations that augment County services for seniors. In addition, the approved budget includes \$24 million in non-tax supported resources for seniors.

#### **Enhancements in the FY21 Recommended Budget include:**

- Increase staff in the Department of Health and Human Services to investigate complaints of maltreatment of abuse and neglect against seniors, secure resources, and provide surrogate decision-making for adults adjudicated through the courts, and
- Expand Senior Transportation in the Department of Recreation to include Friday service and add service to North Potomac Recreation Center.

#### **Non-Departmental Account Community Grants**

- The FY21 Recommended Budget provides grants to community partners of \$1.2M for services benefiting seniors. These community organizations are critical to an effective network of services and are sometimes able to provide these services in a more cost-effective, culturally appropriate, and flexible way. They are also able to leverage community resources that may be unavailable to County Government.

## DEPARTMENTAL PROGRAMS

Services benefiting seniors are incorporated in the general department program offerings, as well as targeted services. Below are some of the major County government programs currently supporting County seniors.

### Department of Recreation

- Operate seven Senior Centers.
- Operate a Senior Transportation Service providing limited range age-friendly access to six Senior Centers.
- Operate Active Adult Centers for those 55 and older, where seniors gather for educational programs, friendship, entertainment, sports, and other activities.
- Operate a Senior Nutrition Program at eight facilities in cooperation with HHS.
- Operate the Senior Sneaker Exercise Program that provides for adults over 55 years of age access to quality exercise and fitness rooms at Recreation Department Community Centers with a reduced annual membership fee.
- Offer Senior Outdoor Adventures in Recreation day trip programs for active adults over 55 years of age.

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- Continue the popular senior mini-trip program. Each senior center and Active Adult Program now receives three trips per year to take seniors to local destinations of interest.
  - Works with other agencies, departments, hospitals, and non-profits to provide a variety of programs, classes, and services identified as community needs to the residents age 55+ of Montgomery County. This includes such programs as World Elder Abuse Awareness Day, Tech Fairs, Health and Wellness Expos, Bone Builders, Senior Fit classes, and a huge variety of ongoing classes and programs.

## Department of Health and Human Services

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- Prevent or reverse nursing home placement for Medicaid eligible persons of all ages by providing supports planning, nurse monitoring, and community based services.
- Transport seniors using Transit Services Ride On buses during off-peak hours to provide transportation to County community recreation centers at least once per week and to grocery stores for a limited number of senior housing complexes one time each week.
- Provide supportive contractual services to seniors including "friendly visitor" services, escorted grocery shopping, legal assistance, and Alzheimer's support services.
- Continue the Escorted Transportation Project with the Jewish Council for the Aging to expand and coordinate new and existing escorted transportation services.
- Promote and expand transportation options available to seniors and people with disabilities through the County Mobility and Transportation Manager who works with advocates and public and private service providers.
- Offer one-stop, hands-on assistance and outreach to County residents regarding services for seniors, persons with disabilities, and their families and caregivers to clarify their needs and identify and access resources.
- Help protect more than 8,900 County residents in 226 assisted living facilities and 34 nursing homes by maintaining a regular presence, investigating complaints, and advocating for seniors' rights.
- Guarantee that seniors over the age of 60 have access to meals, nutrition education, and the opportunity for socialization at community and senior centers and senior apartment buildings.
- Provide home delivered meals to chronically ill clients, age 60 and above, to address the nutritional needs of the County's most frail and vulnerable seniors who are home-bound due to illness or disability and cannot get out or prepare healthful meals on their own. Special consideration is given to low-income individuals, minority individuals, those in rural communities, those with limited English proficiency, and those at risk of institutional care.
- Investigate complaints of maltreatment for abuse and neglect against seniors, secure resources, and provide surrogate decision-making for adults adjudicated through the courts.
- Provide in-home support services to help vulnerable seniors remain safe and cared for in the community and to prevent premature and/or inappropriate institutionalization.
- Offer the Home Care Chore Services Program, which is targeted to low-income, frail, elderly and people with disabilities who need help with light cleaning, vacuuming, laundry, and/or meal preparation in order to remain in their own homes and in the community.
- Maintain funding for respite care services for older adults and persons with disabilities.
- Continue support in the Adult Protective Services/Social Services to Adults Program to address an increase in investigations of financial exploitation resulting from new mandatory reporting requirements for banks.
- Provide Heavy Chore Services to serve seniors with hoarding behaviors to prevent evictions, condemnation, or to correct health and safety conditions. Services include heavy commercial cleaning and pest fumigation.
- Offer short-term respite services to caregivers who provide ongoing care to frail elders.
- Provide Senior Mental Health Services for home-bound seniors and coordinate medication with medical providers.
- Help meet older adult challenges of remaining independent in their homes as they age in their communities through the "Village" model, a grassroots, consumer driven, and volunteer first model. The Village Coordinator assists 28 current and five emerging "Villages" and promotes the creation of new ones.
- Implement a Senior Home Sharing program that matches senior home providers who have a spare room with home seekers

