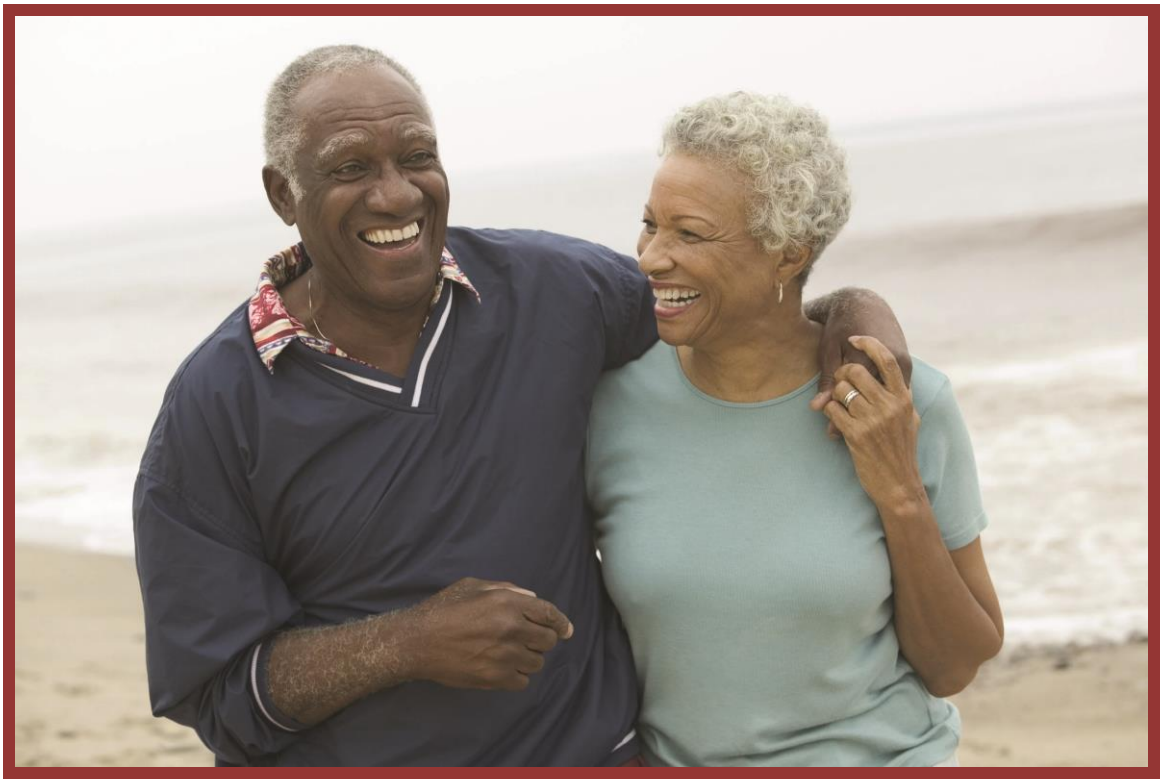
2018

Onondaga County Department of Adult & Long Term Care Services

Office for Aging

Revised August 2018



Resource Guide

315-435-2362 www.ongov.net/aging

Joanne M. Mahoney, County Executive Lisa D. Alford, Commissioner

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The listings are not exhaustive; inclusion, or exclusion, should not be construed as to the quality or service provided.

Please call 315-435-2362 with any updates.

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Quick Guide to Aging Resources

Information & Assistance

Free Language Assistance is available at 1-800-342-9871

Onondaga County Office for Aging
www.ongov.net/aging, 315- 435-2362, Fax 315- 435-3129
Weekdays 8:30 a.m. - 4:30 p.m., 421 Montgomery Street, John H. Mulroy Civic Center - 10th Floor, Syracuse, NY 13202
The Office for the Aging provides information on community services available to older adults in Onondaga County.

New York State Office for the Aging, http://www.aging.ny.gov
Senior Citizen's Helpline: 1-800-342-9871
(518) 474-4425, Fax (518) 474-1398
Empire State Plaza, Agency Building #2, Albany, NY 12223-1251

Eldercare Locator
http://www.eldercare.acl.gov, 1-800-677-1116 (Toll free number)
Monday through Friday, 9 a.m. to 11 p.m. Eastern Time
This is a nationwide directory assistance service designed to help older persons and caregivers locate local support resources for aging Americans. Please have the following information ready: county, city, name, zip code and a brief description of problem.

Complaint Lines

Adult Care Facilities	**1-866-893-6772**
Home Health Care	
(Including Certified Home Health Agencies)	**1-800-628-5972**
Hospice	**1-800-628-5972**
Hospital Discharge	**1-800-804-5447**
Hospital or Diagnostic and Treatment Center	**1-800-804-5447**
Managed Care	**1-800-206-8125**
Nursing Home	**1-888-201-4563**
Office of Professional Medical Conduct	**1-800-663-6114**

State Offices for the Aging

Albany County Department for Aging
George Brown, Commissioner
162 Washington Ave, Albany, NY 12210
(518) 447-7198, FAX: (518) 447-7188

Allegany County Office for the Aging
Madeleine Gasdik, Director
6085 Route 19 N, Belmont, NY 14813
(585) 268-9390, FAX: (585) 268-9657

Broome County Office for the Aging
Jamie Kelly, Director
Broome County Office Building
60 Hawley Street, 4th Floor, PO Box 1766
Binghamton, NY 13902-1766
(607) 778-2411
FAX: (607) 778-2316

Cattaraugus County Department of Aging
Catherine M. Mackay, Director
One Leo Moss Drive, Suite 7610
Olean, NY 14760-1101
(716) 373-8032, FAX: (716) 701-3730

Cayuga County Office for the Aging
Brenda Wiemann, Director
160 Genesee Street
Auburn, NY 13021-3483
(315) 253-1226, FAX: (315) 253-1151

Chautauqua County Office for the Aging
Dr. Mary Ann Spanos, Director
7 North Erie Street
Mayville, NY 14757-1027
(716) 753-4471, FAX: (716) 753-4477

Oneida County Office for the Aging/Continuing Care
Michael J. Romano, Director
120 Airline Street - Suite 201
Oriskany, NY 13424
(315) 798-5456. FAX: (315) 768-3658

Onondaga County Office for Aging
Peter J. Headd, Executive Director
Civic Center - 10th Floor
421 Montgomery Street
Syracuse, NY 13202
(315) 435-2362, FAX: (315) 435-3129

Ontario County Office for the Aging
Irene Coveny, Director
3019 County Complex Drive
Canandaigua, NY 14424-9502
(585) 396-4040, FAX: (585)396-7490

Orange County Office for the Aging
Ann Marie Maglione, Director
18 Seward Avenue
Middletown, NY 10940
(845) 615-3700, FAX: (845) 346-1191

Orleans County Office for the Aging
Melissa Blanar, Director
County Administration Building
14016 Route 31West
Albion, NY 14411-9382
(585) 589-3191, FAX: (585) 589-3193

Oswego County Office for the Aging
Sara Sunday, Interim Administrator
County Office Complex
70 Bunner St., PO Box 3080
Oswego, NY 13126-3080
(315) 349-3484, FAX: (315) 349-8413

Chemung County Department of Aging & Long Term Care
Pamela M. Brown, Director
P.O. Box 588, 425 Pennsylvania Avenue
Elmira, NY 14902-0588
(607) 737-5520, FAX: (607) 737-5521

Chenango County Area Agency on Aging
Brian Wessels, Director
County Office Bldg., 5 Court St.
Norwich, NY 13815-1794
(607) 337-1770, FAX: (607) 337-1749

Clinton County Office for the Aging
Crystal Carter, Director
135 Margaret Street, Suite 105
Plattsburgh, NY 12901-2966
(518) 565-4620, FAX: (518) 565-4812

Columbia County Office for the Aging
Kevin McDonald, Administrator
325 Columbia Street
Hudson, NY 12534
(518) 828-4258, FAX: (518) 822-0010

Cortland County Area Agency on Aging
Elizabeth Haskins, Director
County Office Building
60 Central Avenue
Cortland, NY 13045-2746
(607) 753-5060, FAX: (607) 758-5528

Delaware County Office for the Aging
Wayne Shepard, Director
6 Court Street
Delhi, NY 13753-1066
607-832-5750, FAX: 607-832-6050

Otsego County Office for the Aging
Frances A. Wright, Director
Meadows Office Complex - Suite 5
140 Co Hwy 33W
Cooperstown, NY 13326
(607) 547-4232, FAX: (607) 547-6492

Putnam County Office for Senior Resources
Patricia Sheehy, Director
110 Old Route 6, Bldg. A, Carmel, NY 10512-2196, (845) 808-1700 Ext. 47105
FAX: (845) 225-1915

Rensselaer County Unified Family Services
Carol Rosbozom, Commissioner
Department for the Aging
1600 Seventh Avenue
Troy, NY 12180-3798, (518) 270-2730 FAX: (518) 270-2737

Rockland County Office for the Aging
Tina Cardoza-Izquierdo, Director
Robert L. Yeager Health Center, Bldg. B
50 Sanatorium Road
Pomona, NY 10970-0350
(845) 364-2110 FAX: (845) 364-2348
E-mail: cardozaT@co.rockland.ny.us

St. Lawrence County Office for the Aging
Andrea Montgomery, Director
80 State Highway 310, Suite 7
Canton, NY 13617-1497
(315) 386-4730 FAX: (315) 386-8636

Saratoga County Office for the Aging
Sandra Cross, Director
152 West High Street
Ballston Spa, NY 12020-3528
(518) 884-4100 FAX: (518) 884-4104

Dutchess County Office for the Aging
Todd Tancredi, Director
27 High Street, Poughkeepsie, NY 12601-1962
(845) 486-2555, FAX: (845) 486-2571
email: ttancredi@dutchessny.gov

Erie County Dept. of Senior Services
Mr. Timothy Hogues, Commissioner
Erie County Department of Senior Services
95 Franklin Street, Rm 1329
Buffalo, NY 14202-3985
(716) 858-8526, Fax (716) 858-6468
nyconnects@erie.gov | http://www.erie.gov

Essex County Office for the Aging
Krissy Leerkes, Acting Director
P.O. Box 217 - 100 Court Street
Elizabethtown, NY 12932-0217
(518) 873-3695, FAX: (518) 873-3784

Franklin County Office for the Aging
Becky Preve, Director
355 West Main Street, Suite 447
Malone, NY 12953-1826
(518) 481-1526, FAX: (518) 481-1635

Fulton County Office for Aging and Youth
Andrea Fettinger, Director
19 N. William Street, Johnstown, NY 12095-2534
(518) 736-5650, FAX: (518) 762-0698

Genesee County Office for the Aging
Ruth Spink, Director, Batavia-Genesee Senior Center
2 Bank Street, Batavia, NY 14020-2299
(585) 343-1611, FAX: (585) 344-8559

Schenectady County Department of Senior & Long Term Care Services
Cathyrn Bern-Smith, Manager
107 Nott Terrace, Suite 202
Schaffer Heights Schenectady, NY 12308-3170
(518) 382-8481 x 9-313, FAX: (518) 382-0194
email: cathryn.bern-smith@schenectadycounty.com

Schoharie County Office for the Aging
Nancy Dingee, Director
113 Park Place, Suite 3, Schoharie, NY 12157
(518) 295-2001 FAX: (518) 295-2015

Schuyler County Office for the Aging
Tamre Waite, Director
323 Owego Street, Suite 165
Montour Falls, NY 14865-9625
(607) 535-7108 FAX:(607) 535-6832
Mailing Address: 323 Owego Street, Unit 7
Montour Falls, NY 14865-9625

Seneca County Office for the Aging
Angela Reardon, Director
1 DiPronio Drive, Waterloo, NY 13165-1681 (315) 539-1765
FAX: (315) 539-1923

Seneca Nation of Indians
Office for the Aging
Lesley Kennedy, Director
28 Thomas Indian School Drive
Irving, NY 14081
(716) 532-5778 FAX: (716) 532-5077

St. Regis Mohawk
LoraLee LaFrance, Director
29 Business Park Road, Hogansburg, NY 13655
(518)358-2963 FAX: (518)358-3071, Mailing-412 State Route 37, Akwesasne, NY 13655

Greene County Department for the Aging
Terry McGee Ward, Director of Aging Services
411 Main Street
Catskill, NY 12414
(518) 719-3555, FAX: (518) 719-3798

Hamilton County ** see Warren/Hamilton

Herkimer County Office for the Aging
Kathy Fox, Director
109 Mary Street, Suite 1101
Herkimer, NY 13350-2924
(315) 867-1121, FAX: (315) 867-1448

Jefferson County Office for the Aging
Mr. Timothy Ruetten, Director
Jefferson County Office for the Aging
175 Arsenal Street 2nd Floor
Watertown, NY 13601
(315) 785-3191, FAX: (315) 785-5095
truetten@co.jefferson.ny.us

Lewis County Office for the Aging
Brenda Bourgeois, Director
7660 State Street, Lowville, NY 13367-0408
(315) 376-5313, FAX: (315) 376-5105

Livingston County Office for the Aging
Sue Davin, Director
Livingston County Office for the Aging
3 Murray Hill Drive, Mt. Morris, NY 14510-1601
(585) 243-7520
FAX: (585) 243-7516

Steuben County Office for the Aging
Patty Baroody, Director
3 E. Pulteney Square
Bath, NY 14810-1510
(607) 664-2298, FAX: (607) 664-2371

Suffolk County Office for the Aging
Holly Rhodes-Teague, Director
H. Lee Dennison Building, 3rd Floor
100 Veterans Memorial Highway
P.O. Box 6100
Hauppauge, NY 11788-0099
(631) 853-8200, FAX: (631) 853-8225

Sullivan County Office for the Aging
Deborah Allen, Director
100 North Street, P.O. Box 5012
Sullivan County Government Center
Monticello, NY 12701
(845) 807-0241, FAX: (845) 807-0260

Tioga Opportunities, Inc.
Department of Aging Services
Christine Shaver, Director
Countryside Community Center
9 Sheldon Guile Blvd., Owego, NY 13827
(607) 687-4120
FAX: (607)687-4147

Tompkins County Office for the Aging
Lisa Holmes, Director
214 W. Martin Luther King Jr./State St.
Ithaca, NY 14850, (607) 274-5482
FAX: (607) 274-5495

Ulster County Office for the Aging
Kim Butwell, Acting Director
1003 Development Court
Kingston, NY 12401
(845) 340-3456
FAX: (845) 340-3583

Onondaga County Office for Aging (315) 435-2362 Revised: 8/2017

Madison County Office for the Aging
Julie Harney, Executive Director
138 Dominick Bruno Blvd.
Canastota, NY 13032, (315) 697-5700
FAX: (315) 697-5777

Monroe County Office for the Aging
Julie Allen Aldrich, Director
Monroe Community Hospital
435 East Henrietta Road, Room 3rd Floor, West
(Faith Wing) Rochester, NY 14620
(585) 753-6280 FAX: (585) 753-6281

Montgomery County Office for the Aging, Inc.
David Jordan, Director
135 Guy Park Avenue, Amsterdam, New York 12010
(518)843-2300 Ext. 229
FAX: (518)843-7478

Nassau County Department of Human Services
Office for the Aging
Lisa A. Murphy, Commissioner
60 Charles Lindbergh Boulevard
Suite #260, Uniondale, NY 11553-3691
(516) 227-8900
FAX: (516) 227-8972

New York City Department for the Aging
Donna M. Corrado, Ph.D., Commissioner
2 Lafayette Street, 7th Floor
New York, NY 10007-1392
Within five boroughs of NYC - 311
Outside of buroughs - (212) 639-9675
TTY - (212) 504-4115
FAX: (212) 442-1095

Niagara County Office for the Aging
Kenneth M. Genewick, Director
111 Main Street, Suite 101
Lockport, NY 14094-3718
(716) 438-4020
FAX: (716) 438-4029

Warren/Hamilton Counties Offices for the Aging
Deana Park, Director, Human Services Building
1340 State Route 9, Lake George, NY 12845
518-761-6347

Washington County Office for the Aging & Disability Resource Center
Gina Cantanucci-Mitchell, Director
Office for Aging and Disability Resources
383 Broadway, Fort Edward, NY 12828
(518) 746-2420 FAX: (518) 746-2418

Wayne County Department of Aging and Youth
Penny Shockley, Director of Aging & Youth
1519 Nye Road, Suite 300
Lyons, NY 14489-9111
(315) 946-5624 FAX: (315) 946-5649

Westchester County Department of Senior Programs & Services
Mae Carpenter, Commissioner
9 South First Avenue, 10th Floor
Mt. Vernon, NY 10550-3414
(914) 813-6400 FAX: (914) 813-6399

Wyoming County Office for Aging
Angela Milillo, Deputy Director
8 Perry Avenue, Warsaw, NY 14569
(585) 786-8833, FAX: (585) 786-8832

Yates County Area Agency on Aging
Rebecca Bonsignore, Director
417 Liberty Street, Suite 1116
Penn Yan, NY 14527
(315) 536-5515
FAX: (315) 536-5514

Onondaga County Office for Aging (315) 435-2362 Revised: 8/2017

Call **2-1-1 (Formerly Helpline)**
24-Hour Health and Human Services Information
www.211cny.com

Emergency Services

For **Elder Abuse** Emergencies Call:

Call 9-1-1 for a life threatening emergency

Onondaga County Adult Protective Services
http://www.ongov.net/adult/protective.html
315- 435-2815
Weekdays 8:30 a.m. - 4:30 p.m.
421 Montgomery Street, John H. Mulroy Civic Center - 5th Floor, Syracuse, NY 13202

Vera House
www.verahouse.org
24-Hour Crisis & Support Line 315- 468-3260
TTY (Hearing Impaired) Crisis Line 315- 484-7263

Hiscock Legal Aid Society
https://www.hiscocklegalaid.org
Phone: 315- 422-8191
Fax: 315- 472-2819
351 South Warren St. Syracuse, NY 13202
Mon: 9:30 – 11:00 am & Tues, Wed & Thurs: 1:30 – 3:00 pm
Domestic Violence Project - The purpose of the Domestic Violence Project is to provide complete legal representation in civil cases for qualified domestic violence victims in Onondaga County, obtaining permanent solutions to end violence in the home.

The CONTACT Hotline
315- 251-0600 Counseling, Crisis and Suicide Hotline
Crisis Chat: **Contactsyracuse.org**

Neighborhood Advisors

Neighborhood Advisor Program -
Onondaga County Office for Aging 315- 435-2362

Neighborhood Advisors are trained Senior Services Professionals. They assist older adults in obtaining the services they need in order to remain independent in their home setting. They:

- Promote awareness of community services
- Make referrals and connect older adults with services
- Follow-up to ensure that the services have been received

These services are ***free and confidential***. Appointments are available in the senior's home or at a senior or community center.

A Neighborhood Advisor can help you:

Complete medical applications and other forms. Locate needed services, such as:

- Health Care
- Legal Advice
- Transportation
- Housing
- Nutrition and Exercise
- Socialization
- Caregiver Information

Provide information about income stretching programs such as:

- Social Security Income
- SNAP (Food Stamps)
- Employment
- EPIC and Home Energy Assistance
- Program (HEAP)
- IT-214 Form/• Property Tax Reduction

Food and Nutrition

The **Senior Nutrition Program**, funded by the Administration of Community Living, New York State Office for Aging and Onondaga County Office for Aging, provides city and county residents age 60 and over, with nutritious meals that meet the standards of the Dietary Guidelines for Americans and provides a minimum of one-third of the Dietary Reference Intakes (DRIs) for each meal.

Registered Dietitians/Diet Technicians (RD/DTR) conduct unannounced visits at each of the preparation kitchens and dining sites in order to ensure that each facility is in compliance with the federal, state and county health code standards. They also provide food safety in-service training for the kitchen and site staff and are responsible for the oversight of customer satisfaction surveys.

RD/DTRs also provide nutrition education, nutrition risk screening and nutrition counseling.

Well-balanced nutritious meals are served up to five days per week at **Senior Dining Sites** and through various **Home Delivered Meals** providers**.**

Seniors have the opportunity to give a suggested contribution towards the cost of the meal. No eligible participant is denied a meal due to inability or unwillingness to contribute towards the cost of the meal. Voluntary contributions provide additional funding to provide more meals for seniors, especially those in need. Each client's contribution is **voluntary and confidential**.

Reservations are requested. Please call the dining site you wish to attend for reservations.

Senior Dining Sites

Onondaga County Office for Aging

2018

Senior Dining Site Information

Three local agencies prepare nutritious meals for Onondaga County residents age 60 and older. All agencies are ServSafe® certified in food safety through the National Restaurant Association Foundation. A suggested meal contribution of $3.00 (Kosher - $4.00/Lunch, $5.00/Dinner) is returned to the program to help support meal costs and expand services. Guest meals are $6.00. No one is turned away due to an unwillingness or inability to pay.

P.E.A.C.E. Inc.*	**315-470-3331**	**Meal Times**
Bob Cecile Senior Center, 176 W Seneca Turnpike	315-473-2678	Monday - Friday Noon
Brighton Towers Apartments, 821 Brighton Ave.	315-424-1831	Tuesday & Thursday Noon
Camillus Senior Center, 27 First Street, Camillus	315-672-3163	Monday - Friday Noon
Canton Woods Senior Center, 76 Canton St, Baldwinsville	315-638-4536	Monday, Wednesday, Friday Noon
Cicero Senior Center, 5924 Lathrop Road, Cicero	315-452-3298	Monday, Tuesday, Friday Noon
Clover Corner, 405 Gifford St. Syracuse	315-476-3157	Monday - Friday Noon
Dewitt Community Center, 148 Sanders Creek Parkway	315-446-9250 x127	Tuesday - Wednesday Noon
Dunbar Center, 1453 South State Street	315-760-3155	Monday, Wednesday, Friday Noon
Eastside Family Resource Center, 202 S Beech Street	315-470-3325	Wednesday & Friday Noon
Eastwood Senior Center, 401 S Midler Avenue	315-437-4011	Tuesday, Wednesday, Friday Noon
Fay Road Baptist Church, 750 Fay Road	315-468-2071	Tuesday Noon (Closed Summers)
Foster Grandparents, Eastwood Sr. Ctr., 401 S. Midler Ave.	315-437-4011	Monthly
Heman Street, 121 Heman Street, East Syracuse	315-952-0038	Monday & Wednesday Noon
Jordan Elbridge Comm.Ctr, 238 E. Main St. Rte 31, Jordan	315-689-3431	Fri. & Every 2nd, 3rd, 4th Tues., Noon
Limestone Community Center, 7626 Highbridge Rd, Manlius	315-682-7001	Monday & Wednesday Noon
Liverpool Methodist Church, 604 Oswego Street	315-457-5180	Monday Noon
Magnarelli Center @ McChesney Park, 2308 Grant Blvd	315-473-2673	Mon & Wed Noon
Marcellus U Methodist Church, 1 Slocombe Ave., Marcellus	315-673-2533	Thursday Noon
Meadows Apartments, 3490 Meadowbriar Lane, B'ville	315-635-6125	Tuesday & Thursday Noon
Norstar Apts Comm Room, 4784 Norstar Boulevard, Clay	315-457-4777	Thursday & Friday Noon
N. Syracuse Community Ctr, 700 South Bay Rd, N. Syr.	315-458-4763	First Thursday Noon
Onondaga Senior Center, 4834 Velasko Road	315-469-3464	Monday - Thursday Noon

(Continued on reverse)

P.E.A.C.E Inc.	315-470-3331	Meal Times
Providence House Apartments, 1700 W Onondaga Street	315-424-1804	Monday - Friday Noon
Ross Towers, 710-712 Lodi Street	315-473-8506	Monday, Wednesday, Friday Noon
Salina Civic Center, 2826 Lemoyne Avenue	315-424-1810	Monday - Friday Noon
Skaneateles Comm. Center, 97 State St., Skaneateles	315-685-5607	Wednesday Noon
Solvay Masonic, 780 Woods Road, Solvay	315-487-0596	Monday Noon
Toomey Abbott Towers, 1207 Almond Street	315-428-0180	Tuesday & Thursday Noon
Town of Clay Senior Center, 4948 County Route 31	315-652-3800	Wednesday Noon (Closed Summers)
Tully United Comm. Church, 5872 Meetinghouse Rd, Tully	315-696-8066	Tuesday Noon
United Church of Christ, 215 Blackberry Road, Liverpool	315-652-6789	Friday Noon
Valley Vista Apartments, 122 W. Seneca Turnpike	315-469-4100	Wednesday Noon
Villa Scalabrini Apartments, 825 East Willow Street	315-472-3142	Tuesday & Thursday Noon
Vinette Towers, 907 Pond St.	315-473-8504	Tuesday, Thursday & Friday Noon
Westcott Community Center, 826 Euclid Avenue	315-478-8634	Monday - Friday Noon

Salvation Army*	**315-479-1309**	**Meal Times**
Senior Adult Center, 749 S Warren Street	No reservation required	Monday - Friday Breakfast & Lunch

Jewish Community Senior Center*	**315-445-2360**	**Meal Times**
5655 Thompson Rd, Dewitt (Kosher meals)	Reservations required	Monday - Friday Noon Summers Monday @ 5 PM

***Please call main number for reservations**

Informational programs on a variety of topics such as health and wellness, housing, financial and legal matters are often offered along with the meal in a friendly social setting. Senior Dining is sponsored by the Onondaga County Department of Adult & Long Term Care Services, the New York State Office for the Aging and the US Administration on Aging.

Prepared by the Onondaga County Office for Aging
315-435-2362 http://www.ongov.net/aging/nutrition.html

Joanne M. Mahoney, *County Executive* **Pete Headd,** *Executive Director* *Revised 3/2018*

Home Delivered Meals

The Home Delivered Meals Program provides meals (hot lunch and cold dinner) to people of ALL ages that are unable to prepare their own meals due to an illness or injury. The program provides assistance to, nutritionally at risk, homebound, frail or isolated individuals who are age 60 or over, and in some cases, their caregivers, spouses, and/or persons with disabilities.

Participants are asked to voluntarily contribute $4.00 for two meals or $4.50 for two Kosher meals. Any contribution is gratefully accepted; no client is turned away due to an inability or unwillingness to contribute.

Meals on Wheels (MOW) of Eastern Onondaga County, Kosher Meals on Wheels, Meals on Wheels of Syracuse, Inc., and North Area Meals on Wheels, contract with the Onondaga County Office for Aging to provide savory, nutritious meals, comprehensive in-home assessments, nutrition counseling and other services to eligible seniors who are unable to regularly prepare healthy meals for themselves.

Meals are delivered Monday through Friday by caring volunteers who check on clients each day. Participants overwhelming report a better sense of well-being and independence as a result. The Home Delivered Meals Program is a primary access point for other home and community-based services.

The program provides much more than food; it provides a wholesome meal plus a safety check.

Onondaga County Office for Aging
Contracts With the Following Programs to
Deliver Meals to the Homebound

Meals on Wheels of
Eastern Onondaga County
315- 637-5446
7248 Highbridge Rd., F'ville, NY 13066
Serves: Bridgeport, DeWitt, East Syracuse, Minoa, Fayetteville, Jamesville, Kirkville, Manlius, Fabius, Pompey, Tully/Lafayette.
moweoc@gmail.com
http://mealsonwheelseastonondaga.org

Kosher Meals on Wheels
315- 446-9111 ext. 256
4101 East Genesee St, Syracuse, NY 13214
Serves: those who require Kosher.
ellisd@sjfs.org

Meals on Wheels of Syracuse, Inc.
315- 478-5948
300 Burt St., Syracuse, NY 13202
Serves: City of Syracuse, Jordan/Elbridge, Onondaga Nation, Nedrow, Skaneateles
mkaufman@meals.org
www.meals.org

North Area Meals on Wheels, Inc.
315- 452-1402
413 Church Street, North Syracuse, NY 13212
Serves: Cicero & North Syracuse school district; Brewerton, Town of Clay and Town of Salina south of John Glenn Blvd.
northareamow@verizon.net
www.namow.org

Other meals on wheels programs in Onondaga County provide meals on a private pay basis:

Baldwinsville Meals on Wheels
315- 638-2171
76 Canton St., Baldwinsville, NY 13027
Serves: Towns of Lysander and Van Buren, Town of Salina north of John Glenn
ladydm13@yahoo.com

ECHO Meals on Wheels West
315- 487-2878
4600 W. Genesee St., Syracuse, NY 13219
Serves: Camillus, Geddes, Marcellus, Onondaga and Solvay

Free Meal Sites

You may go to a meal site without a reservation. All ages are welcome.

Assumption Daily Sandwich Program/Soup Kitchen
810 N. Salina St., Syracuse, NY 13208
Lunch Monday-Sunday 11:00 am to 1:00 pm
Dinner Monday-Friday 4:00 pm to 5:00 pm

Hopps Memorial Church Soup Kitchen 1110 South State St., Syr., NY 13202
Lunch Wednesday-Friday 11:30 am

Payton Temple Soup Kitchen 1816 Midland Ave., Syracuse, NY 13205
Lunch Saturday 12:00 pm to 1:00 pm

Rescue Mission Soup Kitchen 120 Gifford Street, Syracuse NY 13202
Breakfast Monday-Friday 7:30 am to 8:30 am
Lunch Friday-Sunday 1:30 pm to 2:30 pm
Dinner Monday-Thursday 3:30 pm to 4:30 pm Except Holidays

Samaritan Center 215 North State St., Syracuse, NY 13203
Breakfast Monday-Friday 7:30 am to 8:30 am
Afternoon Meal Monday-Thursday 3:30 pm to 4:30 pm
Friday/Weekends/Holidays 1:30 pm to 2:30 pm

Southside Church of Christ Soup Kitchen 1327 W. Colvin St., Syr., NY 13207
Lunch Saturday 11:30 am to 2:00 pm

St. Lucy's 432 Gifford Street, Syracuse, NY 13204
Lunch Wednesday 11:00 am to 1:00 pm

Food Pantries

Food Pantries provide a limited amount of groceries to be prepared at home. Although pantries serve eligible clients without discrimination, they may limit the number of times a household may receive assistance. There is no guarantee that pantry assistance will be available at any given time. If you need a referral to a nearby food pantry, please contact the **Interreligious Food Consortium** weekdays at 315-474-8855 between the hours of 9 a.m. and 3 p.m. Their website is: www.ifccny.org.

Food Bank of Central New York 315- 437-1899

7066 Interstate Island Rd, Syracuse, NY 13209 http://www.foodbankcny.org
The core of their work is achieved by partnering with local partner agencies that distribute food to families in need. The key partners that make up their emergency food network are food pantries, soup kitchens and emergency shelters. Other not-for-profit agencies such as day care centers, rehabilitation centers, senior centers and group homes are able to utilize membership as a way to supplement their agency food needs.

Food Bank is committed to providing a wide variety of nutritious food. They are able to complement donated food with food they purchase for their inventory. Due to their vendor agreements, they are able to purchase large amounts of high-demand foods and offer these foods to their agencies at cost. Food Bank maintains an inventory of 100 core food items available to programs at all times.

They rely on food donations from food manufacturers, grocers, wholesalers, businesses and individuals to supplement their food inventory and these donations help to stretch their member programs' food budgets and enhance their inventories. Additionally, The Emergency Food Assistance Program (TEFAP) provides commodity foods, meats, vegetables and fruits to the Food Bank for the emergency food programs.

Fresh Food Distributions

Fresh Food Distributions are open to the public. All food is given away in a fair and non-discriminatory way. No one is charged for food or required to work. Contact the Food Bank of Central New York by phone at 315-437-1899 or Toll-free at 1-800-444-1562 for information on locations.

Supplemental Nutrition Assistance Program (SNAP) Formerly Food Stamps

The Supplemental Nutrition Assistance Program (SNAP) issues monthly electronic benefits that can be used like cash to purchase food at authorized retail food stores. Eligibility and benefit levels are based on household size, income and other factors.

SNAP Benefits

SNAP can help you put healthy food on the table. SNAP monthly benefits can be used to purchase food at authorized retail food stores. SNAP benefits help low-income working people, seniors, the disabled and others feed their families.

SNAP Eligibility

Eligibility is based on income. If your income is less than or equal to the amounts in the charts supplied (based on your family size), you may be eligible for SNAP benefits.

How to apply for SNAP

Applying for SNAP benefits starts with an application. If you live in Onondaga County, you can apply at: **Social Services-Economic Security**, John H. Mulroy Civic Center, 2nd Floor, 421 Montgomery Street, Syracuse, NY 13202. **Hours: 8:00 AM - 4:30 PM (Monday-Friday) Phone: 315- 435-2700.**

Online: You can file an application online at www.mybenefits.ny.gov. The completed online Supplemental Nutrition Assistance application will be sent to the agency and you will be screened for expedited Supplemental Nutrition Assistance within five days and have a scheduled phone interview to determine eligibility.

By Telephone: You can request an application by calling 315- 435-2700. They will mail you an application and you can either return it by mail or drop it off in-person. You will need to be interviewed and the interview can be done by telephone or in-person whichever you prefer.

In-person: You can apply at 2nd floor Civic Center, TA/SNAP Intake, 421 Montgomery Street, and they will give you an application. You can submit it that day as long as you have filled in your name, address, telephone number (if you

have one) and signed the application. They will give you an appointment for a future interview which can be done by telephone or in-person.

You are responsible to complete your application completely and truthfully. At application, periodic report and recertification you must report ALL employment income and any unearned income such as Disability Benefits, Child Support, Unemployment Benefits and Lottery Winnings. If your household currently has no income and you receive a change in income, you must report the changes within 10 days after the end of the month in which the change happened.

The information and proof that you provide when applying for or while receiving SNAP must be correct, complete and accurate. If you intentionally provide false, incomplete or inaccurate information or proof, you could be disqualified from the program and possibly subject to criminal prosecution. If you are eligible for and receive SNAP benefits, you can only use them to purchase food for your household. You cannot exchange them for cash, drugs, alcohol, tobacco products or firearms or you could be disqualified from the program.

What to Expect

If you do qualify, you will receive your Supplemental Nutrition Assistance benefits no later than 30 days from the date the office got your application. Your Supplemental Nutrition Assistance benefits will be issued electronically at a participating grocery store.

It's Easier to Use SNAP Benefits

SNAP Benefits are provided through an electronic benefit card, similar to a bank debit card or credit card. This process is called Electronic Benefits Transfer (EBT). If you are eligible, you will be issued an EBT card, an account will automatically be set up for you, and every month your benefits will automatically be deposited into your account. Your EBT card and Personal Identification Number (PIN) are used to pay for your food at authorized retail food stores and participating Farmers' Markets.

Nutrition Outreach & Education Program (NOEP)

315- 437-1899 Extension 224

NOEP provides free and confidential prescreening for the SNAP Program. This is a free federal program operated in Onondaga County by the Food Bank of Central New York, 7066 Interstate Island Road, Syracuse, NY 13209 www.foodbankcny.org.

NOEP's primary focus is increasing participation in the Supplemental Nutrition Assistance Program (SNAP). SNAP is our nation's first line of defense against hunger, stretching the monthly food budgets of all who meet program guidelines. Participants use an electronic benefits transfer (EBT) card to buy food from local stores and farmers' markets. NOEP works to increase participation in the School Breakfast Program and the Summer Food Service Program, which provide nutritious meals to school-aged children.

NOEP Coordinators:

- Promote SNAP
- Help applicants gather and copy the necessary documents for application
- Offer translation services, home visits, and in-person or over-the-phone assistance for applicants who need individualized help
- Work closely with local government offices to ensure that each application is processed correctly
- Identify and remedy barriers to SNAP participation
- Refer households to other nutrition assistance programs and community resources
- Collaborate with an array of local service providers

Food ene - Food Bank of Central New York

www.foodbankcny.org 7066 Interstate Island Road, Syracuse, NY 13209
315- 437-1899

What is it? Food ene offers the opportunity to stretch your food budget by purchasing quality food at a discount. No donated food is used in this program.

Who is eligible? Anyone who needs to stretch their food dollars can participate. It's a buying club- you are not required to show proof of income.

How does it work? It's simple. Call or visit the nearest site in your county, order and pay in advance. Cost is $20.50 per unit. Cash or EBT cards are accepted (No checks). Packages are picked up near the end of the month at your local site.

What is in a unit? 10-12 food items including fresh fruits & vegetables, meats and grocery staples.

Syracuse	Northeast Community Center 716 Hawley Avenue	315-472-6343 Ext.231
Syracuse	St. Mark's Church 1612 West Genesee St.	315-488-8511
Baldwinsville	Canton Woods Senior Center 76 Canton St.	315-638-4536
Camillus	Camillus Senior Center 255 ½ First Street	315-672-5820
Mattydale	Castholic Charities, Salina Civic Center, 2826 Lemoyne Ave	315-424-1810 Ext.13
Dewitt	Town of Dewitt 5400 Butternut Dr.	315-446-9250 Ext.9
Tully	St. Leo's Church 10 Onondaga St.	315-696-5092

Shopping Services

Check with local grocery stores in your area about shopping options.

Break of Day Concierge & Errand Service
315-380-2557

Errands such as shopping. Light housework. Meal preparation. Computer help. Pet Taxi/Pet Sitting. Home safety checks.

Dominick's Market, 139 Gertrude Street, Syracuse, NY 13203
315-474-0012

Will deliver groceries in Onondaga County. Monday through Friday. There is a $7.00 minimum delivery fee and at least $25.00 in groceries must be purchased. You must call before 11:00 a.m. to put your name on list. You will receive a call back; same day grocery delivery.

Kinney Drug Stores

Offers delivery, within five miles of the store you call, of anything they sell in their store for a $2.00 delivery fee. The stores carry many grocery staples and cleaning products, etc. They also offer FREE delivery of prescriptions. You must live within 5 miles of the store you call.

Nichols Supermarket
327 1st St, Liverpool, NY 13088
315-487-4321 Dan Turo

Will deliver to Syracuse, North Syracuse and Liverpool. Email or call orders into Dan Turo and he will deliver to your home. $18 minimum delivery.

Senior Companion
315-708-9239

Shopping Services. Light housekeeping. Meal Preparation. Errands. Companions.

Shop-4-U Grocery Shopping Service
8894 Hills Road Manlius, NY 13104
315- 655-4378

This is a grocery shopping service that takes phone orders for next day delivery. Call for a fee schedule, which is based on the grocery total. Payment is made upon delivery of groceries. The customer is charged for the groceries and delivery fee. They accept cash, personal check, and in certain instances will make billing arrangements. All seniors over age 60 receive a 10% discount on the delivery fee.

Syracuse Jewish Family Service at Menorah Park
Hodes Way, 4101 East Genesee Street, Syracuse,
NY 13214
315-446-9111 x231

Serving Our Seniors (SOS) provides grocery shopping, basic errand services and transportation (with or without a patient advocate) to local medical appointments. Call for fee schedule and details.

Serving Seniors Inc.
315- 382-4300

Serves Onondaga County residents. Will escort, ambulatory individuals shopping, or shop for them. Will run errands; will assist with light housekeeping, phone calls, paperwork etc. Charges $22-$25/hour.

Tyme Savers Concierge Services

This program is offered to seniors, age 60 or older, or the disabled who are homebound and unable to find assistance for grocery shopping. The service will also pick up prescriptions if they are at the same grocery store.
Eligibility: Onondaga County residents
Application Process: Call the Onondaga County Office for Aging at 315-435-2362.
Fees: No cost for qualifying individuals; call for information. This is not an income-based program.

Housing

Home Safety Checklist

This checklist contains suggestions to make a house or apartment safer. It is a useful tool to determine needs for home repairs or modifications.

Bathroom

- Grab bars outside and inside the tub or shower
- Grab bars next to the toilet seat. Toilet seats can be elevated with extensions
- Non-skid rubber mats in tub/shower. Non-skid backing on bathroom rugs

Kitchen

- Place food and appliances on shelves within reach
- Fix or discard pots and pans with loose handles
- Discard very heavy or unmanageable pots and pans
- Place pot handles inward to avoid bumping/spilling
- Clearly indicate hot and cold handles and off-position on oven and burners

Throughout The House

- Secure scatter rugs to avoid slipping
- Secure loose electrical wires or cables to avoid tripping
- Arrange furniture for easy passage
- Remove all clutter
- Place light switches and fixtures at room entrances
- Install night lights to make it easier to get to the bathroom at night
- Install good lighting in halls and by staircases
- Replace steps with ramps. Make living space available on first floor
- Repair holes and tears in carpeting
- Repair loose steps. Avoid wearing long robes
- Make sure faucet fixtures operate easily
- Have portable or extension phones
- Install peep holes. Make sure windows and doors can be closed securely
- Install smoke detectors. Replace frayed or broken cords and plugs
- Keep space heaters away from drapes, bedding and clothes
- Avoid using electric blankets - older adults may not feel burning

Breaking a Lease in Special Circumstances

Section 227-a of the Real Property Law of the State of New York allows for the termination of a residential lease by senior citizens age 62 years or older moving to a residence of a family member or entering a health care facility, adult care facility or senior citizen housing project. Tenant must give the landlord written notice of their intent to terminate the lease no less than 30 days prior to leaving. Tenant must pay their last month's rent. The written notice must include documentation of admission or pending admission to one of the above mentioned facilities or a written statement from your physician if you are moving to the residence of a family member.

Senior Housing "Cooling Off" Period

Section 227-b of the Real Property Law of the State of New York allows senior citizens age 62 years or older a "cooling off" period when they enter into a contract or lease for senior housing. A person shall have until midnight of the third business day after such lease or contract was signed to cancel such lease or contract without penalty.

Homeowner Assistance

Tax Exemptions

STAR stands for School Tax Relief. There are two types of STAR exemptions: Basic STAR and Enhanced (senior) STAR. The Basic STAR exemption is available to all owner occupied residences with an income of less than $500,000 (owner & spouse) and need only be applied for once. The Enhanced (senior) STAR exemption is available only to primary residences of persons at least 65 who have a combined gross income less than $86,000 per year.

Two types of STAR exemptions:

STAR exemptions apply only to school district taxes. They don't apply to property taxes for other purposes, such as county, town or city (except in cities where city property taxes fund schools - Buffalo, New York City, Rochester, Syracuse and Yonkers).

Basic STAR

- Available for owner-occupied, primary residences where the resident owners' and their spouse's income is less than $500,000
- Exempts the first $30,000 of the full value of a home from school taxes

Enhanced STAR

- Provides an increased benefit for the primary residences of senior citizens (age 65 and older) with qualifying income in 2018 of $86,000 or less (owner & spouse.)
- Exempts the first $65,300 of the full value of a home from school taxes as of 2015-16 school tax bills (up from $64,200 in 2014-15)
- **Tax Form IT-214** is filed with a person's annual income tax forms. Tax credits or rebates are provided to older homeowners and renters who are paying a disproportionate amount on housing expenses in relation to their household income. They may qualify for a rebate even if paying no income tax.

Onondaga County Town & Village Assessments
Contact Assessor or Clerk for each government unit. Seniors may be eligible for up to 50% reduction in property taxes, including school and county. One spouse must be 65 or older, own home for two years or more and be income eligible.

Onondaga County Veteran's Service Agency
315- 435-3217
Civic Center, 10th Floor
421 Montgomery Street
Syracuse, New York 13202
Former members of the military may be eligible for partial exemptions from property taxes. Call for information.

Home Repairs (City and County Programs)

Home HeadQuarters 538 Erie Blvd., Suite 100, Syracuse, NY 13204, Tel 315-474-1939, Fax 315- 474-0637 www.homehq.org

Home HeadQuarters can help homeowners make necessary home repairs and home improvements that help increase the value of their property and make it more livable, safe and energy efficient. Qualifying home improvements include, but are not limited to:

· Roof Repair or Replacement. Exterior Painting. Step Replacement. Porch Repair
· Window Replacement. Exterior Door Replacement. Sidewalk Replacement.
· Driveway Repair. Fence. Furnace or Hot Water Heater Replacement
· Electrical or Plumping Repairs. Limited Code Violations. Health and Safety Issues.

Home HeadQuarters Programs

FlexFund Loan Program - FlexFund provides homeowners throughout Central New York with loans of up to $20,000 for home repairs or energy efficiency-related improvements.
Program Details

- Offers loans of up to $20,000
- The loans currently have a 4.74% fixed interest rate, and are payable over 7 years.
- No home equity required, no income eligibility requirements, and no upfront costs.
- Homeowner chooses the contractor.
- Available for homeowners thoughout Central & Upstate New York

Urgent Care (City of Syracuse) - The Urgent Care program provides income-eligible homeowners with loans of up to $20,000. Some loans may be partial payback depending on your household income. This program is made possible through the City of Syracuse.

Program Details

- Income-eligible homeowners may receive part of the loan as a grant. If you qualify, you will only have to pay back a portion of the repair costs.
- The portion of the loan that you have to pay back has a 4.74% fixed interest rate.

Eligibility Requirements

- You must own your house in the City of Syracuse.
- Your repairs must be an emergency, including: leaking roofs, sewage backup, broken furnaces, code violations, and other life/safety issues.
- Your household must earn less than 80% of HUD median income guidelines (based on family size).
- Your property taxes, water bill, and mortgage must be current.
- The home must be your primary residence.

Onondaga County Neighborhood Initiative - 1% Exterior Home Improvement Loan Program Note: Funding for this program is extremely limited. Onondaga County Neighborhood Initiative offers homeowners in targeted neighborhoods loans of up to $10,000 at 1% interest, payable over 7 years. The loans can be used for exterior home improvements. This program is offered through a partnership between Home HeadQuarters and Onondaga County. Funding for this program is extremely limited. Call Home Headquarters to see if your neighborhood is part of this initiative.

Eligible Repairs

- Roof Repair or Replacement
- Exterior Painting/Step Replacement
- Porch Repair/Window Replacement
- Exterior Door Replacement
- Sidewalk Replacement/Driveway Repair
- Fence Installation or Repair

Onondaga County

Project FIX
Catholic Charities: 315-362-7005
An in-home repair service for senior citizens (age 60+) living in Onondaga County. Helps by assessing the problem and doing the work for you, or if the job is too big, by helping you find a reputable contractor. Some of these minor repairs include: plumbing, electrical, carpentry, and small masonry repairs.

Costs to you:
Materials: Clients are asked to pay for materials for each job. Project FIX will determine what is needed and pick the materials up for you.

Labor: Whenever possible, clients are asked to make a labor donation which is used within the general budget for this program. Call for suggested donation rates.

SHAPE-UP Program

SHAPE-UP (Safe Housing Assistance Program for the Elderly) is a home repair program funded and administered by Onondaga County Community Development Division. Eligible homeowners can apply for a grant to cover the costs of various home repairs.

Who is Eligible?
Homeowners that meet the following criteria:

- Who are at least 62 years old or handicapped;
- Who have owned and occupied the property at least one yea
- Whose property is within Onondaga County but outside the City of Syracuse;
- Whose property taxes are current at the time of the application;
- Whose property is covered by Homeowners Insurance; and
- Whose household size and annual gross income fall within these guidelines:

Family Size	Income Limit
1	$38,100
2	$43,550
3	$49,000
4	$54,400
5	$58,800
6	$63,150
7	$67,500
8	$71,850

Limits effective April 14, 2017

How Much Work Can Be Done On My Home If I Qualify?
Community Development will arrange to pay for the actual cost of necessary home repairs, up to a maximum of $10,000. This does not mean that each grant recipient is automatically entitled to the maximum grant.

What Kind Of Work Can the Grant Pay For? Repairs to mechanical systems, such as water supply, plumbing, heating, and electrical. Repairs to the structure, such as roofs, foundations, porches, and stairs. Installation of safety and energy related items, such as deadbolt locks, smoke detectors, grab bars, storm windows, and insulation. Lead Hazard reduction as required by HUD Lead-Based Paint Regulations. **If a child under six lives in the home or visits often and lead hazards are found, a grant of up to an additional $10,000 may be available.**

Do I Have to Pay Community Development?
No. SHAPE-UP is a grant program and does not require repayment unless the property is sold or transferred within Five (5) years of job completion.

Will There Be a Lien Placed on My Property? YES
Assistance is in the form of a 5-year deferred loan. You must agree to repay 100% of the loan if you do not own and occupy the property as your principle residence for Five (5) years following completion of the work. Please call with any questions.

I Think I'm Eligible, How Do I Find Out More?
For more information, contact:
Onondaga County Community Development Division
315- 435-3558

The Ramp Program: The Onondaga County Community Development Division RAMP Program offers grants to undertake improvements within homes occupied by persons with disability in order to improve their accessibility. Typical improvements include installation of exterior ramps, bathroom and kitchen modifications.

Who is Eligible? Grants are available on a first-come, first-served basis to disabled persons living with Onondaga County, outside the City of Syracuse, who have an annual household gross income less than the amounts shown below for each family size. Disabled tenants must obtain written consent of the property owner.

Family Size	Income Limit
1	$38,100
2	$43,550
3	$49,000

4	$54,400
5	$58,800
6	$63,150
7	$67,500
8	$71,850

Limits effective April 14, 2017

Eligible Work: Modifications to the residence may include alterations to porches, steps, and doorways and the installation of a ramp, and may also include installation of bathroom and/or kitchen fixtures and other accessories to facilitate use by the disabled person. Bathroom relocation will also be considered if modifications to the present bathroom are not feasible.

Ramp Program Limitations: Assistance will be limited to the amount needed for accessibility modifications. Additionally, assistance will be provided for private residential structures only. Nursing homes and similar facilities are not eligible. Also, households will be assisted only once in a five year period, and will be limited to those unable to secure aid through other programs such as Medicaid.

Program Procedures:
A. Interested individuals contact: Onondaga County Community Development.
B. An application is completed, and eligibility is determined.
C. Ramp and other work specifications are established.
D. The work specifications are competitively bid upon by CD approved contractors.
E. The contractor performs the work under CD supervision.
F. Upon completion of the work, the contractor is paid by CD.

Will There Be a Lien Placed on My Property? -- YES
You must agree to repay the grant if you do not own and occupy the property as

your principle residence for following completion of the work (Currently 5 years with the amount declining after time.). Terms are dependent on each funding source and will be discussed at the time of application.

For Additional Information:
Onondaga County Community Development Division
315- 435-3558

Fair Housing Laws prohibit discrimination in the sale or rental of housing based upon race, color, religion, sex, age, marital status, handicapped or familial status, or national origin.

Financing Options

There are options for homeowners who do not qualify for grant programs. You should contact a reputable lending institution for more information. Some of these lending vehicles are:

Home Equity Conversion Mortgage Program (HECM)
www.hud.gov

The Federal Housing Administration (FHA) mortgage insurance allows borrowers, who are at least 62 years of age, to convert the equity in their homes into a monthly stream of income or a line of credit.

Nature of Program: Reverse mortgages can provide a valuable financing alternative for qualified homeowners. Any lender authorized to make HUD-insured loans may originate reverse mortgages.

Borrowers may choose from among five payment options: (1) tenure, by which the borrower receives monthly payments from the lender for as long as the borrower lives and continues to occupy the home as a principal residence; (2) term, by which the borrower receives monthly payments for a fixed period selected by the borrower; (3) line of credit, by which the borrower can make withdrawals up to a maximum amount, at times and in amounts of the borrower's choosing; (4) modified tenure, by which the tenure option is combined with a line of credit; and (5) modified term, by which the term option is combined with a line of credit.

The borrower retains ownership of the property and may sell the home and move at any time, keeping the sales proceeds in excess of the mortgage balance. The borrower cannot be forced to sell the home to pay off the mortgage, even if the mortgage balance grows to exceed the value of the property. An FHA-insured reverse mortgage need not be repaid until the borrower moves, sells, or dies. When the loan is due and payable, if the loan exceeds the value of the property, the borrower (or the heirs) will owe no more than the value of the property.

Applicant Eligibility: All borrowers must be at least 62 years of age and occupy the property as a principal residence. Any existing lien on the property must be small enough to be paid off at settlement of the reverse mortgage.

Fannie Mae
1-800-7FANNIE or 1-800-732-6643
http://www.fanniemae.com

Fannie Mae provides financial products and services that increase the availability and affordability of housing for low-, moderate- and middle-income Americans.

Reverse Mortgage Information
http://www.reverse.org

Heating & Cooling Assistance

Home Energy Assistance Program (HEAP)
http://www.ongov.net/dss/heap/index.html
Onondaga County DSS HEAP Office, John H. Mulroy Civic Center, 2nd Floor, 421 Montgomery Street, Syracuse, NY 13202
Hours: 8:00 AM - 4:30 PM (Monday-Friday) Phone: 315-435-8295

The Home Energy Assistance Program (HEAP), also known as LIHEAP, is a federally funded energy assistance program to help low-income families meet their home energy costs. The HEAP program consists of three components – Regular HEAP, Emergency HEAP and Heating Equipment Repair and Replacement.

Who Is Eligible? Eligibility for the program is based on income and housing situation. Individuals must either pay directly for heating costs or pay rent that includes heating costs. Individuals must be a U.S. citizen or a qualified alien to apply. HEAP money is limited. The HEAP year generally begins in November and closes when the program funding is exhausted, which can be as early as mid-March.

Regular HEAP There are no resource eligibility criteria for Regular HEAP. Regular benefit amounts range from $20 to $500. Amounts depend on income, age of household members, energy costs and shelter situation. Typically it is a **one-time only** benefit during the program year.

Emergency HEAP Emergency benefits are available for persons who are eligible for HEAP and have an energy-related emergency such as a power shutoff, less than ¼ tank oil, kerosene or propane or have less than 10 days' supply of wood, pellets or coal. Applicant households must meet a resource test. Benefit amounts vary. Typically it is a **one-time only** benefit during the program year.

If you have already exhausted your regular HEAP benefit you may call 315-435-8295 to apply for Emergency HEAP by phone.

Heating Equipment Repair and Replacement (HERR):
HERR benefits are available to help low income homeowners repair or replace furnaces, boilers, and other direct heating components necessary to keep the

home's primary heating source functional. Homeowners must reside in the home. All applicants receive a standard resource exclusion of $3000. Call 315-435-8295.

How to Apply Temporary Assistance and SNAP (formerly known as Food Stamps) households generally receive their Regular HEAP grant automatically through their case. Payments to households that pay for heat separate from their rent are sent to the heating vendor. Payments to households that have their heat included in their rent are paid directly to the household. To apply for Emergency HEAP, Temporary Assistance and SNAP recipients must contact the call center at 315-435-2700. See Emergency HEAP above.

Where to Apply Individuals under 60 may apply in person between the hours of 8:00 - 4:30, Monday – Friday. Individuals that have received a benefit last season and **do not have an emergency** have mail-in rights and may call the office to have an application mailed. Individuals who **do not have an emergency and do not have mail-in rights may be interviewed by phone**. Please call 315-435-8295 for more information.

If an individual cannot apply in person due to a handicap or because of his or her work schedule, a friend or relative may apply for them. The authorized representative must bring all necessary documents as well as a note from the individual they are applying for.

What to Expect If you qualify your HEAP payment will be sent to your fuel/utility provider. It generally takes up to 3 months for the credit to appear on your bill.

After Hour Emergency - For after hour heating emergencies, please call the 2-1-1 (formerly Helpline)

Individuals 60 or over, disabled or in receipt of Code A SSI that do not have an emergency may contact the Office of Aging at 315- 435-2362 to apply by mail. All emergencies must apply in person. You must bring in your utility bill, proof of emergency, verification of tenant of record, proof of gross income for everyone in the household, ID for all household members and current resource documentation.

Care & Share: Care & Share was founded by National Grid in 1981 to help low-income families and individuals with elevated bills meet their monthly payments. This year, HeartShare Human Services of New York was asked to administer the fund. Together, HeartShare and National Grid assist hundreds of families each heating season, which starts in January.

For more information about the Care & Share Energy Fund, please call (855) 852-2736.

Help Your Neighbors They ask for your help to provide assistance to your neighbors in need by contributing a donation to the Care & Share Energy Fund Program. The program helps HEAP eligible customers pay their National Grid bills when no other assistance is available. Every dollar contributed goes directly to help a family in need and will make a difference for those who desperately need help to stay warm.

If you would like to help someone in need this winter, make a tax-deductible donation to Care and Share, mail a check, made payable to **Care and Share Energy Fund**, to: Care and Share, HeartShare Human Services of NY, PO Box 535450, Pittsburgh, PA 15253-5450

NYSEG Project SHARE Heating Fund
Has combined the strength of NYSEG's and RG&E's heating funds and developed a new program, the Project SHARE Heating Fund. The Project SHARE Heating Fund is designed to help income-eligible customers with energy emergencies in both the NYSEG and RG&E service areas.

To receive a Project SHARE Heating Fund grant, the customer must have an active account with NYSEG, have an active disconnect notice, meet the current HEAP income guideline and have exhausted all other assistance. Active duty military personnel and well-discharged veterans with an active disconnect notice may qualify regardless of income. Customer Service: (800) 572-1111

P.E.A.C.E., Inc., Energy & Housing
811 East Washington Street, Syracuse, NY 13210
Phone: 315- 470-3315, Fax: 315- 472-2663
energy@peace-caa.org, Hours: Monday – Friday 7:30 a.m. – 4:00 p.m.

Our mission: To help reduce utility bills for families by making households more energy efficient. At our Department of Energy and Housing Services, we have been successfully operating New York State's Weatherization Assistance Program in Onondaga County for more than 25 years. This program offers a grant to provide energy conservation measures for income eligible homeowners and renters. Our New York State Energy $mart Programs, include: **The Weatherization Assistance Program, EmPower New York (***Currently not accepting new applications)*and the **The Multi-Family Performance Program.** These three programs offer the community expertise in energy reduction programs and a commitment to a healthy environment. For more information click on the links below.

http://aea.us.org/efficiency-programs/weatherization-assistance-program.html

http://aea.us.org/efficiency-programs/nyserdas-empower-program.html

http://aea.us.org/efficiency-programs/multifamily-performance-program.html

http://www.peace-caa.org/programs-services/individuals-families-services/energy-and-housing/#sthash.JEvkrAAP.dpuf

Senior Housing

Referral Services

Eldercare Locator 1-800-677-1116, http://www.eldercare.acl.gov
This national service locates housing and other community services available in a specific area. Callers should have the name, address and zip code of the person requesting services available.

Onondaga County Temporary Assistance Office
Clients seeking TA, SNAP and/or HEAP are to check in on the 2nd floor of the Civic Center, TAR recertifications are on the 13th floor and all clients seeking Medicaid are to check in on the 7th floor of the County Office Building located at 600 South State Street.
Hours: 8:00 AM - 4:30 PM (Monday-Friday) Phone: 315- 435-2700

Temporary Assistance is the term used in New York State for public assistance (welfare) programs. Temporary Assistance (TA) offers temporary help for needy men, women and children while they work towards self-sufficiency. If you are unable to work, can't find a job, or your job does not pay enough to meet your basic living needs, TA may be able to help you with basic need expenses such as heat, rent, etc.

Please note: If you have applied for Temporary Assistance, you will be notified of the outcome by 30 days of the receipt of the application, please do not contact the office regarding the application status.

Rent Supplement Programs

The following companies or agencies offer *direct subsidies* for eligible senior citizens, handicapped adults or families. This subsidy can be used for any housing that meets program guidelines. These agencies also utilize the Housing Assistance Payments Program (a Section 8 program) in the City or the County. A Section 8 Program provides rent vouchers that assist very low income elderly in rental housing so that they need not pay more than 30% of their income on rent. For more information, please contact the Syracuse Housing Authority Office at 315-475-6181.

1. Housing Assistance Payments Program (City Section 8) 315- 470-4400
Syracuse Housing Authority, 300 Burt St., Syracuse 13202

2. Christopher Community (County Section 8) 315- 424-1821
990 James Street, Syracuse 13203

3. North Syracuse Housing Authority 315- 458-7077

4. Longley Jones, 5000 Campuswood Drive Suite 100, 315- 424-0200
East Syracuse 13057

Guide to Senior Housing in Syracuse & Onondaga County

Resident Rights

Protections in Adult Care Facilities

The Social Services Law gives you certain rights as a resident in an adult facility.

You have the right:

- To receive courteous, fair and respectful care and treatment, and not be physically, mentally or emotionally abused or neglected in any manner.
- To exercise your civil rights and religious liberties, and to make personal decisions, including your choice of physician, and to have the assistance and encouragement of the operator in exercising these rights and liberties.
- To have private written and verbal communications or visits with anyone of your choice, or to deny or end such communications or visits.
- To send and receive mail or any correspondence unopened and without interception or interference.
- To present grievances or recommendations on your own behalf or the behalf of other residents to the administrator or facility staff, the Department of Social Services, other government officials, or any other parties without fear of reprisal or punishment.
- To join other residents or individuals inside or outside the facility to work for improvement in resident care.
- To confidential treatment of personal, social, financial and health records.
- To have privacy in treatment and in caring for personal needs.
- To receive a written statement (admission agreement) of the services regularly provided by the facility operator, those additional services which will be provided if you need or ask for them and the charges (if any) of these additional services.

- To manage your own financial affairs.
- To not be coerced or required to perform work; and if you work, to receive fair compensation from the operator of the facility.
- To have security for any personal possessions if stored by the operator.
- To have recorded on the facility's accident or incident report your version of the events leading to the accident or incident.
- To object if the operator terminates your admission agreement against your will.

In addition, Social Services Law and Regulations provide other protections. These important protections include requirements that the Operator, Administrator, Staff or other Agents of the Operator:

Provide to you, before or at the time of the admission interview, a copy of the Admission Agreement, a copy and explanation of resident rights and protections, the listing of Legal Services and advocacy agencies made available by the Department, and a copy of any facility rules relating to resident activities, and tell you of your obligation to comply with these rules.

The Social Services Law gives you certain rights as a resident in an adult facility.

- Provide to you at least 30 days advance notice of any change in the facility's rate or charges for supplemental services.
- Provide to you, your next of kin or representative of your choice at least 30 days advance notice of the facility's intention to terminate your admission agreement. The notice must indicate: the reason for termination; the date of termination; that you have a right to object to the termination of the agreement and discharge; that if you object, you may remain in the facility and the operator, in order to terminate, must begin a court proceeding; that you will not be discharged against your will unless the court rules in favor of the operator. At the time of notice, the operator must give you a list of agencies providing free legal and advocacy services within the area of the facility.
- Allow you to end your admission agreement, subject to the conditions for

notice established in your admission agreement.

- Guarantee that you keep, from any Supplemental Security Income (SSI) or Home Relief (HR) payment you receive, a personal needs allowance to buy any items the operator is not required to provide to you.
- Offer each SSI or HR recipient the opportunity to keep personal allowance funds in an account maintained by the facility.
- Maintain complete records on your personal allowance account and upon request, or at least quarterly, show or give you a statement which has all deposits, withdrawals, and the current balance in the account.
- Allow you to review upon request Department-issued inspection reports, excluding any confidential attachments, for the most recent two-year period.
- Encourage and assist residents in organizing and maintaining committees, councils or such other self-governing body as the residents may choose.
- Maintain a system for accepting and responding to grievances and recommendations for changes or improvement in facility operations.
- Allow you privacy in your room, subject to reasonable access by facility staff.
- Allow you privacy in caring for personal needs.
- Neither physically restrain or lock you in a room at any time.
- Allow you to leave and return to the facility at reasonable hours
- Neither requires from you nor accepts from you any gratuity (i.e. tip or gift) in any form.

Independent Living

The following list may assist in finding a subsidized apartment.

You should file applications with any buildings or programs that interest you. Although some waiting lists are extremely long, it is important to apply if you have an interest in particular buildings. “Long lists” can become “short” ones quickly. Most of these buildings have income and eligibility requirements, but some also have unsubsidized units or take Housing Assistance Payments Program (Section 8) as well.

Depending on your income and the availability of subsidies; in each building, you could pay:

1. 30% of your income
2. The “Basic Rent” (partial subsidy)
3. The “Fair Market Rent” if you are over the income limits
4. For more information call the building manager or Syracuse Housing

Apartment Key

$	Subsidized
#	Subsidized and Non-Subsidized
@	Pets
+	Mixed age groups
&	Requires a Section 8 Application

City of Syracuse (All #'s Are Area Code 315)

Downtown

$	Almus Olver Towers, 300 Burt St., Syracuse 13202	475-6181
$#+	Clinton Plaza, 550 S. Clinton St., Syracuse 13202	475-2141
$	YMCA Senior Apts., 330 Montgomery St., Syracuse 13202	474-6851

University

+&	Hillside Apartments, 1530 E. Genesee St., Syracuse 13210	579-2086
$@	McCarthy Manor, 501 S. Crouse Ave., Syracuse 13210	475-6390
#+	Mt. St. James Apts., 338 Jamesville Ave., Syracuse 13210	478-0731
$+	Parkside Commons, 1901 E. Fayette St., Syracuse 13210	475-5027
$	Toomey Abbott Towers, 1207 Almond St., Syracuse 13210	475-6181

West Side

#	Harbor Street Lofts, 710 Emerson Ave., Syracuse 13204	487-2500
$	James Geddes Rowhouses. 312-338 Gifford Street., 427 Tully St. & 418 Fabius Street, Syracuse 13204	475-6181
$@	Onondaga Blvd. Apts., 4624 Onondaga Blvd., Syracuse 13219	422-0347
$@	Providence House, 1700 W. Onondaga St., Syracuse 13204	471-8427
+&	West Park Apartments, 1445 S. Salina Street, Syracuse 13205	579-2086

Eastwood

&	Eastwood Heights, 1025 Sunnycrest Rd., Syracuse 13206	475-6181
$@	Nichols Brick School Terrace, 311 North Ave, Syracuse 13206	463-5881
$@	St. Joseph's Manor, 900 Tyson Place, Syracuse 13206	437-7441

North Side

$@	Bishop Harrison Apts., 300 Pond St., Syracuse 13208	476-8630
$+	Courtyard at James, 708 James St., Syracuse 13203	479-8612
$	Fahey Court, 100 Pastime Drive, Syracuse 13208	475-6181
	Hearth on James, 830 James Street, Syracuse 13203	422-2173
&+@	Kasson Place Apartments, 615 James Street, Syracuse, 13203	579-2084
$@	Ludovico Apartments, 340 Winton Street, Syracuse 13203	422-0475
$+	Moses Dewitt House, 212 N. Townsend St., Syracuse 13203	479-8612
$@	Pompei North Apartments, 143 Mary Street, Syracuse 13208	472-2614
$	Ross Towers, 710-712 Lodi Street, Syracuse 13203	475-6181
#	Salina School Apts., 512 LeMoyne Ave., Syracuse 13208	472-8234
$@	Villa Scalabrini, 825 E. Willow Street, Syracuse 13203	472-3142
$	Vinette Towers, 947 Pond Street, Syracuse 13208	475-6181

East Side

$@	Brick School Terrace, 818 Salt Springs Rd. Syracuse 13224	463-588

South Side

#@	The Bernardine, 417 Churchill Ave., Syracuse 13205	413-3564
#@	Brighton Towers, 821 & 833 E. Brighton Ave., Syracuse 13205	469-6919
#@	Valley Vista, 122 W. Seneca Turnpike, Syracuse 13205	469-4100

Onondaga County (All #'s Are Area Code 315)

County South

#+	Festival Gardens Apartments, 6162 Rte. 20, Lafayette 13084	677-3836
#+	Lord's Hill Apartments, 2467 Lord's Hill Rd., Lafayette 13084	760-6041
$@	The Meadows Apartments, 1 Village View Drive, Tully 13159	696-6883

County Northeast

#+	Bayshore North Apts., 9457 Chalkstone Course, Brewerton 13029	668-9696
$@	Bessie Riordan Apts., 211 E. Molloy Rd., Mattydale 13211	455-1457
$	Byrne Manor Apts., 4122 Pine Hollow Drive, Liverpool 13090	622-0410
@	Buckley Square Senior Apts., 6715 Buckley Rd., N. Syr. 13212	457-2042
#@	Centerville Court, 400 Sandra Lane, N. Syracuse 13212	458-7867
#+	Cobblestone Square, 6112 Cobblestone Drive, Cicero 13039	699-5204
	Greenpoint, 150 Old Liverpool Rd., Liverpool 13088	453-7911
$@	Long Manor Apts., 5500 Miller Rd., Brewerton 13029	668-9871
$@	Lucille Manor, 5569 Legionnaire Drive, Cicero 13039	698-0507
$@	Malta House, 212 N. Main Street, N. Syracuse 13212	452-1028
$@	Malta Manor, 107 Trolley Barn Lane, N. Syr., NY 13212	362-3502
@	Morgan Square Senior Apts., 8547 Morgan Rd., Clay 13041	409-4319
$@	Pitcher Hill Apartments, 114 Elbow Rd., N. Syracuse 13212	454-0697
$@	Rogers Senior Apts., 5490 Miller Rd., Brewerton 13029	676-4174
$@	Sacred Heart Apartments, 8365 Factory Street, Cicero 13039	699-1509
@&	Toll Road Senior Apts. 108 Singleton Ave., N. Syracuse 13212	214-0284

County Northwest

	The Apartments at Legacy Drive, 7 Legacy Dr., B'ville 13027	635-6290
#+	Baldwin Park Apts., 400 Land Rush Way, Baldwinsville 13027	635-2338
$@	Conifer Village, 700 Conifer Drive, Baldwinsville 13027	635-7515
$ #	County Club Apts., 101 Village Blvd., S. Baldwinsville 13027	638-2313
+	Greenway Apts., 8664 Oberon Drive, Baldwinsville 13027	638-4575
$@	St. Mary Apts., 100 La Madre Way, Baldwinsville 13027	638-2003
$@	The Meadows, 3490 Meadowbriar Lane, Baldwinsville 13027	635-6125

County West

$@	AHEPA, 37 Apts., 100 Ahepa Circle, Syracuse 13215	475-3818
@&	Applewood Manor, 5554 W. Genesee Street, Camillus 13031	468-4556
$@	Bishop Ludden, 817 Fay Road, Syracuse 13219	468-6043
	Brookdale Summerfield, 100 Summerfield Village Ln. Syr., 13215	492-4041
@	Camillus Pointe Senior Apts., 3877 Milton Ave., Camillus 13031	708-0215
+@&	Connelly Acres Apartments, 143 Maple Drive, Camillus 13031	672-5302
$@	Fairmount Gardens, 4913 W. Genesee Street, Camillus 13031	488-1932
$@	Gateway Apartments, 79 Fennel Street, Skaneateles 13152	685-3088
$	Harborbrook Apartments, 811 Fay Road, Syracuse, NY 13219	424-1821
$@	Nine Mile Landing, 3 Austindale Ave., Marcellus 13108	673-9326
$@	O'Brien Road Apts., 7170 O'Brien Road, Syracuse 13209	635-3339
$@	O'Brien Road II., 7174 O'Brien Road, Syracuse 13209	635-5434
$	Old Erie Place Senior Bldg., 20 Beaver Street, Jordan 13080	689-6275
	Snowbird's Landing, 758 State Fair Blvd., Syracuse 13209	488-0730
$@	Solvay Senior Apartments, 200 Russet Lane, Syracuse, 13209	468-6590
	The Presbyterian Manor, 49 W. Genesee St., Skaneateles 13152	685-5017
#	Union Free School Conversion, 23 First Street, Camillus 13031	635-6595
$@	Upper Crown Landing, 33 Maple Street, Marcellus 13108	673-9422
$	Village Landing Apartments, 55 Jordan Ave., Skaneateles 13152	685-5632

County East

$	Ahavath Achim Apartments, 4101 E. Genesee St., Syracuse 13214	446-9111
#@	Barrett Dewitt Manor, 1400 Kinne Street, E. Syracuse 13057	434-1854
$@	Bennett Manor, 100 Bennett Manor Drive, E. Syracuse 13057	437-4864
@&	Colonial Village Apartments, 5890 Bowman Rd., E. Syr. 13057	656-2930
@&	East View Gardens, 112 East Avenue, Minoa 13116	656-3385
@&	Heman Street Apartments, 121 E. Heman St., E. Syr. 13057	432-5150
#@	Limestone Gardens, 7626 Highbridge Road, Manlius 13104	682-7001
+	Minoa Estates, 501 Edgerton Street, Minoa 13116	656-7121
	The Nottingham, 1301 Nottingham Road, Jamesville 13078	445-9242
	The Oaks at Menorah Park, 18 Arbor Lane, Dewitt 13214	449-3309
$@	Redfield Village, 380 Salt Springs Road, Fayetteville 13066	637-8280
$@	RJ Barrett Manor, 4615 Southwood Heights Dr., Jamesville 13078	469-1533
$@	St. David's Court, 99 Deerfield Road, E. Syracuse 13057	434-9406
#+	Springfield Gardens, 76 Caton Drive, Dewitt 13214	446-6140
$@	Tecumseh Road Senior Apartments, 219 Tecumseh Rd, Syr. 13224	299-5677
$@	Wedgewood 1 Apartments, 7851 Rte. 298, Kirkville 13082	633-2735
$@	Wedgewood II Apartments, 7851 Rte. 298, Kirkville 13082	633-9815

Retirement Communities in Onondaga County

.

Brookdale Summerfield – Retirement Community
100 Summerfield Village Lane
Syracuse, NY 13215
(315) 492-4041
Accommodations: 68 one bedroom apartments; 16 two bedroom apartments. Apartments have a combined living and dining room with kitchenette; community dining as well with a beauty shop, transportation, housekeeping. Pets are allowed. Continuum of care offered, if needed, through third party agencies.
Sources of Payment: Private pay or long term care insurance. No Medicaid.

The Hearth at Greenpoint – Enriched Assisted Living and Retirement Community
150 Old Liverpool Road
Liverpool, NY 13088
(315) 849-9056
Accommodations: 186 apartments; studios, 1 and 2 bedroom units and private baths, restaurant-style dining, country store, Beauty Salon, activities, fitness and wellness rooms and transportation.
Sources of Payment: Private pay, Enriched Assisted Living eligible for long term care insurance. No Medicaid.

The Hearth on James – Enriched Assisted Living and Retirement Community
830 James Street
Syracuse, NY 13203
(315) 422-2173
Accommodations: 71 units - **s**tudios, small 1 bedroom apartments and large 1 bedroom apartments, restaurant-style dining, country store, Beauty Salon, activities and transportation.
Sources of Payment: Private Pay, Enriched Assisted Living eligible for long term care insurance. No Medicaid.

Loretto - The Nottingham – Retirement Community, Enriched Living Program and Skilled Nursing
1303 Nottingham Road
Jamesville, NY 13078
(315) 445-9242
Accommodations: 170 apartments with kitchen and combined living/dining room; 8 cottages; 48 enriched living apartments; 40 bed skilled nursing.
Sources of Payment: Private pay.

Maple Downs – Retirement Community
7220 East Genesee Street
Fayetteville, NY 13066
(315) 637-0297
Accommodations: Studios, one and two bedroom apartments, kitchenette with appliances, living/dining room, restaurant style dining room with three daily chef prepared meals, exercise room, beauty salon/barber shop, game room, billiard room, large screen TV lounge, library, chapel, activities and transportation.
Sources of Payment: Private pay.

McHarrie Towne - Retirement Community
2464 Betsy Drive
Baldwinsville, NY 13027
(315) 638-1172
Accommodations: 111 Single-level patio homes, 1-2 Bedrooms, 1,100-1,400 square feet, attached 1 & 2 car garages with automatic door openers, large 1-2 bathrooms, walk-in closets, etc.
Sources of Payment: Private pay. There is an entrance fee, monthly maintenance fee and 5-15 year waiting list.

Menorah Park – The Oaks – Retirement Community
18 Arbor Lane
Dewitt, NY 13214
(315) 449-3309
Accommodations: 50 apartments: 1 bedroom, 1 bedroom with den, 2 bedroom with 2 baths, and 2 bedroom deluxe with baths. All apartments: kitchen (with appliances), living/dining room, beauty salon, exercise center, library, activities, transportation.

Sources of Payment: Private pay.

Parkrose Estates - Retirement Community
7251 Janus Park Drive
Liverpool, NY 13088
(315) 452-9500
Accommodations: Spacious studio and one bedroom apartments rented on a month-to-month basis; full size, fully equipped kitchen, living/dining room.
Sources of Payment: Private pay.

Towne Center Retirement Community
3900 Medical Center Drive
Fayetteville, NY 13066
(315) 329-6464
Accommodations: 55 and over, senior living community**.** "All-Inclusive" Resort Style Living; everything for one monthly fee with no buy-in fee or long-term lease; includes cooking and cleaning, round-the-clock service, resort-style dining and lavish accommodations. Pets are welcome. They offer studio, 1, 2 and 3 bedroom suites.
Sources of Payment: Private Pay**.**

Adult Homes in Onondaga County

An adult home is established and operated for the purpose of providing long-term residential care, room, board, housekeeping, personal care and supervision to five or more adults unrelated to the operator. Adult homes may be operated by an individual, a partnership, a not-for-profit corporation, a public corporation, a non-publicly traded business corporation or a limited liability company.

Kalet Adult Home – Adult Home
504 Delaware Street, Syracuse, NY 13204
(315) 479-7514
Accommodations: 45 beds, private & semi-private; private and shared baths; provisions for couples to live together.
Sources of Payment: Private pay, **Medicaid**

Beckwith Family Type Adult Home – Family Type Adult Home
4996 Wingate Road, Liverpool, NY 13088
(315) 378-5907
Accommodations: 2 Beds. Shared room or will accommodate a married couple.
Sources of Payment: Private pay.

Manlius Adult Home – Adult Home & Assisted Living Program
215 East Pleasant Street, Manlius, NY 13104
(315) 682-6725; Fax: 682-3320
Accommodations: 20 rooms: private and semi-private some with full bath or half bath.
Sources of Payment: Private pay and **Medicaid**

Sunnyside Home – Adult Home Program
7000 Collamer Road, East Syracuse, NY 13057
(315) 656-8606
Accommodations: 20 rooms; 7 double rooms, 6 private.
Sources of Payment: Private pay and **Medicaid.**

Assisted Living in Onondaga County

Assisted Living Program
An assisted living program, which is available in some adult homes and enriched housing programs, combines residential and home care services. It is designed as an alternative to nursing home placement for individuals who historically have been admitted to nursing facilities for reasons that are primarily social, rather than medical in nature. The operator of the assisted living program is responsible for providing or arranging for resident services that must include room, board, housekeeping, supervision, personal care, case management and home health services.

Enhanced Assisted Living
Provides everything an Assisted Living Program does but is also allowed to do the following should a senior require assistance: Oxygen Therapy, Blood Pressure Checks, Indwelling Catheter Care, Nebulizer Treatment, Falls Management, One and Two Person Transfers, Blood Glucose Monitoring, Insulin Administration, Enema Administration, Foley Catheter Care, Suprapubic Catheter Care, Transdermal Patch Application, Internal Feeding via Peg Tube.

Memory Care
Memory Care communities, which include Alzheimer's care and Dementia care facilities, consist of specially designed living spaces and supporting environments for those who are living with cognitive challenges brought on by Alzheimer's and dementia. These may include carefully considered flooring to reduce problematic patterns for those with Alzheimer's or dementia and wall colors that help them to find the way. The dementia care environment helps cue its residents in their daily lives. Areas of the community are set up for safe engagement in activities such as gardening, kitchen work, and other life skills that provide purposeful and meaningful successful moments.

Enriched Housing Program
An enriched housing program is established and operated for the purpose of providing long-term residential care to five or more adults, primarily persons sixty-five years of age or older, in community-integrated settings resembling independent housing units. The program provides or arranges for the provision of room, board, housekeeping, personal care and supervision. Enriched housing programs may be operated by an individual, a partnership, a not-for-profit corporation, a public corporation, a non-publicly traded business corporation or a limited liability company.

The Athenaeum of Skaneateles – Assisted Living
150 Genesee Street
Skaneateles, NY 13152
(315) 685-1400
Accommodations: 16 Beds. Private Baths. Accommodations for couples.
Sources of Payment: Private pay and long term care insurance.

Brookdale Bellevue – Assisted Living and Memory Care
4330 Onondaga Blvd.
Syracuse, NY 13219
(315) 468-5108
Accommodations: 70 private rooms with private baths. No kitchen facilities; there are suites for couples to live together. Pets allowed. There is a 20 room secure Special Care Unit for Memory/Alzheimer's residents.
Sources of Payment: Private pay and long term care insurance. No Medicaid.

Brookdale Eastside – Assisted Living
7164 East Genesee Street
Fayetteville, NY 13066
(315) 637-5127
Accommodations: 84 total rooms. All are private with private baths including 4 deluxe rooms with private baths and 6 two-room suites, all with private baths. Pets allowed. Two suites have kitchens and no stoves. Suites and deluxe rooms are available for couples.
Sources of Payment: Private pay or long term care insurance. No Medicaid.

Brookdale Fayetteville – Memory Care
5125 Highbridge Street
Fayetteville, NY 13066
(315) 637-2000
Accommodations: 46 private and semi-private, 52 total residents. Pets allowed. For people with Alzheimer's and other memory impairments, private/semi-private accommodations, individualized assistance with personal care needs, housekeeping services, staffed 24 hours, laundry, mealtime assistance, ongoing monitoring and management of health care needs, nutritious meals and snacks, purposefully designed environment, education programs, specially designed programs by Lifetime Enrichment Coordinator. Completely secure with alarm system throughout residence.
Sources of Payment: Private pay or long term care insurance. No Medicaid.

Brookdale Liverpool – Assisted Living
4055 Longbranch Road
Liverpool, NY
(315) 451-3221
Accommodations: 79 apartments, all on one level; studio, deluxe, suites. Pets allowed. Full service dining room, exterior doors alarmed for resident safety.
Sources of Payment: Private pay or long term care insurance. No Medicaid.

Brookdale Manlius – Enhanced Assisted Living
100 Flume Road
Manlius, NY 13104
(315) 682-9261
Accommodations: 77 apartments; five different styles: deluxe, two-bedroom, one-bedroom, alcove or studio. Each apartment is private with a handicap-accessible bathroom and a kitchenette (including refrigerator and stove). Individual parking spaces are available for residents, pets allowed.
Sources of Payment: Private pay or long term care insurance. No Medicaid

Camillus Ridge Terrace – Assisted Living and Memory Care
2453 West Genesee Street
Camillus, NY 13031
(315) 672-3790
Accommodations: 56 total beds; private rooms with private baths with two semi-

privates and a secure Memory Care Unit. Couples are accommodated. Rooms have a small refrigerator & sink, no stove, dining room where meals are served, beauty parlor, activities, and transportation. Pets are negotiable but not on the Memory Care Unit.
Sources of Payment: Private Pay or long term care insurance. No Medicaid.

The Hearth at Greenpoint – Enriched Assisted Living and Retirement Community
150 Old Liverpool Road
Liverpool, NY 13088
(315) 849-9056
Accommodations: 186 apartments; studios, 1 and 2 bedroom units and private baths, restaurant-style dining, country store, Beauty Salon, activities, fitness and wellness rooms and transportation.
Sources of Payment: Private pay, Enriched Assisted Living eligible for long term care insurance. No Medicaid.

The Hearth on James – Enriched Assisted Living and Retirement Community
830 James Street
Syracuse, NY 13203
(315) 422-2173
Accommodations: 71 units - Studios, small 1 bedroom apartments and large 1 bedroom apartments, restaurant-style dining, country store, Beauty Salon, activities and transportation.
Sources of Payment: Private Pay, Enriched Assisted Living eligible for Long term care insurance. No Medicaid.

Keepsake Village at Greenpoint – Memory Care
138 Old Liverpool Road
Liverpool, NY 13088
(315) 451-4567
Accommodations: 48 rooms; all have showers. Secure Memory Care facility, staffed 24-7, only for residents with Alzheimer's and other cognitive impairments.
Sources of payment: Private Pay, eligible for Long Term Care Insurance. No Medicaid.

Loretto – The Bernardine - Enriched Housing & Assisted Living Programs
417 Churchill Avenue
Syracuse, New York 13205
(315) 413-3564
Accommodations: 185 apartments with kitchens, alcove, 1 bed & 2 bedrooms. 108 assisted living apartments.
Sources of Payment: Private pay for subsidized apartments and Assisted Living Program – private pay and **Medicaid.**

Loretto - Buckley Landing - Enriched & Assisted Living Programs
7430 Buckley Road
North Syracuse, NY 13212
(315) 413-3564
Accommodations: Studio apartments with kitchenette. Enriched and Assisted apartments; dining room where meals are served.
Sources of Payment: Private pay and Assisted Living Program – private pay and **Medicaid.**

Loretto – Community Residences
50 Syracuse Street
Baldwinsville, NY 13027
(315) 413-3592
Accommodations: Loretto - Community Residences is comprised of three homes, housing and supporting a total of 26 residents. Two of these homes are located in the City of Syracuse, and one in the Village of Baldwinsville. These homes serve older adults with **psychiatric disabilities**. Must be 45, or older, and on SSI or SSDI as related to a mental illness.
Sources of Payment: Medicaid

Loretto – Forest View at Fayette – Independent Living
1316 East Fayette Street
Syracuse, NY 13210
(315) 477-5032
Accommodations: Provides independent living for seniors in an affordable, accessible and comfortable setting. Residents receive supportive services from PACE CNY, Loretto's Program of All-Inclusive Care for the Elderly in cooperation with St. Joseph's Hospital Health Center. PACE CNY provides

supportive services designed to help frail seniors remain independent and living in the community for as long as possible.
Sources of Payment: PACE CNY

Loretto – The Heritage - Enriched and Assisted Living Programs/Memory Care
750 East Brighton Ave
Syracuse, New York 13205
(315) 413-3039
Accommodations: For early to mid-stage Alzheimer's; 79 apartments with private showers and bath; 6 dining rooms. Secure facility with large recreational area.
Sources of Payment: Private pay; Assisted Living Program – private pay and **Medicaid**.

Loretto – Highland House – PACE CNY
213 Highland Street
Syracuse, NY 13203
(315) 703-3656
Accommodations: Highland House is a lovely Victorian home where elders participate in PACE CNY (Loretto's Program of All-inclusive Care for the Elderly, in cooperation with St. Joseph's Hospital Health Center) and live together as a community. Just like other PACE CNY participants, Highland House residents receive personal care assistance in their home and enjoy visiting a PACE Day Center three days a week for social activities, lunch and medical appointments and care.
Sources of Payment: PACE CNY

Loretto - The Nottingham – Retirement Community, Enriched Living Program and Skilled Nursing
1303 Nottingham Road
Jamesville, NY 13078
(315) 445-9242
Accommodations: 186 apartments with kitchen and combined living/dining room; 8 cottages; 48 enriched living apartments; 40 bed skilled nursing.
Sources of Payment: Private pay.

Loretto - Sedgwick Heights - Adult Home & Assisted Living Programs
1100 James Street
Syracuse, NY 13203
(315) 413-3238; Fax: 413-3032
Accommodations: 145 beds; private rooms with private baths and semi-private rooms with shared baths.
Sources of Payment: Adult home is private pay; Assisted Living Program is **Medicaid.**

Manlius Adult Home – Adult Home & Assisted Living Program
215 East Pleasant Street
Manlius, NY 13104
(315) 682-6725; Fax: 682-3320
Accommodations: 20 rooms: private and semi-private some with full bath or half bath.
Sources of Payment: Private pay and **Medicaid**

McHarrie Pointe – Assisted Living & Memory Care
7740 Meigs Road
Baldwinsville, New York 13027
Phone: (315) 638-2525
Accommodations: 26 private rooms in the Memory Care Unit. 19 assisted living private apartments – 1 and 2 bedrooms. Restaurant Style Dining.
Sources of Payment: Long term care insurance and private pay.

Menorah Park - The Inn – Assisted Living
4101 East Genesee Street
Syracuse, New York 13214
(315) 446-9111
Accommodations: Assistive Living Facility with 18 one bedroom apartments for people with physical frailties; 25 studios for people with memory care needs, dining room and three kosher meals daily, café, beauty salon, offer Jewish, Catholic & Protestant religious services, activities, home care and transportation.
Sources of Payment: Long term care insurance and private pay.

Park Terrace at Radisson – Adult Home & Assisted Living Program
2981 Town Center Road
Baldwinsville, NY 13027
(315) 638-9207
Accommodations: Private rooms for Adult home with private baths; semi-private rooms with shared baths for 17 bed Assisted Living Program. Also has a secure dementia floor.
Sources of Payment: Long term care insurance, private pay, Assisted Living – private pay.

Peregrine Senior Living at Onondaga Hill – Enhanced Memory Care
4701 Peregrine Way (Off Route 175)
Syracuse, NY 13215
(315) 469-8900
Accommodations: 60 private apartments; 4 semi-private apartments. Each apartment has a private handicap accessible bathroom with walk/roll in shower. Large and secure community and outdoor spaces. Beauty Spa, transportation, advanced memory care program. Pet Friendly.
Sources of Payment: Private Pay, VA Aid and Benefits and Long-Term Care Insurance.

Toomey Abbott Towers - ERIE (Enriched Resources for Independent Elderly)
1207 Almond Street, Terrace Level, Syracuse, NY 13210, (315) 428-8562
Residential care for functionally-impaired elderly (non-institutional setting.)
Accommodations: Up to 86, one bedroom apartments with a kitchen and combined living/dining room; typically 55 years or older, but flexible depending on disability. Community dining for breakfast and lunch (included), dinner is provided and taken to private rooms. Have to be able to live independently; Housekeeping, Finance, Medication assistance, Activity Room.
Sources of Payment: Private Pay and **Medicaid.**

Questions to Ask When Selecting a Nursing Home (Skilled Nursing Facility)

Admission
The nursing home administrator, admissions director or director of social services will be able to explain arrangements for your admission to the facility. If you are receiving care in a hospital, your doctor and the hospital social worker/discharge planner will assist in making arrangements for your placement, hopefully in the nursing home of your choice.

If you have questions about a nursing home contact your attorney, the nursing home administrator or admissions director to explain anything that you do not understand. The New York State Bar Association Referral Service as well as many local bar associations will provide you with a list of elder law attorneys. Call 800-342-3661 for information.

Paying For Nursing Home Care
If you have the means and plan to pay with your own funds, you will have a much better chance of getting admitted to the nursing home of your choice. Meet with an elder law attorney to get advice on estate planning, Medicaid, Medicare and long term care insurance before you apply to a nursing home.

Nursing homes charge a basic daily rate for the services they provide and these vary from home to home. Some homes have all-inclusive rates; others have a rate for room and board and add additional charges for physician's services, laboratory tests, physical therapy, prescription drugs, etc. Discuss with the home's admissions director, administrator or social worker what services are standard and what additional services might be required and what they cost.

Most homes require full financial disclosure from residents who will be paying privately. Since many nursing home residents who enter as private pay residents eventually use up their funds and go on Medicaid, the homes want to know how long the resident will be able to pay privately and when to apply for Medicaid. Once you are eligible for Medicaid, you have the right to have Medicaid pay for your care (if the home accepts Medicaid). When this happens, the nursing home should assist in completing the necessary forms.

In New York State, you may not be moved out of a nursing home because you have

exhausted your personal resources. Also, your spouse need not spend all his/her personal resources on your care if you are institutionalized.

The federal government is now permitting New York State to authorize Medicaid without someone exhausting his/her assets if that person first purchases a long-term care insurance policy authorized by the state. These policies vary in the coverage they provide and should be carefully examined before purchasing. In New York State, only a few policies are valid. The State Insurance Department publishes materials comparing long term care policies offered by different companies. Call 800-342-3736 for more information.

Medicare is a federal health insurance program for disabled people and people over age 65. Skilled nursing services must be needed on a daily basis to be eligible for Medicare. Medicare will pay a maximum of 100 days of care in an approved nursing facility for patients in need of skilled care following a hospitalization of at least three full days. To qualify, the patient must be admitted to the nursing home within 30 days of discharge from the hospital.

Many people leave a hospital and enter a nursing home expecting Medicare to continue to pay for health services. This is generally not the case. Medicare will not pay for a nursing home stay if it is determined that only custodial care is required, or if skilled nursing home care and/or rehabilitative services are needed only on a periodic basis. Under Medicare rules, the need for skilled nursing care must be daily. The program has a number of specifics about what services are included and requires that you be responsible for a co-payment.

For further information, contact your local Social Security office or call 800-772-1213 for a copy of the Medicare Handbook.

Facilities: Inside & Outside

- Are the grounds and building attractive and well-maintained?
- Are there wheelchair ramps?
- Are there unpleasant odors in the building?
- Are there outdoor areas where residents can sit or walk?
- Is there an activity or exercise room?
- Are the rooms well-ventilated and kept at a comfortable temperature? Are there individual thermostats in the rooms?
- Is the facility air-conditioned?
- Is smoking permitted?

- Can residents bring their own furniture? Is there ample storage? Can residents have a private phone? A pet?
- Do rooms have windows?
- Are there adjoining bathrooms? Are they private?
- Is a married couple allowed to share a room?
- If the room isn't private, is there a screen or curtain for privacy?

Safety Measures

- Are fire exits clearly posted? Are there smoke alarms and extinguishers?
- Are there grab bars in the bathroom and handrails in hallways and stairs?
- Are there emergency call buttons and intercoms in the rooms? Is there an emergency evacuation plan posted?
- Is there a written statement of patient rights? Is the number to file complaints available?

Staff, Services and Administrative Issues

- What kind of medical supervision is provided? Physical or speech therapy?
- Beauty or other personal services?
- How do staff and residents interact? Are there language barriers?
- Are there social activities? Are residents mostly in their rooms or interacting?
- Is the food appetizing and well-presented? Is assistance with eating available?
- Are you able to get a copy of the owner/developer's financial statement? What is the history of price increases for this facility?
- Is down payment refundable if the resident moves or dies?
- What role, if any, do family members have in paying unmet obligations?

Nursing Homes -Skilled Nursing Facilities - SNFs in Onondaga County

Nursing Homes, now commonly called Skilled Nursing Facilities or SNFs, provide skilled nursing services and chronic custodial care. They are licensed, and regulated, by the New York State Department of Health.

Bishop Rehabilitation and Nursing Center
918 James Street Syracuse, NY 13203 315- 474-1561, Fax: 315- 476-6435
Accommodations: Facility provides short term and long term care and has a pulmonary/respiratory unit. 440 beds; private and semi-private rooms; 370 long term care (of which 70 are on a specified Dementia Unit); 70 rehabilitation beds; provisions for couples to live together.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

The Centers at St. Camillus
813 Fay Road Syracuse, NY 13219 315- 488-2951
Fax: 315- 488-3255
Accommodations: Private and semi-private rooms - 284 total beds; 224 long term care beds; 20 beds in the brain injury unit; 40 beds in the rehabilitation unit and there are provisions for couples to live together. They also have an Adult Day Program.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Central Park Rehabilitation and Nursing Center
116 Martin Luther King E., Syracuse, NY 13205 315- 475-1641
Fax: 315- 475-4990
Accommodations: Private and semi-private rooms - 160 total beds; 125 long term care beds; 35 rehabilitation beds; private and shared baths; each floor has a dining room; they accept tracheotomy care, bariatric patients, handle wound care and IV therapy and they offer provisions for couples

to live together. They also have an Adult Day Program.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

The Cottages at Garden Grove
5460 Meltzer Court, Cicero, NY 13039 315- 413-3066, Fax: 315- 699-7463
Accommodations: 153 total beds; 117 long term care and 36 rehabilitation beds; all rooms are private set up in cottage style homes. 13 beds in a long term care house and 12 in the rehabilitation houses; private baths with showers in each room.
Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Elderwood at Liverpool
4800 Bear Road Liverpool, NY 13088 315- 457-9946
Fax: 315- 457-8290
Accommodations: 160 total beds - 120 long term care beds with private and semi-private rooms; 40 rehabilitation beds; dining room on each floor; provisions for couples to live together.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Iroquois Nursing Home, Inc.
4600 Southwood Heights Drive
Jamesville, NY 13078 315- 469-1300
Fax: 315- 469-5545
Accommodations: 160 total beds - 32 private rooms; 64 semi-private rooms; 40 beds for patients who need respiratory care; 40 beds for residents with dementia; 80 beds for patients with general skilled nursing needs; shared baths; common dining room on each unit; provisions for couples to live together.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Loretto Health and Rehabilitation Center
Cunningham – Primarily Long Term Care, Fahey – Primarily Rehabilitation
700 E. Brighton Avenue Syracuse, NY 13205 315- 413-3400
Fax: 315- 492-0765
Accommodations: 583 beds of which 93 are rehabilitation beds, 34 are in the dementia unit, 30 on the palliative care floor. Couples are accommodated;

private and semi-private rooms.

Sources of Payment: Private pay, Medicaid, Medicare, and private insurance.

Menorah Park
4101 E. Genesee Street Syracuse, NY 13214 315- 446-9111
Fax: 315- 449-0497
Accommodations: 132 total beds; all are long term care; facility offers rehabilitation, 44 beds on the Dementia Unit; private and semi-private rooms; provision for couples to live together.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Onondaga Center for Nursing and Rehabilitation
217 East Avenue, Minoa, NY 13116 (315) 656-7277
Fax: (315) 656-2517
Accommodations: 80 total beds; 58 long term care and 22 rehabilitation beds of which 8 are private rooms; 29 semi-private rooms; small kitchenette on each unit; common dining room on each unit; provisions for couples to live together.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Sunnyside Care Center
7000 Collamer Road, E. Syracuse, NY 13057 315- 656-7218
Fax: 315- 656-7394
Accommodations: Private and semi-private rooms; total number of beds 80, offers long term care and rehabilitation; accommodates wound care and G-Tube/Peg Tube Feeding.

Sources of Payment: Private pay, Medicaid, Medicare, and private insurance.

Syracuse Home at McHarrie Place Health and Rehabilitation
7740 Meigs Road Baldwinsville, NY 13027 315- 638-2521
Fax: 315- 638-2552

Accommodations: 120 total beds – 88 long term care, 30 rehabilitation and 2 respite; private rooms and semi-private rooms; shared baths, 2 dining facilities; provisions for couples to live together.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Van Duyn Center for Rehabilitation and Nursing
5075 West Seneca Turnpike Syracuse, NY 13215 315- 449-6000
Fax: 315- 449-6440
Accommodations: 513 total beds – Long term care and rehabilitation. The 7th floor is a state of the art short-term rehabilitation floor; private and semi-private rooms, dining on each floor; provisions for couples to live together.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Nursing Home (Skilled Nursing Facility) Inspection Reports & Advocacy

New York State Department of Health
The NYS Department of Health provides information about nursing home inspection reports including expanded quality of care information specific to complaint investigations and enforcement actions. The information provided on this website can help families as they make decisions regarding the care of their loved ones. **For more information: www.health.ny.gov**

Ombudsman Program

The New York State Office of the Long Term Care Ombudsman Program (LTCOP) provides advocacy resources for persons who reside in long-term care facilities such as nursing homes, assisted living, and board and care homes. Those seeking LTCOP assistance or wishing to volunteer for the program should call 1-855-582-6769.

Ombudsmen help residents and their families understand and exercise their rights to good care in an environment that promotes and protects their dignity and quality of life. The program advocates for residents at both the individual and systems levels by receiving, investigating, and resolving complaints made by or on behalf of residents; promotes the development of resident and family councils; and informs governmental agencies, providers, and the general public about issues and concerns impacting residents of long-term care facilities. In New York State, LTCOP is administratively housed within the state Office for the Aging (NYSOFA), and provides advocacy services through a network of 15 regional programs.

Volunteers are the backbone of LTCOP. Each regional ombudsman program has a designated ombudsman coordinator who recruits, trains, and supervises a corps of trained volunteers. These volunteers provide a regular presence in nursing homes and board and care facilities throughout the state. If you are interested in volunteering, please contact the New York State Office of the Long Term Care Ombudsman at 1-855-582-6769 or visit the LTCOP website www.ltcombudsman.ny.gov. In Onondaga County contact Jeff Parker at 315-671-5108 jparker@ariseinc.org.

Nursing Home Transition & Diversion Medicaid Waiver

The Nursing Home Transition & Diversion (NHTD) Medicaid Waiver offers New Yorkers with disabilities and senior citizens a way to live in the community. The NHTD program offers a wide range of special services that help people in their daily lives including: re-teaching basic skills, building ramps to allow access to homes, and safety monitoring.

ARISE serves as the NHTD Regional Resource Development Center (RRDC) for the Syracuse Region (Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego, and St. Lawrence counties). As the RRDC, Arise can help you get started and assist you in selecting a Service Coordination agency. The Service Coordination agency will then work with you to apply for the NHTD program and develop a service plan.

To be eligible for the program, you must be: 18 years of age or older, eligible for nursing home level of care or eligible for Medicaid coverage for community-based long term care. If you have any questions, feel free to contact Arise to learn more. What if I don't qualify for NHTD? Arise can still help! Their Health Care Advocacy Program can help you access the health care and home services that you need in order to move out of, or avoid entering, a nursing home. Contact: Syracuse Area Resource Development Center (RRDC) Bridget O'Hara, Lead Regional Resource Development Specialist at 315-671-2979 bohara@ariseinc.org.

Pathways to Independence

The Salvation Army was recently selected by New York State as one of two state sites to pilot a new Department of Health initiative, the Nursing Home to Independent Living Project or "Pathways to Independence." Through this initiative, the Salvation Army is providing community based solutions to seniors, and to individuals with disabilities, who have been placed in nursing homes, but can live safely at home with a coordination of housing assistance, health services and family involvement. An Advisory Council comprised of local hospitals, long term care facilities, home care agencies, and nursing homes provide major support to the program by identifying potential candidates. Contact the Salvation Army Pathways to Independence program at: 315-479-1325.

Transportation

Driving Courses

The following is a list of short term defensive driving courses that can take 10% off your insurance rates and under some circumstances, take points off your license. There is a wide variation in rates for driving courses so call for prices.

AARP
American Association for Retired Persons (AARP)
315- 458-0050 (Local office)
or 1-888-OUR-AARP (1-888-687-2277)
AARP offers defensive driving courses for older persons with an emphasis on compensating for reduced reflexes and reaction time, vision and hearing issues, etc. Call for course fees.

OCC's EXCELL Defensive Driving Course
24 Hotline: 315-498-6009
Various Locations
Course designed to help drivers reduce accidents, save money on auto insurance and reduce points on your license. Call for course fees.

Older Driver Education

Onondaga County Traffic Safety Program
315-435-8235
The Onondaga County Traffic Safety Program provides educational programs for the mature driver, pedestrian, and bicyclist at various locations, including senior centers, recreation programs, residential facilities, etc.

AAA Foundation for Traffic Safety
1730 M Street, N.W. Suite 401
Washington, D.C. 20036
Brochure, *"A Flexibility Fitness Training Package for Improving Older Driver Performance."*

Onondaga County Senior Transportation Services by Area

Area – Clay, Cicero, North Syracuse, Salina						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*ANTS (Area North Transportation Service)	Salina Civic Center 2826 LeMoyne Ave Mattydale, NY 13211	424-1810	Mon. – Fri. 9:00 – 2:00 pm	Donations appreciated	Clay, Cicero, North Syracuse, Salina	To St. Joseph's Hospital, Dr. appointments, groceries, Rx, bank, lunch at Salina Senior Center
Area – Baldwinsville, Lysander, VanBuren						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Baldwinsville Express	Canton Woods 76 Canton Street Baldwinsville, NY 13027	638-4536	Mon. – Fri. 8:00 – 4:30 pm	FREE (Volunteers own cars)	Baldwinsville, Lysander, VanBuren	No wheelchairs Provide rides for seniors one trip per week, medical bank, Rx, Post Office, Senior Center
Area – Town of Camillus						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
Cat FISH Camillus Area Transportation	25 ½ First Street Camillus, NY 13031	701-5949	Tues., Wed., Thurs. 8:00 4:00 pm Call for appointments on Mon. & Thurs. 9:00 – 4:00 pm	Free-will donations appreciated	Town of Camillus	No wheelchairs Must be ambulatory. Transport to medical and dental appointments only
Area – Town of DeWitt						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
cod/FISH	P.O. Box 105 DeWitt, NY 13214	463-5158	Call for cod/FISH Mon. – Fri. 9:00 am – 4:00 pm Transportation available: Tues. and Thurs. 8:00 – 5:00 pm	FREE	Town of DeWitt	Clients must be ambulatory. Volunteer drivers transport clients to medical and dental appointments
Area – Fayetteville, Minoa, Manlius to East Syracuse						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
F-M FISH	P.O. Box 413 Fayetteville, NY 13066	637-8158	Mon. – Thurs. 9:00 am – 4:00 pm Fri. 8:00 – 5:00 pm	FREE Donations appreciated	Fayetteville, Minoa, Manlius to East Syracuse	Medical and dental appointments

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Onondaga County Senior Transportation Services by Area

Area – Minoa, Bridgeport and Kirkville						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Senior Adult Transportation Service (SAT)	246 East Avenue Minoa, NY 13116	454-2740	Mon. – Fri. 9:00 am – 3:00 pm Tues. and Thurs.: free trip to Senior Adult Ministry/ Pick-ups 9:00 am	Free-will donations appreciated	Minoa, Bridgeport, and Kirkville	Medical appointments, shopping. 1st Mon. of month. Those in manual wheelchairs need escort. Senior exercise program & lunch Tues. & Thurs., senior centers. Personal activities. Call one week in advance for reservation
Area – Skaneateles						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Laker Limo	75 Fennell St. Skaneateles, NY 13152	685-3030 Recording Leave a message	Mon. – Fri. 9:00 am – 5:00 pm	Free-will donations appreciated	Skaneateles to Auburn and Syracuse	Residents of Town/School District of Skaneateles. Call 2 days in advance
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
Skaneateles FISH	24 Jordan St. Skaneateles, NY 13152	685-6679	Mon. – Fri. 8:00 am – 8:30 pm	Free-will donations appreciated	Skaneateles to Auburn (none from Auburn to Skaneateles)	Medical, groceries, hair salons
Area – Jordan, Elbridge						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Jordan Elbridge Transportation (JET)	5 Route 31 P.O. Box 568 Jordan, NY 13080	604-1322	Mon. – Fri. 8:00 am – 5:00 pm	Free-will donations appreciated	Jordan, Elbridge, Onondaga County and Auburn	Medical and dental appointments, shopping. Wheelchairs, walkers, escort service. Senior luncheon the 1st and 3rd Tues. of the month & every Fri.

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Onondaga County Senior Transportation Services by Area

Area – City and County						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
America's Medical Transportation	130 Reed Avenue Syracuse, NY 13217	299-4471	Mon. – Sat. 5:00 am – 7:00 pm	City/one-way: $28.00; Outside City: $2.50 a mile; Taxi Service: one-way - $15.00	City and County	Private Pay, Medicaid, Credit Cards. Transport to medical and dental appointments. Ambulatory
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
Empire Transportation Services	222 Teall Avenue Suite106 Syracuse, NY 13210	477-1487 Leave message after 2:00 pm; will call back next day	Mon.- Fri. 9:00 am – 2:00 pm	Call for fees	City and County	Private Pay (discount) & Medicaid. Medical, dental appointments, errands service. Wheelchairs, ambulatory
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Outbound Transportation Services (ABLE Medical Transportation)	421 Montgomery St 5th Floor Civic Center Syracuse, NY 13202	435-2815 Fax#: 435-2801	7 days Mon. – Thurs.: 7 am – 6 pm. Fri.: 7am – 10 pm Sat.: 9 am – 11 pm. Sun: 9:00 am – 7:00 pm	4 rides per month. Free-will donations appreciated for those age 60+. Under age 60/call for fees.	City and County	Private Pay (discount) & Medicaid. Medical, dental appointments. Wheelchairs, ambulatory
Area – City – East and West						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*The Salvation Army	677 S. Salina Street Syracuse, NY 13202	479-1311	Monday – Friday 7:30 am – 10:00 am 3:00 pm – 5:00 pm	Free-will donations appreciated	City East and West	Congregate Centers to S.A. Day Care Centers (Long Term only)
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Westcott Community Center	826 Euclid Ave., Syracuse, NY 13210	315-478-8634	Mon-Friday 9-4	Free-will donations appreciated	City East and University Area	To from the Center for activities & exercise. Grocery Shopping & Dr.'s Appointments

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Onondaga County Senior Transportation Services by Area

Area – City - North						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Northeast Community Center	716 Hawley Ave. Syracuse, NY 13203	472-6343 ext. 206	Mon., Wed., and Fri. 9 am – 2 pm Tues. & Thurs. Senior Center 9 am – 2 pm	Free-will donations appreciated	City North	To McChesney, Northeast & Eastwood Senior Centers, Medical appts. Call: Mon., Wed. and Fri.
Area – City - Southwest						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Southwest Community Center	401 South Avenue Syracuse, NY 13204	474-6823	Mon. – Fri. 9:00 am – 9:00 pm. Sat. 9:00-Noon	Free-will donations appreciated	City Southwest	
Area – City and Suburbs						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
Best Comfort Care Transportation	25 ½ First St. Camillus, NY 13031	448-9455	Mon. – Sun. 7:00 am – 5:00 pm	Call for fees	City, Cortland, and suburbs	Wheelchair, stretcher
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
Centro Call-A-Bus	P.O. Box 820 Syracuse, NY 13205	Information 442-3434 Daily: 8:00 am – 5:00 pm	Reservations Daily: 8:00 am – 5:00 pm Call 442-3420 For Cancellations Daily: 24 hrs/7days Call 442-3434	5 miles or less - $2.50 6 miles or more - $3.00	City and Suburbs (Call for information on area of service.)	Curb-to-Curb service. Assists with bus entry-exit & with mobility devices. One personal aide rides free with advance notice at reservation
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
City Taxi	1371 S. Salina Street Syracuse, NY 13202	471-3131	7 days a week 24 hrs a day	Seniors get 10% off cab fare	City and Suburbs	Curb-to-curb. No wheelchairs
Area – County						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*ABLE Medical Transportation	1543 S. Salina Street Syracuse, NY 13205	472-3393	7 days 24 hrs/day	Call for fees	County	Medicaid, wheelchair, escort services, stretcher, ambulatory

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Onondaga County Senior Transportation Services by Area

Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
St. Camillus Transportation	813 Fay Road Syracuse, NY 13204	488-2951 Ext. 242	Mon. – Fri. 7:00 am – 5:00 pm	Call for fees	County	Wheelchair, ambulatory, door-to-door transportation. 24-hour notice preferred
Agency/Program	**Address**	**Phone**	**Day & Hrs.**	**Fee**	**Area**	**Notes**
*Highland Patient Transport	20 East Elizabeth St., Skaneateles, NY 13152	254-6287	7 days 5:00 am – 9:00 pm	Call for fees	County & Central New York	Private pay. Door to door assistance w/entry/exit. Wheelchairs, stretchers
Agency/Program	**Address**	**Phone**	**Day & Hrs.**	**Fee**	**Area**	**Notes**
Speedy Medical Transportation	219 S. Center Street E. Syracuse, NY 13057	463-5148	7 days 7:00 am – 5:00 pm	Call for fees	County	Door to door assistance w/entry/exit. Wheelchairs
Agency/Program	**Address**	**Phone**	**Day & Hrs.**	**Fee**	**Area**	**Notes**
Suburban Transportation	6327 East Molloy Rd. E. Syracuse, NY 13057	437-0058	Mon. – Fri. 7:00 am – 6:00 pm Sat. and Sun. on request	Call for fees	County	24 hr. notice for weekends. Medicaid, wheelchairs, stretchers
Agency/Program	**Address**	**Phone**	**Day & Hrs.**	**Fee**	**Area**	**Notes**
TLC Medical Transportation	638 Burnet Avenue Syracuse, NY 13203	422-0211	7 days 24 hours a day	Call for fees	County	Medicaid, wheelchairs, escort service. Stretchers. Ambulance emergency&non
Agency/Program	**Address**	**Phone**	**Day & Hrs.**	**Fee**	**Area**	**Notes**
*OSCAR (Onondaga Senior Call A Ride)(CENTRO)	200 Cortland Ave. PO Box 820 Syracuse, NY 13205	For Application:442-3434 M-F; 8-5 For Reservation 442-3420 2 working days in advance M-F; 8-5	Mon. – Fri. 7:00 am – 7:00 pm Not available on weekends or holidays	Free-will $6.00 round-trip donation is appreciated	County	Onondaga County to/from areas not served by Centro's public transport. Eligible seniors may receive: 2 round trips per month or 4 one-way trips per month. Subject to change

*Funded by Onondaga County Office for Aging

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Onondaga County Senior Transportation Services by Area

Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Native American Transportation Program		Darlene Papineau 412-3110	Mon. – Fri. For Native Americans 60+, on or near the Onondaga Nation	Free-will donations appreciated	County	Wheelchair accessible. Rides to clinic, doctor, food pantry, bank, store
Agency/Program	**Address**	**Phone**	**Day & Hrs.**	**Fee**	**Area**	**Notes**
Wil-Care Transportation Service	2610 S. Salina St. Syracuse 13205	315-491-8533	Call for Hrs. Of Service	Call for Fees	Greater Syracuse Area	Wheelchairs, Veterans, Disabled, Seniors

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Caregiver & Home Care Assistance

Caregiver Services

Home Care Options

Home care services are intended to allow people to remain in their own homes and in the community for as long as possible. Services such as home health or personal care are brought into the home through a certified or licensed home health care agency. Other services, such as companion care or friendly visitors which offer supervision and socialization are also available as in-home services.

But some programs that are designed to keep older adults in the community actually take them out of the home. These 'out-of-home care services' can be medical (such as the Medical Model Adult Day Program or Loretto's Independent Living Services) and/or social (as in Social Model Adult Day Cares which offer socialization and supervision).

Basic Home Care Services

Nursing: A registered nurse coordinates the delivery of all services provided by the home care agency. Based on physician's orders, the nurse develops and administers a patient care plan and supervises and/or provides direct care and education. A private duty nurse, who can work in the home or accompany a patient through a hospital stay, can be hired through the Medical Registry of Central New York at 315- 468-3239.

Home Health Aide: Provides basic health care tasks, personal hygiene services, housekeeping tasks, and other related supportive services.

Personal Care: Provides assistance with personal hygiene, dressing, feeding, and household tasks essential to the patient's health.

Homemaker: Provides assistance with routine household tasks such as house cleaning, laundering, and grocery shopping. Homemakers do not provide any personal care assistance.

Companion: Provides companionship and guidance to the client. The companion may assist with homemaking and other support chores in the household, depending on which companion program is used.

Caregiver Information and Support

Onondaga County Office for Aging, Caregiver Resources 315- 435-2362
Information and support for people caring for older adults, including caregiver family discussions, caregiver training and individual support.

- Advice to families in crisis/Caregiver Mediation
- In-home respite
- Social Adult Day Programming
- *I CARE* Institute – Free Classes throughout the year for caregivers or those who will become caregivers.
- Caregiver Discussion Groups
- Family Caregiver Planning

Eldercare Locator **http://www.eldercare.acl.gov** 1-800-677-1116
This national service helps locate community services available in your area. When you call, have the person's name (who requires services), address and zip code available.

Gateway (Loretto System) 315- 469-1991
Provides information about services available through the Loretto system.

Senior Social Group 315- 478-1462
A program of Exceptional Family Resources which assists older person caregivers of developmentally disabled adult children to access information necessary to plan for the future of their sons and daughters. Plus, provides a social and support experience. Meets quarterly

Grandparents Group 315- 478-1462
A program of Exceptional Family Resources that provides information and offers support to older persons caring for a special needs child in their charge. Meets quarterly

Discussion and Support

Discussion and support groups provide emotional support and information for people who are ill or someone who is caring for someone who is ill or elderly. Many groups are formed based on specific medical problems such as stroke or heart disease or a general topic such as caregiving.

Alzheimer's Association of Central New York, 441 West Kirkpatrick Street, Syracuse 13204 315- 472-4201

The Alzheimer's Association of Central NY makes a difference in the lives of individuals with Alzheimer's disease, and the care partners who support them. Their vision, a world without Alzheimer's disease, is fueled by their organizational mission: To eliminate Alzheimer's disease through the advancement of research; to provide and enhance care and support for all affected; and to reduce the risk of dementia through the promotion of brain health. Their programs and services include:

Information and Referral: Dementia experts are available around the clock through their 24-hour Helpline at 800-272-3900. Their professionally staffed Helpline specialists are available to answer questions about dementia, Alzheimer's disease, Chapter services, support groups and community resources and provide tips and assistance during times of crisis. Translation services available for more than 120 languages.

Care Consultations, 315-472-4201 Ext. 601: Care Consultations assist individuals with dementia and their families to solve immediate problems and plan for the future. These meetings with their dementia experts include the preparation of needs assessments and action plans.

Support Groups: Support groups meet regularly to provide educational information and social support to individuals with the disease and persons who care for someone with Alzheimer's disease or a related dementia.

Safety Services: The Alzheimer's Association has partnered with MedicAlert® to bring you MedicAlert® + Safe Return®, a national location management systems for people with Alzheimer's or other memory impairment.

Education and Training Programs: Family caregivers can take part in free education programs with topics including disease progression, communication and behaviors, daily activities and medical and legal planning. Professional organizations can also contract the Chapter to provide customized training to their staff on any number of topics.

Online Services: The Alzheimer's Association offers a wide variety of services online at their local chapter website: alz.org/cny. Find local events; Read the latest news or connect with them on social media; Link up with other caregivers and individuals with the disease on our ALZConnected® community; Chart your course with the disease on the Alzheimer's NavigatorTM; Attend an education program from the comfort of your desktop or laptop computer at the Marty Manning Online Education Center; Join TrialMatchTM, their cutting edge clinical trial database of Alzheimer's research trials.

Caregiver Discussion Groups

Family caregivers, of older or disabled persons, assume responsibilities and experience many changes in their lifestyles. They say they are frustrated in knowing how to solve the multitude of challenges facing them and don't know where to turn for help. They need support. You need support!

Through the Onondaga County Department of Adult and Long Term Care, Office for Aging, **Caregiver Services** provides on-going support through **Caregiver Discussion Groups**. There are four groups to choose from, all meet regularly with an aging specialist facilitator. Family caregivers gather to share their situations, define the problems they face, explore solutions, learn about community resources and make a commitment to change.

Group Participants learn from, and support, each other as they reach out and try different strategies for providing care for their family members as well as themselves. The groups are trusting places where caregivers can express emotions and concerns and find validation and encouragement.

Group Locations & Information

Brookdale Manlius, 100 Flume Road, Manlius, NY
Meets the first Wednesday of each month at 2:30

Park Terrace at Radisson, 2981 Town Center Road, Baldwinsville, NY
Meets the third Wednesday of each month at 2:30 pm

The Hearth on James, 830 James Street, Syracuse, NY
Meets every other Thursday at 3:30 pm

Brookdale Summerfield, 100 Summerfield Village Lane, Syracuse, NY
Meets every other Thursday at 6:00 pm

Contact: **Johanna Hannah** at (315) 435-2362, Ext.4994

Onondaga County Department of Adult and Long Term Care Services, Office for Aging
John H. Mulroy Civic Center, 10th Floor 421 Montgomery Street, Syracuse NY 13202
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Caregivers Support Group (Any Caregiver is welcome, Chronic Degenerative or Terminal Illness)	4th Thursday of every month at 6:30 PM	HOPE for Bereaved, Inc. 4500 Onondaga Blvd. Syracuse, NY 13219 315-475-9675 hopeforbereaved.com
Syracuse **Cancer Support Group**	Every Tuesdays 4-5:30 p.m.	Facilitated by social worker and oncology nurses; for patients and families 1000 E. Genesee St., Suite 400. Sponsored by Hematology-Oncology Associates of CNY.
Syracuse **Caregivers Support Group**	2nd Thursdays at noon	Plymouth Congregational Church, 232 E. Onondaga St., Syr., NY 315-474-4836
Alzheimer's/Dementia	3rd Tuesdays at 2:30 p.m.	Brookdale Bellevue 4330 Onondaga Blvd. Syracuse, NY 13019 315-277-8019
General Therapeutic Caregivers Group (Any caregiver can attend)	Every Tuesday 2:30-4:00 PM	Syracuse Jewish Family Service 1 Hodes Way, 4101 E. Genesee St. Syracuse, NY 13214 315- 446-9111

For Online Caregiver Support Groups go to www.caregiver.org

R.A.P.P.
Relatives Acting as Parents Program

Goal
To serve grandparents, and other relatives, age 55 or older who live in Onondaga County and are raising a minor relative by providing help and support to the families & children.

Group Support
Dinner & Conversation the 3rd Monday of the month 5:00 to 6:30 p.m.
Coffee & Conversation the 4th Wednesday of the month 10:00 to 11:30 a.m.

Other Activities
Picnics, Amusement Parks, NYS Fair, Rosamond Gifford Zoo & More

All Events and Activities are **FREE**

Contact: 315-470-4375
Funded in part by the Onondaga County Office for Aging

Onondaga County Office for Aging

Finding Your Way With Parkinson's Disease

Approximately 60,000 people are diagnosed with Parkinson's Disease every year. As with any diagnosis, understanding your disease is key to successfully maintaining the meaningful activities of your daily life.

Join other patients and families, dealing with Parkinson's Disease, for informational presentations at one of two locations:

Where: The Hearth at Greenpoint
150 Old Liverpool Road, Liverpool

When: First Monday of each month, 12:00 - 1:30 pm

~ Or ~

Where: Brookdale Summerfield
100 Summerfield Village Lane, Onondaga Hill, off Velasko Rd.

When: Second Tuesday of each month, 4:00 - 5:30 pm

For information or to sign-up, call Cynthia at:
(315) 435-2362 ext.4993, or email at cstevenson@ongov.net

Rev. 1/2018

Care Management Services

Certified Geriatric Care Managers are committed to working towards higher quality of care for the elderly and their families through education, advocacy and high standards of private practice. The Care Management Services in Onondaga County are:

Aging Well Consulting
Barbara Daley
315-569-1360
Theagewellconsulting@gmail.com

CNY Elderplanning
Kate McGahan, Certified Care Manager, Lisa Mitchell, Executive Director
315-673-9876 or 877-243-4436
www.cnyelderplanning.com

Inspire Care of Central New York
Becky Auyer, Certified Care Manager
315-447-3164
bauyerPT@gmail.com
www.InspireCareCNY.com

Senior Advocate Care Management
Gail Rosenholm
315-380-6195
grosenholmRN@gmail.com
www.SeniorAdvocateCareManagement.com

Syracuse Jewish Family Services – Solutions Care Management
315-446-9111 x 231
www.sjfs.org

ACR Health - Non-Profit

627 W Genesee St, Syracuse, NY 13204
315 475-2430
www.acrhealth.org

ACR Health's dedicated care management team is highly knowledgeable in all areas of access to care. Care managers work one-to-one with members to identify needs and link them with services: Primary Medical Care, Substance Abuse Treatment, Mental Health Treatment, Financial Benefits, Housing, Legal Assistance, Nutrition, Treatment Adherence and Medical Transportation.

ACR Health services are offered to anyone without discrimination based on age, race, creed, color, gender, sexual orientation, economic status, political affiliation, marital status or handicapped status. You will be treated with dignity and respect. Your information is confidential and services are provided in strict accordance with state and federal laws. You will receive services in a reasonable and timely manner.

Care Management - Through frequent, planned contact, the family-centered care manager helps the family achieve goals and objectives set out in the care plan. This includes helping families access a range of supports and services and creating opportunities for them to learn and practice new skills. Family-centered care management includes communication and planning with multiple service systems to ensure provision of appropriate services and assess service effectiveness and client progress. Families are encouraged to use their skills to access resources, fully participate in services, and evaluate their progress toward desired goals and outcomes.

Care Management Services include:

- Comprehensive care management
- Care coordination
- Health promotion
- Comprehensive transitional care/follow-up
- Patient & family support
- Referral to community & social support services

People who have multiple chronic health conditions can now receive help from ACR Health's care management program. ACR Health will integrate and coordinate all primary, acute, behavioral health, and long-term services and supports to treat the whole person.

Eligibility Requirements:

- Medicaid, Medicaid/Medicare, Uninsured, Self-Pay, Private Insurance
- Have HIV/AIDS
- Have serious and persistent mental health condition
- Have 2 or more chronic conditions:
  Chronic conditions include mental illness, substance abuse, asthma, diabetes, heart disease, HIV/AIDS, a BMI over 25.

To learn more or to find out if you are eligible, call (800)475-2430 or email CareManagement@ACRHealth.org.

Expanded In-Home Services for the Elderly Program (EISEP)

Onondaga County Office for Aging
315- 435-2362

EISEP is a state-wide program which offers seniors non-medical assistance in their own homes to help them maintain their independence and remain in the community. They serve people age 60 years of age, and older, with functional impairments and unmet needs who are not eligible for Medicaid.

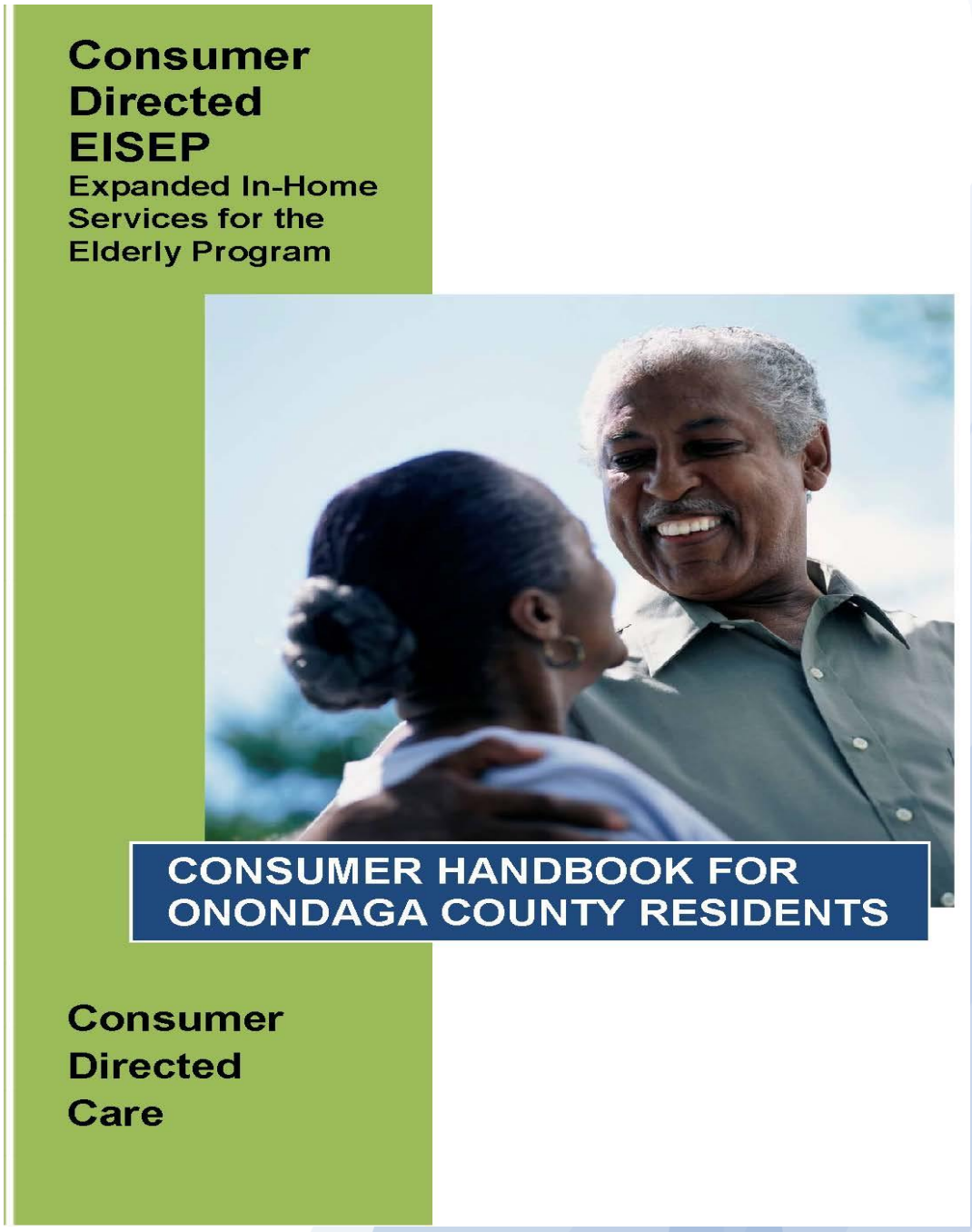
Services include:

- **Case Management** – Involves in-home evaluation, - coordination of services, on-going monitoring, and a reevaluation every six months.
- **Personal Care/Housekeeper** – Hands-on care to assist with bathing, dressing, light housekeeping, laundry, linen change, shopping, and meal preparation.
- **Respite Care** – Social Day Program Service to participants who have a full-time informal caregiver. This allows "time off" for shopping, household tasks, appointments, and rest.
- **Ancillary Services** – EISEP will loan: Personal Emergency Response Systems (Lifeline.)

The State pays 75% with a local match of 25%. There is a cost share for aide service and the social day program that is paid by the client. It can be from 0 to 100%, depending on income.

Anyone can make a referral by calling EISEP at 315- 435-2362.

Consumer Directed EISEP
See the full brochure at: http://www.ongov.net/aging/eisep.html



Long Term Care Resource Center

Onondaga County Department of Adult & Long Term Care Services
315- 435-1400 M-F, 8:00 am to 4:30 pm.

Offers comprehensive assessment and information to anyone in Onondaga County considering home care or other long term care services to achieve appropriate level of care. The completion of a PRI (Patient Review Instrument) can be done if nursing home placement is considered. The Long Term Care Resource Center also provides nursing assessment and case management for Medicaid funded home care programs such as the Consumer Directed Program and the Personal Care Program.

- Provides on-going, medically-based care management for adults and children with disabilities
- Works collectively with Protective Services for Adults to provide nursing assessments
- Works collectively with Medicaid Waiver programs to provide personal care
- Provides Consumer-Directed and Personal Home Care Services

Consumer Directed Program allows a self-directing client to arrange and direct their own aide service. The Resource Center assesses the client's appropriateness for the program as well as the amount of service to be authorized for Medicaid payment. Enable provides training for new clients and acts as fiscal intermediary for the aides.

Personal Care Program. Home Care Services arranged and directed by an agency.

PRI – Patient Review Instrument

PRIs are completed for the purpose of determining the level of care needed. They are completed by Registered Nurses who have had special training and are certified to conduct them. Patients are assessed for the type of assistance they need (medical or custodial) and psychosocial status. They receive a score which indicates the level of care they need.

To obtain a PRI, contact any Certified Home Care agency or the Onondaga County Long Term Care Resource Center at 315- 435-1400. *Fee for services depends on the provider.*

University Geriatricians
900 Presidential Plaza Syracuse
315- 464-6100
Geriatric evaluations designed to classify existing problems and to help plan for the immediate and long term future of the patient. For the frail elderly or those with suspected Alzheimer's and dementia's or cognitive disorders. Appointments may be made by individual, family member, physician or social service agency.

NY Connects

NEW YORK STATE | NY Connects
Your Link to Long Term Services and Supports
of ONONDAGA COUNTY
(800) 342-9871 (315) 435-1400

- Provides information, assistance and resources on Long Term Care Services and Supports for any age.
- Provides "No Wrong Door" Screens to assist families in choosing appropriate levels of service and support.
- Provides outreach to community groups promoting access to services
.

Adult Day Programs in Onondaga County

Adult programs provide a variety of services including recreational and social activities, meals, personal care, physical and occupational therapy and counseling. Some adult day care programs specialize in caring for frail, older adults in need of supervision.

Adult day care may be appropriate for a person whose needs are ordinarily met by his or her own family members. Family members may have to work outside the home but are generally home in the evenings and on weekends. Many caregivers simply need a break during the week.

There are two types of adult day care programs:

Social Adult Day Care
Medical Adult Day Care

Social Adult Day Care

Social adult day care provides social interactions, activities and meals in a supervised setting. Although social programs do not have medical care, staff in Social Day Programs maintain close contacts with the participant's caregiver in order to report observed changes in physical, mental or emotional condition.

The Centers at St. Camillus
813 Fay Road
Syracuse, N.Y. 13219
315- 488-2951

The Social Day Program is offered Monday through Friday from 7:30 a.m. – 5:00 p.m. and serves adults 18 and older with cognitive and neurological impairments. The program provides: full and half day care, meals, oversight and supervision of health, personal care activities, and safety throughout the day, modified activities for individual cognitive and psycho-social impairments, maintenance and enhancement of activities of daily living to increase independence, caregiver respite, coordination of social, intellectual, cultural, educational, and physical activities – both group and individual, the opportunity to promote the highest level of physical, mental, and psycho-social functioning, and assistance with arranging transportation, if needed. Admissions/Referrals: A simple phone call is all it takes to get started. A case manager will review your individual situation and needs. If the program seems right for you, a more comprehensive evaluation by a registered nurse and case manager will be conducted. They accept payment from Medicaid, private insurance and self-pay clients. For more information on Adult Day Health at St. Camillus, please contact: Director of Day Programs, 315-703-0740.

Keepsake Village at Greenpoint - Social Day Program
138 Old Liverpool Road
Liverpool, NY 13088
315- 451-4567

Open 8:30 to 5:00 Monday through Friday. A Social day care program specially designed to offer the assistance needed to improve daily stimulation of participants

with Alzheimer's disease or memory loss. Caregivers receive peace of mind knowing their loved one is receiving quality care in calm and stress free environment. Open Monday-Friday, weekend days available upon request and availability. Call for fee schedule, self-pay $90/day.

Nascentia Health - Eldercare Social Day Program
1050 West Genesee Street
Syracuse, NY 13204
315- 424-1003
Social Adult Day Program for the frail isolated elderly. Open 7 am until 5 pm, Monday – Friday. A program of health, social and related support services provided on an individual basis. Program provides an alternative to long term care. It assists the elderly adult to extend their independent living or ability to live with relatives. Age 60+. Call for interview appointment. Wheelchair accessible, interpreter provided when needed. There is a sliding scale, Medicaid, self-pay or Veteran's Benefits or LTHCP. The program is designed to create a social setting for participants and respite for their at-home caregivers. In order to create an environment that's both safe and fulfilling for all participants, there is a list of criteria that must be met in order to be admitted to the program: Must be able to benefit from the program.

- Must be able to remain safe while attending the program
- Must be able to be redirected
- Must be able to stand with the assistance of one to transfer to a chair or toilet
- Must have manageable incontinence
- Must attend a minimum of one day each week

Must be present for lunch each day they attend the program Medications are supervised by our trained staff and kept in a locked medicine cabinet. Special diets may be available and dietary needs should be discussed with the administrator or nurse manager. Program aides provide assistance with toileting, walking and eating if necessary, and the entire program site is handicap accessible. Tours available on request and a trial day can be arranged. Tour and trial days are at no-cost.

North Area Adult Respite Center (Located in Andrews Memorial United Methodist Church)
106 Church Street – Steckel Hall
N. Syracuse, NY 13212
Contact: Pat Paver - 315-695-2234 or 315-457-9443
Hours: Mondays 10:00 am – 3:00 pm

Serve adults in a social model setting including stroke patients who can help themselves somewhat, early stage Alzheimer's patients who do not wander and those who would otherwise be isolated at home. They provide loving care for the elderly while the caregiver is worry-free to do their personal and family needs. A full-course nutritional meal is served to each participant at noon. Arts and crafts, entertainment, games, and puzzles fill the time. For more information, feel free to call Pat Paver at 695-2234. A contribution of $10.00 dollars is requested, but no one is denied. The program is staffed by trained volunteers.

Salvation Army Social Day Program
749 S. Warren Street
Syracuse, NY 13202
315- 479-1309

The Salvation Army's Social Day Program provides opportunities for socialization and wellness that support independence for our community's seniors. The Senior Center provides a warm and welcoming atmosphere that fosters a sense of community. Nutritionally balanced breakfasts and hot lunches are available for all participants. Seniors have the choice to participate in many programs, including computer instruction, yoga, exercise and strength training, falls prevention, diabetic support, health monitoring and education, ceramics and crafts, music, spiritual programs and personal enrichment. Support is provided for full participation by frail elderly who are at risk for institutionalization and/or nursing home care. Available services include transportation, referral to case management services and other community resources, assistance on outings and trips and caregiver support/assistance. A full time Nurse/LPN is on the Senior Center staff. Contribution-based and fee based upon need.

Self-Direct Social Adult Day
80 Smokey Hollow Road
Baldwinsville, NY 13207
315- 635-5374
http://www.selfdirectsocialday.com. Monday-Friday 9 am to 3 pm.

The Self-Direct, Inc. Social Day Program "Without Walls" provides individually designed services, that take place in the community to improve and maintain the skills and abilities of participants to live as independently as possible in the community. The program will provide assistance, training, and supervision to individuals with varying abilities related to: Self-Care, Task Completion, Communication Skills, Interpersonal Skills, Problem-Solving Skills, Socialization, Sensory/Motor Skills, Mobility, Community Transportation Skills, Challenging Behaviors, and Financial Management. Provides Social Transportation to Community Outings. Nutritious meals planned daily by a licensed nutritionist. Accepts most insurance and private pay.

Silver Fox Senior Social Club
22 East Genesee Street
Baldwinsville NY 13027
315-635-5335

The staff of the Silver Fox Senior Social Club are experienced and dedicated healthcare professionals with decades of experience. Several aides are New York State Certified Home Health Aides and bring with them a caring and personable attitude to assisting seniors with whatever support they may need in their daily routine at Silver Fox. Some very important member benefits include assistance with personal care, medication reminders and assistance, as well as care with safety issues such as mobility. Lunch is provided and outings and activities. Hours: Open Monday through Friday, 7:30 a.m. to 6:00 p.m. Contact: barb@SilverFoxSeniors.org

Winds of Agape
1414 Grant Boulevard , Syracuse, N.Y. 13208
315-425-0547
Winds of Agape Social Adult Day Program (SDP) provides services for individuals with Traumatic Brain Injuries (TBI), stroke, mild dementia, and respite

care. Their day program offers activities: arts & crafts, cognitive exercises, games, guest musical artists, choral & dance performances, computer skills, exercise program, outings, volunteering and more.

Medical Adult Day Care

Medical Adult Day Care programs are staffed with at least one registered nurse to administer medicine and perform routine medical tasks, a social worker, therapists and other professional staff, as well as physician back up when needed. Medical model programs must have an affiliation with a licensed nursing home.

The Centers at St. Camillus
813 Fay Road
Syracuse, N.Y. 13219
315- 488-2951

The Medical Day Health Program is offered Monday through Friday from 8:00 a.m. – 4:00 p.m. and serves adults 16 years or older who: Are returning home from a hospitalization and/or short/long term rehabilitation, require additional medical, rehabilitation, and support services to maximize health status, can increase independence so they can remain safely in their home, have a progressive or chronic illness that has resulted in a gradual decline in health, require ongoing medical services and coordination of multiple services to maximize health and the ability to remain at home. The Medical Day Health Program offers: rehabilitation services, restorative therapies, nursing rehabilitation activities, medical support – skilled nursing service, which includes the following: health assessment and monitoring, medical case management, individual treatments, medication administration and management, pre-fill med boxes and insulin syringes, wound care and lab draws, Case Management, Assistance in securing/coordinating medical care and appointments, arranging transportation to/from medical appointments, assisting with health insurance issues, assisting in accessing community resources; i.e. Medicaid, food stamps, and HEAP, personal care, personal care services which include showers, based on the need of the individual. Pay Sources: Medicaid and some long term care policies cover the cost of the program and transportation; Medicare does not. They develop a comprehensive individualized plan that coordinates our medical day program services with any

additional community services needed to remain living at home. Contact: Medical Day Program Case Manager, 315-703-0670.

Central Park Rehabilitation and Nursing Center – Adult Day Program
116 Martin Luther King East, Syracuse, N.Y. 13205
315- 475-1641

Open Days, 7:00 am – 5:00 pm. Breakfast, lunch and snack, bathing, podiatry, therapy, beauty shop and other facilities are available. It is located in a skilled nursing facility. Adult Day Care Program - Central Park recognizes that family members are the major care givers for disabled adults, elderly parents, or chronically ill adults. Providing 24-hour care is a difficult task while attending to the needs of loved ones while trying to retain a job outside of the home and the usual daily activities. Adult Day Care gives the caregiver the opportunity to reduce the feeling of stress, from trying to do everything and reduces the feelings of guilt, knowing your loved one is cared for while you work, or when having the time to get caught up on the daily errands. While at Central Park Day Away Program your loved one will enjoy a safe and secure environment while you work, or while you have time to shop, keep your appointments and perform daily errands. **The Bridge Program** - The Bridge Program is designed for the participants who have recently been admitted to the rehabilitation/transitional care unit and who have reached a certain level of independence, but require additional monitoring and supervision of care. **The Day Away Program** - This program allows for additional time at the participant's pace; all while living at home and receiving the additional support such as medication administration, wound care or personal care services.
Central Park provides enjoyable, supervised recreational activities such as entertainment, music, daily exercise, cognitive stimulation activities, and creative art programs allowing for a chance to socialize with other adults. Nursing services are available with a Registered Professional Nurse who, along with a Licensed Practical Nurse and Certified Nursing Assistants, provides medication administration, wound care and personal care such as bathing, toileting assistance and incontinence care.

Loretto - Daybreak Adult Medical Program
161 Intrepid Lane, Syracuse, NY 13205, 315-498-4405

Open 6 days per week 8:00 am – 4:00 pm and all Holidays except for Thanksgiving and Christmas. Services: nursing, medication assistance, skill training and education, rehabilitative therapies, nutritional counseling and hot lunch, personal care, recreational activities including weekly community outings, entertainers, Tai Chi and wellness programs, hair dresser, case management and psychological services. Fees: Medicaid, sliding scale fee, private insurance and self-pay. RNs, LPNs, and Certified Nurse's aides, Registered Dieticians, Therapists, Case Managers, Recreation staff. It is a community-based day program in a comfortable, safe environment, which brings the individual's primary care doctor, specialists, case managers, and other representatives together to create a comprehensive health service plan. It focuses on prevention to minimize hospitalizations including: Medication management, insulin shots, etc. through their nursing services, Nutritional services (i.e., daily lunch), Physical, occupational, and speech therapy, Personal care such as assistance with toileting, Pharmacy review of medications, Coordination of transportation. Requirements: Adult 21+ years old with a medical condition in need of assistance. Phone interview to determine type of service needed. There is an assessment day for RN to determine services and eligibility. Program obtains orders from a primary care physicianin order to complete enrollment. Continue eligibility by attending a minimum of 1 day/week for 5 hours. Contact: Christine Tanchak, Executive Director, at 315- 413-3708 or ctanchak@lorettosystem.org

Menorah Park Campus - Rothschild Adult Day Health Services
4101 E. Genesee Street
Syracuse, NY 13214
315- 446-9111 ext. 137 or 128

Adult Day services (medical model) – Provides individuals with the opportunity to participate in a comprehensive health program. It offers structured, supervised health, nursing, recreational, social, nutritional, rehabilitation and social work services. Program runs Monday – Friday- 9:00 am – 3:00 pm. Evenings and Sundays available. Physician's referral and physical need eligibility. In-home assessment. Wheelchair accessible, Interpreters provided as available. Set fee, sliding scale, Medicaid, private insurance or self-pay.

Loretto - PACE CNY

Sally Coyne Center
100 Malta Lane
N. Syracuse, N.Y.13212
315-452-5800

McAuliffe Health Center
115 Creek Circle
East Syracuse, N.Y. 13057
315-452-5800

PACE CNY provides an alternative to nursing home placement for people 55+ who have health problems that would qualify them for nursing home placement. An interdisciplinary health care team completes an in-depth health care evaluation and develops a comprehensive individualized care plan, based on medical and supportive needs. Services may be provided at a day center, the participant's home, the hospital, or a long term care facility as needed. Full range of services from case management through health care and medical specialties to transportation. On-call health coverage by M.D. and R.N. available 24 hours, 7 days a week, 365 days a year. Older adults who are frail, yet prefer to remain in their homes can be provided medical, social, rehabilitative and supportive services by the multidisciplinary health care team. The program is a Long-Term Care Managed-Care Program.

Admission Criteria:

- 55 years of age or older
- Resident of Onondaga County
- Able to live safely in community
- In need of long-term care service greater than 120 days
- Assessed to be eligible for nursing facility level of care

Cost/Payment:
Fees are completely covered for individuals eligible for both Medicare and Medicaid benefits. Those eligible for Medicare only are responsible for a monthly fee that may be paid through private payment or private insurance (with prior approval.)

Day Center attendance is based on an individual's needs and can range from once a month to once a week, to several days a week, as needed. The Day Center is a social daycare center with on-site medical care, nursing care, and rehabilitation therapy. The Day Center's large activity area is a place for participants to socialize, participate in activities and special program, enjoy entertainment, and share meals. Whirlpool bath and aqua therapy is available if determined medically necessary by the PACE CNY team. There is also a personal care shower area. The services of a beautician are available on-site on a fee for service basis. PACE CNY provides transportation to the Day Center, at no cost. Transportation is not only provided between the home and Day Center, but also to appointments with specialists and other outside activities when family is not able to transport.

Home Health Care

How to Choose a Home Care Provider

Types of Home Care Agencies (Courtesy of Clear Pathways)

Home Health Agency

Probably the oldest and most familiar provider of home care services is known as the home health agency. The **home health agency is licensed and usually Medicare certified and accepts other 3rd party billing of health insurances**. Medicare certification means that the agency has met specific federal guidelines and criteria regarding patient care.

The main and distinctive purpose of this type of agency is to provide skilled care for treatment or rehabilitation services to homebound patients. Home care professionals must strictly adhere to a physician approved plan of care that is deemed medically necessary and updated every 60 days in order for Medicare benefits to continue.

Home health agency services include skilled nursing, physical and occupational therapy, social work, and home health aide while under professional supervision. Home health care agencies focus more on the skilled medical aspects of care and the home health care aide serves only as a supplement to this care. Regardless of reimbursement eligibility, Medicare will only pay for skilled care in the home for a limited period of time to treat an illness or injury. The HHAs can provide a pre-authorized amount of personal care while under professional supervision however must discontinue care when skilled care needs are no longer justified.

Individuals often may still have ongoing personal care needs even though skilled services are no longer required. As a result of this common need, some home health agencies offer a private pay, non-certified component within their agency for nursing assistants to continue providing personal and custodial care. Hiring a non-medical home care agency directly or privately hiring a caregiver is another option when continued care through a home health agency is not feasible.

Home Care Agency or Non-Medical Home Care Agency

A non-medical home care agency is generally an agency that **provides home care services which are not considered to be skilled care.** These agencies provide what is termed non-skilled supportive custodial care that is supplied by home health aides, certified nursing assistants (CNAs) and also **non-certified nurse aides, homemakers, and companions.**

These greatly needed services range from housekeeping and companion care to assistance with personal care such as bathing, dressing, toileting, and eating. Unskilled care is not reimbursable under Medicare and therefore is paid for privately, or in some cases by private long-term care insurance. A physician's order is not required as the need for care is not deemed medically necessary and patient homebound status not required. A professionally authorized and monitored care plan is unnecessary.

These private pay agencies are usually still licensed under authority of each state but licensure requirements and regulations vary widely from state to state unlike federally regulated Medicare certified home health agencies. Most agencies employ their workers, do background checks and manage payroll and taxes. Most of these agencies professionally supervise and monitor their staff with regards to patient care. Non-medical home care agencies play an undeniably big role filling gaps in home care services not covered under skilled care. Un-skilled home care services such as personal care assistance or other cooking and cleaning help is often what may be needed most and by many in order to remain in their homes.

Finding the home care provider best suited for your needs requires research, but it is time well spent. Important factors include the quality of care, availability of

needed services, personnel training and expertise, and coverage provided by the payer. Before starting a search, it is important to determine which types of services you need. You may wish to consult with your physician, a hospital discharge planner or a social service organization for assistance in evaluating your needs. Once you've completed this assessment, you will be able to identify the type of home care provider that can best assist you.

Once you acquire the names of several providers, you'll want to learn more about their services and reputations. Following is a checklist of questions to ask providers and other individuals who may know about the provider's track record. Their insight will help you determine which provider is best for you or your loved one.

Questions to Ask

1. Is the agency licensed or certified? How long has the agency been serving the community?
2. What services does it provide?
3. What is the charge for services? Are services covered by Medicare/Medicaid or other insurances?
4. How is staff selected and trained? What are their qualifications? Are references available?
5. What precautions does the agency take to ensure its employees are honest? How is staff supervised?
6. Are services available on emergency basis, on weekends, holidays, and nights?
7. Do they guarantee their service?
8. Is there a waiting list? If so, for how long?
9. What kind of communication is there between the agency and family? Is it in the form of reports or informal updates?
10. Does the agency provide literature explaining its services, eligibility requirements, fees, and funding sources?
11. Are nurses or therapists required to evaluate the patient's home care needs? If so, what does this entail? Do they consult the patient's family and physicians?
12. Does the agency furnish written documentation of specific tasks and treatment provided? Do they provide written statements explaining the costs and payment plan options associated with home care?
13. When hiring a home health aide not represented by an agency, request a picture of the aide's identification card, driver's license or alien registration card. Obtain worker's name, birth date, and address and Social Security number. Do a police check to determine if there is a criminal record. Contact references. Set up a job description/contract and indicate job requirements, payment agreement, IRS requirements, and employee's Social Security number. To learn more about your responsibilities as an employer, call the Internal Revenue Service at 1-800-829-1040. Request publication No. 937 "Employment Taxes and Information Returns."

Certified Home Health Care Agencies

A certified home health care agency, or CHHA, is a licensed home health care agency that is certified by both Medicare and Medicaid.

The services offered by a certified agency are medical and include nursing care, home health aides, physical therapy, occupational therapy, speech therapy, nutrition assistance, social work and respiratory therapy.

Those who are eligible for home care under Medicare *must utilize* a certified agency.

Medicare has guidelines limiting home care payments. It may help pay for home health visits only if four specific conditions are met:

1. The home health agency providing services is participating in Medicare and certified in New York State.

2. The care needed includes intermittent skilled nursing care, physical therapy, speech therapy or occupational therapy.

3. Patient/consumer is confined to home.

4. A doctor's referral is necessary. A doctor determines home health care as medically necessary and sets up a treatment plan.

A nurse will conduct an assessment of the patient's physical condition, and the agency will then be able to advise which benefits and services are available under Medicare.

There may be a fee for the nursing assessment - ask in advance. **Many of these Agencies also offer Companion and Respite Care as well. Call for more information.**

Certified Home Health Care Agencies in Onondaga County

The Centers at St. Camillus Home Care Agency
813 Fay Rd., Syracuse, NY 13219
(315) 488-2831

Gentiva Home Health Services (An Affiliate of Kindred at Home)
200 Elwood Davis Road, Liverpool, NY 13088
(315) 461-0209

HCR Home Care Serving Onondaga County
(800) 270-4904

Nascentia Health
1050 West Genesee St., Syracuse, NY13204
(315) 477-4663

St. Joseph's Home Health Care
7246 Janus Park Drive, Liverpool, NY13088
(315) 458-2800

Licensed Home Health Care Agencies in Onondaga County

A licensed home care service agency provides nursing and home health aides for long term care. Although services may be similar to those offered by a Certified Home Health Agency, Licensed Home Care services are not reimbursed by either Medicare or Medicaid. Services are available to clients who have private insurance and those who pay privately. In some cases licensed agencies contract with local social services departments, or certified home health agencies, to provide services to persons with Medicaid coverage. Private long term care insurance policies usually limit the length of time care is allowed. Note that home care agencies generally require several days' notice to complete a home care plan and to make the necessary arrangements for in-home services. **Many of these Agencies also offer Companion and Respite Care as well. Call for more information.**

All Metro Health Care
526 Old Liverpool Road, Suite 1, Liverpool, NY 13088
1 315- 453-5537

CareGivers
4205 Long Branch Road, Liverpool, 13090
315- 451-6886

Comfort Keepers
6834 E. Genesee Street, Fayetteville, NY 13066
315-474-0444

Dignity Plus, Inc.
675 South Main Street, Central Square, 13036
315- 668-9381

Franciscan HealthSupport
7246 Janus Park Drive, Liverpool, 13088
315-458-5600

Home Aides of CNY, Inc. (A Division of Nascentia Health)
1050 West Genesee Street, Syracuse 13204, 1-888-477-HOME (4663)

Integrity Home Care Service (A Division of the Centers at St. Camillus)
813 Fay Road, Syracuse, 13219
315- 468-1484

Interim Healthcare
3300 James Street, Suite 201, Syracuse 13206
315- 437-4500

Loretto – PACE CNY
Sally Coyne Center 100 Malta Lane, N. Syracuse, NY 13212
315- 452-5800

Maxim Healthcare Services
224 Harrison Street Suite 680, Syracuse, NY 13202
315- 476-0600

Menorah Park Home Health Services
4101 E. Genesee Street, Syracuse, NY 13214
(315) 446-9111

Nursecore of Syracuse
2301 Teall Avenue, Syracuse, NY 13206
315- 433-9100

Self-Direct, Inc.
12 Oswego Street, Baldwinsville, NY 13027
315- 635-5374

StafKings
417 Electronics Pkwy, Liverpool, NY 13088
(315) 432-5636

VA Hospital Based Home Care Program (Veterans Only)
Must be in Veterans Hospital System
800 Irving Avenue, Syracuse 13210, 315- 425-4669

Winds of Agape
1414 Grant Boulevard, Syracuse, N.Y. 13208, 315-425-0547

Respite Care

Respite care provides relief to family members from their caregiving responsibilities. It may involve a person coming into the home on a regular basis for a few hours or an arrangement to allow the caregiver a break for a weekend or vacation. Some of the home health care agencies listed above offer respite**.**

Some hospitals, assisted living facilities and skilled nursing facilities (nursing homes) have beds available for respite purposes on a limited basis as well. Call for more information.

Caregiver Respite Program
Onondaga County Office for Aging
Civic Center, 421 Montgomery St., 10th Floor, Syracuse, NY 13202
315-435-2362
For full-time caregivers of seniors, age 60 or older. In-Home Respite and Social Adult Day Services.

Exceptional Family Resources (Serves the Disabled Community)
1065 James Street, Suite 220, Syracuse 13203
315- 478-1462 (Ext. 334 or 329)

Home Aides of CNY, Inc. (A Division of Nascentia Health)
1050 West Genesee Street, Syracuse, NY 13204
1-888-477-HOME (4663)

Loretto- Sedgwick Heights
1100 James Street, Syracuse, NY 13203
(315) 475-4388

Veteran's Administration Respite Program (Veterans Only)
Must be in Veterans Hospital System
800 Irving Avenue, Syracuse 13210
425-4669
Planned limited stay in the VA Hospital in Syracuse.

Companion Care (Non-Medical)

Companion care offers social interaction and companionship. Services are non-medical. Aides are there for safety and supportive care. They do not give baths (just reminders), do not give medications (point out what to take), use monitors for overnight stays. Some assist with shopping and transportation also.

Alzheimer's Solutions
PO Box 412, Jamesville, NY 13078
315-247-6741

At Home Independent Living
4464 Milton Avenue, Camillus, NY 13031
315- 579-4663

Comfort Keepers
6834 E. Genesee Street, Fayetteville, NY 13066
(315) 474-0444

Griswold Home Care
110 Buchman Cl. Circle, Fayetteville, NY 13066
315- 636-5191

Home Instead Senior Care
6443 Ridings Road, Suite 123, Syracuse NY 13206
315- 438-3169

Senior Companion
315-708-9239

Seniors Helping Seniors
315-720-4441 or 315-280-0739

Syracuse Home Care
126 South Terry Road, Syracuse, NY 13219
315- 430-7481

Senior Home Care Solutions
Grace Court, 4583 North Street, Jamesville, NY 13078
Mailing Address: PO Box 412, Jamesville, NY 13078
315-469-1000
315- 247-6741

Touching Hearts at Home
290 Elwood Davis Road, Suite 290, Liverpool, NY 13088
Phone: 315-503-4896

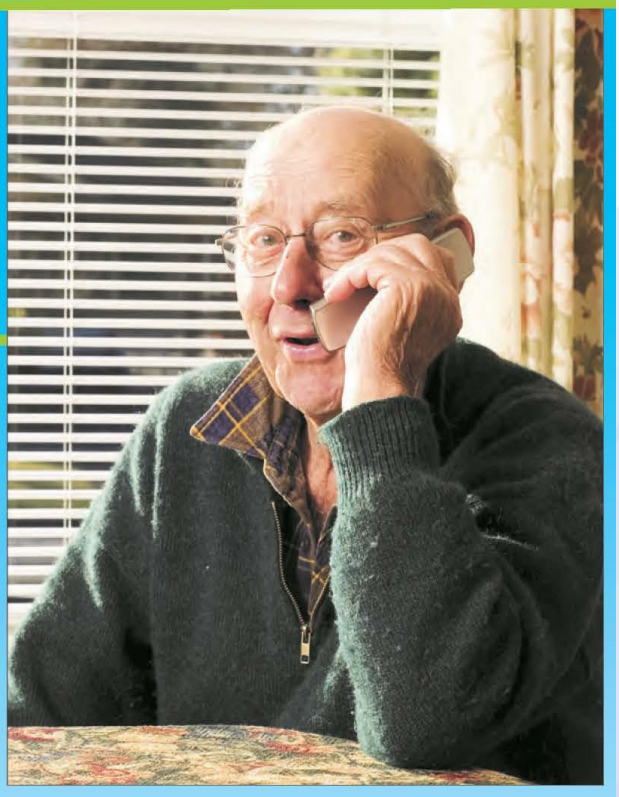
Friendly Visitor and Telephone Reassurance

Jewish Family Service
4101 East Genesee Street, Syracuse, 13214
315- 445-0820
M,Tu,Th 9am-5pm; W 9am-9pm; F 9am-4pm

Project Chaver - Volunteer outreach program which offers friendly, visiting or telephone reassurance and shopping services. Interpreters are available if needed. Program for homebound seniors with little family contact, who are assessed by Jewish Family Services to be in need of the program.

Senior Companion Program
InterFaith Works
315- 449-3552
Volunteer outreach program of friendly visitors/companions offering socialization and advocacy for isolated older adults.

Are you homebound or living alone?



Ask about a daily call from **TeleCare**

Our free service provides:

- Medication reminders
- Reassurance and emotional support
- Regular connection

For information about **Tele Care** call
Contact Community Services
315-251-1400 ext. 115

CONTACT Community Services
Advocate. Counsel. Teach.
www.contactsyracuse.org

Home Care Resources

Personal Emergency Response Systems

Personal emergency response systems provide emergency assistance with just a touch of a button. This small electronic device offers 24 hour security and peace of mind to individuals who live alone or who may be at risk during the day or night. This device is worn by an older adult who can activate it in case of an emergency. When triggered, a message is sent to a response station which immediately phones the older adult. If there is no answer, individuals listed will be called to check on the adult and if there is still no response, emergency assistance is immediately sent. Help is always available even for those unable to dial the phone. Units accommodate 140 foreign languages and those who are deaf. **Many home health agencies can assist with these devices or you can contact:**

LifeFone Medical Alert	1-800-882-2280
Onondaga County Office for Aging, EISEP	315- 435-2362
Philips Lifeline	1-800-543-3546
QuickAlert	(585) 690-2387
Response4HELP	315- 857-8939
Service Alert Systems	315- 487-6858
Time Warner Security Medical Alert	315- 432-0373
Vital Link	1-800-338-4825

"Safe Return Program" Alzheimer's Association 315- 472-4201.
"Project Lifesaver" Onondaga County Sheriff's Department 315-435-3006.

Assistive Devices & Accessibility Resources

Assistive devices are any item or piece of equipment used to maintain or improve a person's functional capabilities. There are many advancements in computers and communication devices which can be difficult to find. **AccessCNY (315-455-7591)** is the local representative of TRAID (Technology Related Assistance for Individuals with Disabilities) and a good source of information regarding Assistive Devices.
Funding for assistive technology can come from a number of sources including

Medicaid, Medicare, private insurance etc.

AccessCNY
315- 455-7591
Assistive Technology, as well as augmentative and alternative communication diagnostic services. Accessibility for disabled.

Aurora
315- 422-7263, TTY/TDD 315- 422-9746,
Video P hone 315- 679-4168
Assistive visual and hearing equipment.

Arise
315- 472-3171, TTY 315- 479-6363
Adaptive Equipment Program with financial aid in purchasing equipment for those who meet eligibility requirements.

Verizon Center for Customers with Disabilities
1-888-262-1999
Products for people with certified visual, hearing, speech or motion disabilities. Products for lease or purchase are: Amplified telephones, weak speech handset (increases volume of your voice), Electronic Artificial Larynx (reproduces sound of your voice when held to your throat), teletypewriter (TTY), loud tone ringer device, amplified volume handset (amplifies incoming voices). There are also certain exemptions and discounts which apply for those who qualify. Braille and large print bills are available also.

Home Modifications

AccessCNY
315- 455-7591
Environmental Modifications program can assist in home and workplace alterations that improve accessibility and the ease of daily activities.
An adaptive technician can evaluate, design, and build adaptations for the home or workplace. Services include consultation, project design plans, cost estimates and project oversight. Projects include:

-Ramp construction and repairs
-Installation of custom-made grab bars
-Construction of custom stairs
-Bathroom/kitchen modifications
-Installation of window and door alarms

For large projects, the adaptive technician will create designs and gather bids from local contractor and will oversee the work of the contractors from start to finish, ensuring all specifications of the design are met. **Contact:** Home Service Director 315- 410-3335

E**ligibility/Funding-** Referrals are accepted from service coordinators, physicians, agencies, work programs, families and others. Each environmental modification has a specific funding stream, depending on the participant and the project.

Sources include the Central New York Developmental Services Office, the New York State Office for People with Developmental Disabilities, the Home Service program, Medicaid, private insurance, private pay, and the Access to Home grant in conjunction with Home HeadQuarters.

Costs for materials may be the responsibility of individuals or families. An hourly rate is charged to businesses or other organizations requesting consulting services.

Access CNY also provides **Family Support/Home Services** which visits homes, schools and work sites and offers service access assistance.

Arise – Home Access Program
315- 472-3171
A program to assist mobility-impaired people in their homes and apartments. Coordinates the installation of handrails, landings and ramps. On-site evaluations and recommendations addressing accessibility issues in residential, community and business facilities.

Catholic Charities
315- 424-1810
Call for a registry of contractors who handle carpentry, electrical and plumbing jobs**.**

End of Life Issues

Palliative Care and Hospice

Palliative care is for patients and their families who are facing a potentially life threatening illness, but are at a stage where hospice care is not appropriate or desired. Active treatment options are still part of the care and the patient's life expectancy is often undetermined. Even during an active treatment program when the prognosis is hopeful and optimistic, patients and caregivers are still faced, often for the first time, with the possibility of having a terminal illness.

Hospice programs provide support and care for terminally ill persons and their families. They assist a person who is dying to do so with dignity. Hospice care may be provided at home, in some nursing facilities, or in a hospice facility. Services include pain relief, symptom management, home health care, respite care, counseling and homemaker services. Medicare provides some hospice benefits.

Nascentia Health Palliative Care
1050 West Genesee St., Syracuse, NY13204
315- 477-4663

Palliative Care is a holistic approach to care through its support of symptom management by addressing psychological, social, and spiritual issues.

Francis House
315- 475-5422

This is a private home where custodial care is provided the last six months of life for those with no primary caregiver or whose caregivers cannot provide care. Referrals can come from family members, Hospice or any social service department of a care facility.

Hospice Of Central New York
990 Seventh North St., Liverpool, NY 13088
315-634-1100

Serves individuals living in Onondaga, Oswego and Madison counties with a terminal illness, as well as their families and caregivers, through an interdisciplinary healthcare team that provides a holistic (physical, emotional, social and spiritual) approach to care through terminal diagnosis to bereavement. Our compassionate staff treats individuals at home or skilled nursing facilities, we support those who are grieving, help caregivers and educate medical professionals and the community on life-limiting illnesses.

Hope For Bereaved
4500 Onondaga Boulevard, Syracuse 13219
315- 475-4673
Support groups, telephone hotline, etc. for those coping with the loss of a loved one. The organization was founded on the understanding that sharing the journey from grief to hope with others who are going through or have experienced the same suffering is essential to the healing process. These monthly meetings are hosted at Hope for Bereaved at 4500 Onondaga Blvd. in Syracuse.

HOPE for Bereaved (General)
Death of a child, sibling, parent, spouse, partner, relative, friend or co-worker
Second Tuesday 6:30 pm – 8:30 pm

HOPE for Widows and Widowers
General – *First Wednesday 6:30 pm – 8:30 pm*
Young – *Third Tuesday 6:30 pm – 8:30 pm*
Senior – *Third Wednesday 10 a.m. to noon*

HOPE for Children and Teens (6 and up)
Death of a sibling or friend, *Third Wednesday 6:30 pm – 8:30 pm*
Death of a parent, grandparent or caregiver
Third Tuesday 6:30 pm – 8:30 pm

HOPE For Bereaved Parents
HOPE for Parents Death of an infant or child by accident or illness
Third Wednesday 6:30 pm – 8:30 pm
Death of infant by miscarriage, stillbirth or newborn death.
Third Wednesday 6:30 pm – 8:30 pm
Please call HOPE in advance if you plan to attend this group.

HOPE for Survivors
Death by suicide of a child, sibling, parent, spouse, partner, relative, friend or co-worker
Second and fourth Wednesdays 6:30 pm – 8:30 pm

HOPE for Bereaved (Substance Abuse)
Death of a child, sibling, parent, spouse, partner, relative, friend or co-worker due to substance abuse
First Tuesday 6:30 pm – 8:30 pm

HOPE for Caregivers
Discussion group for those caring for family members or friends with chronic or degenerative disease.
Fourth Thursday 1:30 pm – 3:30 pm

HOPE for Death by Homicide
Death of spouse, partner, family or friend by homicide.
Fourth Wednesday 6:30 pm – 8:30 pm

Health Care Proxy

(New York State Department of Health)

Health Care Proxy

Appointing Your Health Care Agent in New York State

The New York Health Care Proxy Law allows you to appoint someone you trust — for example, a family member or close friend – to make health care decisions for you if you lose the ability to make decisions yourself. By appointing a health care agent, you can make sure that health care providers follow your wishes. Your agent can also decide how your wishes apply as your medical condition changes. Hospitals, doctors and other health care providers must follow your agent's decisions as if they were your own. You may give the person you select as your health care agent as little or as much authority as you want. You may allow your agent to make all health care decisions or only certain ones. You may also give your agent instructions that he or she has to follow. This form can also be used to document your wishes or instructions with regard to organ and/or tissue donation.

About the Health Care Proxy Form

This is an important legal document.
Before signing, you should understand the following facts:

1. This form gives the person you choose as your agent the authority to make all health care decisions for you, including the decision to remove or provide life-sustaining treatment, unless you say otherwise in this form. "Health care" means any treatment, service or procedure to diagnose or treat your physical or mental condition.

2. Unless your agent reasonably knows your wishes about artificial nutrition and hydration (nourishment and water provided by a feeding tube or intravenous line), he or she will not be allowed to refuse or consent to those measures for you.

3. Your agent will start making decisions for you when your doctor determines that you are not able to make health care decisions for yourself.

4. You may write on this form examples of the types of treatments that you would not desire and/or those treatments that you want to make sure you receive. The instructions may be used to limit the decision-making power of the agent. