

Chautauqua County Office for Aging Services 2027 Annual Update — Public Hearing Summary Helping Older Adults Age Well at Home

The **Chautauqua County Office for Aging Services (CCOFAS)** is the county's Area Agency on Aging. We help older adults and their families find services that support safe, healthy, and independent living. Our mission is simple:

GUIDE • CONNECT • ADVOCATE

We help people find the right services, connect with local resources, and speak up for the needs of older adults and caregivers.

Nearly **one in three people in Chautauqua County is age 60 or older**. Many older adults want to stay in their own homes and communities as they age. They may need help with food, transportation, health care, home safety, care in the home, caregiving, or other supports.

What Our Community Needs

Feedback from older adults, caregivers, service providers, and community members shows that several needs remain important.

Staying at Home

Many older adults need help with personal care, housekeeping, meals, respite, and other services that allow them to remain at home.

Transportation

Many people, especially those living in rural areas, have trouble getting to doctors, pharmacies, grocery stores, meal programs, and other important places.

Family Caregivers

Family members who provide care often need breaks, information, support, and help planning for emergencies.

Food and Nutrition

Home-delivered meals and group meals help older adults get healthy food and stay connected with others.

Communication and Technology

More services are now available online. Older adults may need help using computers, phones, telehealth, and online services safely. Better communication as to what is available.

Safe Housing

Home repairs and changes such as ramps and grab bars can help people stay safe and remain in their homes.

Building on 2026: During 2026, CCOFAS continued to improve services across the county.

Highlights included:

- Increased **home-delivered meal** capacity
- Continued **Dining Out** meal programs
- Expanded **caregiver respite**, including overnight respite
- Increased education about **dementia and healthy aging**
- Continued **Warm & Well at Home**
- Continued **Santa for Seniors**
- Expanded health and wellness programs
- Increased volunteer recruitment and recognition
- Strengthened partnerships with hospitals to improve care after a hospital stay
- Increased education about **Medicare, insurance information, scams, elder abuse, and healthy aging.**

Our 2027 Priorities

Help Older Adults Stay Independent: Expand services that help older adults stay safely in their homes and communities.

Make It Easier to Find Help: Strengthen **NY Connects** so older adults, caregivers, and families can find information and connect with the right services.

Support Family Caregivers: Provide more education, counseling, respite, dementia support, and help with emergency planning.

Improve Food and Nutrition: Continue to strengthen home-delivered meals, group meals, nutrition education, and wellness checks.

Improve Transportation: Work with transportation providers and volunteers to improve access to medical care, food, pharmacies, and other important services.

Support Healthy Aging: Expand programs that help prevent falls, manage health conditions, increase physical activity, and support brain health.

Build Our Volunteer Network: Increase volunteer opportunities such as meal delivery, transportation, friendly visits and calls, technology help, pet visits, and community events.

Help Older Adults Use Technology: Provide help with computers, phones, telehealth, online services, and scam prevention.

Prepare for Emergencies: Work with local partners to make sure older adults and caregivers have plans and support during emergencies.

Make Services Available to Those Who Need Them Most: Focus on people who may face extra challenges because of low income, living alone, disability, rural location, food insecurity, or social isolation.

Services Available: CCOFAS provides services directly and through community partners. Services depend on program rules, individual needs, and available funding.

NY Connects: Information and help with benefits, health care, housing, transportation, meals, caregiving, legal services, and other local resources.

Help at Home: Services may include personal care, housekeeping, case management, respite, emergency response systems, home repairs, and other supports.

Meals and Nutrition: Home-delivered meals, group meals, nutrition education, dietitian services, and wellness checks.

Caregiver Support: Information, counseling, education, support groups, respite, emergency planning, and dementia resources.

Health and Wellness: Programs that help prevent falls, manage health conditions, prevent diabetes, stay active, and support healthy aging.

Medicare Help: Free, unbiased help with Medicare, Medicare Advantage, Part D, EPIC, and other Medicare programs.

Transportation: Help connecting older adults with transportation for medical care, groceries, pharmacies, meals, and other essential needs.

Legal and Housing Help: Connections to legal services and resources for housing, home repairs, accessibility changes, consumer problems, and elder abuse.

Employment and Volunteer Opportunities: Employment and training opportunities for eligible older adults and volunteer opportunities that help support the community.

2027 Funding at a Glance

CCOFAS uses federal, state, county, and participant funds to support services for older adults and caregivers.

Funding Source	2026	2027
Total Budget	\$5,844,728	\$5,830,866
Federal & State Funds	\$4,008,442	\$4,042,530
County Funds	\$1,013,686	\$913,336
Participant Contributions	\$822,600	\$875,000

- The total budget is expected to stay about the same.
- Federal and state funds are expected to **increase by about \$34,088**.
- County funding is expected to **decrease by about \$100,350**.
- Participant contributions are expected to **increase by about \$52,400**.

How We Will Measure Our Progress

CCOFAS will use a 2027 Performance Scorecard to track how well our programs are working.

We will review this information during the year to see what is working and where changes are needed.

- People receiving help at home
- Connections made through NY Connects
- Meals provided
- Caregiver support and respite
- Transportation services
- Health and wellness programs
- Volunteer participation
- Technology assistance
- Emergency planning
- Access to services

CCOFAS is committed to helping older adults:

Our Commitment to Older Adults:

Stay safely in their homes.

Stay connected to family and friends.

Stay healthy and active.

Get help when they need it.

Age with dignity and choice.

Your Voice Matters

The Annual Update is a plan for our community and with our community. We welcome comments from older adults, caregivers, service providers, health care partners, community groups, elected officials, volunteers, and residents.

Your ideas help us understand what people need, improve our services, and make the best use of available resources.



**Chautauqua County
Office for Aging Services
Leaders in Aging Well at Home
716-753-4582**

Working together to support older adults, caregivers, and communities throughout Chautauqua County.