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interested in a long-term housing option.

## Department of Transportation - Transit Services

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- Subsidize taxi service for low-income seniors, age 65 and older, to allow for greater mobility and quality of life.
- Provide information and linkage to transportation resources to senior citizens, maintain a database of resources, help callers fill out forms for transportation programs, and link callers with transportation providers.
- Provide free public transit travel training classes for seniors, increasing their travel options and comfort level with public transportation.
- Continue ongoing advertising campaigns and distribution of senior transportation services.
- Conduct on-site outreach events and presentations about senior transportation options and resources at locations where seniors frequent or reside.
- Provide fixed route service (Ride On) to many senior centers and make Senior SmarTrip cards available through multiple channels.
- Transport seniors to four senior centers and for grocery shopping trips from 12 residential facilities during Ride On's off-peak period.
- Provide free bus service on Ride On and Metrobus during off-peak periods (Monday-Friday 9:30 AM to 3:00 PM and Saturday 8:30 AM to 4:00 PM) and half price fares at all other times.
- Improve bus stops as part of Ride On's safety, ADA compliance, and accessibility program.
- Improve pedestrian crossings by re-timing all traffic signals to extend pedestrian crossing times to accommodate slower walking speeds, upgrade some traffic signals to include accessible/countdown pedestrian signals.
- Continue to improve pedestrian access by using high visibility ladder bar style at crosswalks, focus on pedestrian access safety in work zones and continue converting street lights to LED.

## Department of Public Libraries (MCPL)

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- Provide programs specifically designed to engage patrons over 50 years of age that promote creativity, learning, education, healthy living and social interaction. These activities are essential to vital living, and provided via grant funding, staff work, and partnerships with Montgomery College's Lifelong Learning Institute, HHS, and other agencies.
- Provide diverse programs relevant to the County's population over age 50. Topics include book discussions, intergenerational opportunities, financial security, professional development, business, retirement, taxes, health, employment, technology, consumer issues, English language learning, and others.
- Provide online lifelong learning services and materials, including our seniors-focused web page, and training on how to use e-books and computers.
- Offer large print library materials and other accessibility equipment and services for seniors - assistive technology workstations with desktop magnifiers and computers with screen reading and magnifying software (JAWS and Magic software), adjustable tables, audio induction loop system in meeting rooms (selected branches), and Communication Access Real-Time Translation Services (CART).
- Provide Metro Senior SmarTrip cards for purchase at all library branches.
- Provide Books@Home service, delivering library materials to Montgomery County residents who cannot visit the library because of physical disability, health issue or frailty.
- Provide substantial volunteer opportunities that are frequently utilized by people over 50 at every branch, such as Service Corps for Retired Executives business counseling and Volunteer Center.
- Market library services and resources in newspaper venues focusing on people over 50, such as The Beacon.

## Department of Technology Services (DTS)

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- Senior Planet Montgomery provides technology training for older adults to enable them to use the Internet for daily living,

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extend their ability to live independently, and to find employment and be entrepreneurs in digital economy. Ten-week and five-week training courses and single-day technology exploration lectures are offered throughout the County at senior centers, libraries, the Gilchrist Immigrant Resource Center, WorkSource Montgomery, and recreation centers. In FY20, the Department of Environmental Protection will partner with Senior Planet Montgomery to offer workshops and information to seniors about energy efficiency and ways to reduce energy expenses. Programs outcomes demonstrate that these training programs enable seniors to feel more connected to their families, friends, and communities, feel more optimistic about their future, and have better access to health information and employment opportunities.

### Fire and Rescue Service (MCFRS)

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- To address the disproportionate increase in the number of repeat low acuity 911 calls by seniors, MCFRS implemented the Mobile Integrated Healthcare Pilot Program. In its first year, the pilot program reduced non-emergency calls by 55% for the population served by the program. This collaborative initiative of HHS and MCFRS holistically incorporates the skills of fire/rescue personnel, clinical social workers, and community health nurses to better meet the needs of patients who utilize EMS services frequently and reducing the burden on 911, emergency medical personnel and emergency rooms while still providing superior care.
- Identify strategies to reduce fire risk among the elderly.
- Identify homebound seniors and those with disabilities to provide information on fire safety and risk reduction assistance including the installation of approved smoke alarms appropriate for their needs.
- Continue to partner and expand collaborative partnerships between MCFRS, County agencies and departments, and professional organizations providing services to seniors.
- Continue public education and awareness campaign to educate and inform residents regarding legislative changes to Maryland's Smoke Alarm Law and new County requirements for Carbon Monoxide Alarms.
- Continue appointment-based and door-to-door safety campaigns offering department services to seniors including the evaluation of existing residential smoke alarm equipment, replacement of smoke alarms, and general injury prevention information and education.
- Offer free residential safety evaluations and smoke alarm checks for seniors.
- Assist and partner with communities and neighborhood organizations regarding fire safety, the development of home fire evacuation and escape plans and general injury prevention and emergency preparedness information.
- Continue to support the County's "Villages" model designed to assist residents who are "aging in place" with fire safety, injury prevention and in-home safety, and smoke alarm checks.
- Provide education and training to recruit classes and first responders to increase awareness of the needs, health issues and risks faced by senior citizens.

### Department of Housing and Community Affairs

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- Continue partnering with "Rebuilding Together" by funding some administrative costs for a highly leveraged program that provides home repairs for low-income homeowners, most of whom are seniors and unable to undertake home repairs on their own.
- Continue partnering with the Housing Opportunities Commission of Montgomery County to provide rental assistance to low-income seniors.

### Office of the State's Attorney

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- Aggressively prosecute crimes against seniors and vulnerable adults through the Crimes Against Seniors and Vulnerable Adults Unit of the Office of the State's Attorney.
- Continue to collaborate closely with Adult Protective Services and the Police Department to address crimes against seniors in an efficient and timely manner that holds offenders accountable for their criminal activity.
- Continue to chair the Montgomery County Elder/Vulnerable Adult Abuse Task Force, which brings together representatives from County Agencies to discuss cases of concern and hosts an annual event on World Elder Abuse Awareness Day to promote

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education/prevention of senior abuse.

- Collect data on metrics to include the number of investigations opened, inter-agency collaborations, and prosecutions.

## Community Engagement Cluster

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- Partner with community organizations to provide free tax preparation assistance to low-to-moderate income Montgomery County residents with special attention to seniors age 60+.
- Support opportunities for adults age 60+ to increase access to community activities, socialization, and lifelong learning.
- Provide individual and couples senior counseling services.
- Recognize senior volunteer contributions annually by honoring two seniors with the Neal Potter Path of Achievement Award.
- Continue the Senior Fellows program which taps the experience and skills of retired seniors across a range of issues from affordable housing to transportation options.

## Office of Consumer Protection

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- Continue to recruit seniors and retired professionals to work at Office of Consumer Protection as volunteers providing administrative and investigative assistance.
- Provide Office of Consumer Protection outreach initiatives to provide consumer education regarding consumer scams that target seniors and vulnerable adults.
- Collaborate with legislators and consumer organizations to enact and enhance laws designed to protect seniors from deceptive trade practices.

## Office Human Resources

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- Offer the Senior Fellows Program to augment the County's workforce by tapping into the skill sets of highly talented, experienced, and seasoned professionals which includes seniors.

## Department of Environmental Protection

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- Apply for an exemption for curbside refuse and recycling services available to any individual who because of physical limitations (disability or age) is unable to bring containers to the curb.

## Office of Public Information

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- Produce "Seniors Today," a monthly cable television show highlighting services and programs of interest to seniors.
- Manage seniors website, a central portal offering timely information to seniors and caregivers about County services and programs: <http://www.montgomerycountymd.gov/senior/>.

## Montgomery County Police Department (MCPD)

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- Maintain "Keeping Seniors Safe" crime prevention outreach program, which addresses financial and other frauds and scams; identity theft; shopping safety; and emergency preparedness through presentations from Community Outreach Officers and command staff, and brochures distributed widely.
- Conduct home security surveys in seniors homes.
- Manage Project Lifesaver to help locate seniors with dementia/Alzheimer's Disease.

**Services for Seniors**  
**FY21 Approved Operating Budget**  
**Tax-Supported**

Department	Project/Program	FY21 Recommended
Health and Human Services	Adult Foster Care	922,359
	Adult Protective Services/SSTA/Public Guardianship	4,548,920
	Aging and Disability Services Resource Unit	228,126
	CFC Nurse Monitoring	2,078,619
	CFC Supports Planning	690,681
	Mental Health Services for Seniors and Persons with Disabilities	76,109
	Ombudsman Services	605,914
	Respite Services	513,121
	Senior Community Programs	1,986,241
	Senior Dental Services	219,337
	Senior Food Program	1,053,720
	The Adult Day Care Subsidies Initiative	321,565
	The Home Care Services program	2,455,791
	The Medical Assistance Eligibility Services	311,814
<b><i>Sub-total, Health and Human Services</i></b>		<b>16,012,317</b>
Recreation	Damascus Senior Center	173,446
	Holiday Park Senior Center	505,795
	JCA Senior Transportation	585,683
	Long Branch Senior Center	154,540
	Senior Services	167,291
	North Potomac Senior Center	183,911
	Schweinhaut Senior Center	245,177
	Senior Mini Trips	53,062
	Senior Neighborhood Programs	150,060
	Senior Outdoor Adventure Recreation	259,061
	Wheaton Senior Center	286,863
	White Oak Community Recreation Center Senior programs	197,270
<b><i>Sub-total, Recreation</i></b>		<b>2,962,159</b>
Transportation	Call N Ride Program	3,855,442
	Jewish Council on Aging/Connect A Ride	153,860
	Special Transportation	131,196
	Seniors/Disabled Ride Free Program	323,200
<b><i>Sub-total, Transportation</i></b>		<b>4,463,698</b>
Other Departments	Community Engagement Cluster - Senior Corps RSVP	64,166
	Community Engagement Cluster - Senior Volunteer Network	40,000
	Community Grants NDA - Grants for Senior Services	1,204,108
	Fire and Rescue -Mobile Integrated Health for Seniors	293,867
	Human Resources - Senior Fellows	50,000
	Police - Project Lifesaver Program	12,500
	Public Information - Senior Beacon Advertising	28,000
	State's Attorney - Crimes Against Seniors and Vulnerable Adults Unit	892,035
Technology Services - Senior Planet Montgomery	180,000	
<b><i>Sub-total, Other Departments</i></b>		<b>2,764,676</b>
<b>Total Tax-Supported</b>		<b>26,202,850</b>
<b>Total Non-Tax Supported</b>		<b>23,910,338</b>
<b>Grand Total</b>		<b>50,113,188</b>

Note: Appropriations reported for programs in the Department of Transportation and Community Grants include funds supporting both seniors and the disabled, except Jewish Council on Aging/Connect-A Ride which serves older adults (50+). All other appropriations reflect only funds attributed to senior services.

## Non-Tax Supported

Department	Project/Program	FY21 Recommended
Health and Human Services	Adult Foster Care	334,995
	Adult Protective Services/SSTA/ Public Guardianship	1,005,033
	Aging and Disability Services Resource Unit	675,131
	Ombudsman Services	283,170
	Respite Services	87,384
	Senior Community Programs	1,093,578
	Senior Food Program	2,176,478
	Senior Group Homes	513,542
	The Home Care Services program	821,425
The Medical Assistance Long Term Care program	3,761,109	
<b><i>Sub-total, Health and Human Services</i></b>		<b>10,751,845</b>
Other Departments	Department of Housing and Community Affairs - Knowles Avenue Senior	8,900,000
	Department of Transportation - Call N Ride Program	379,107
	Department of Transportation - Medicaid Special Transportation	3,879,386
<b><i>Sub-total, Other Departments</i></b>		<b>13,158,493</b>
<b>Total Non-Tax Supported</b>		<b>23,910,338</b>

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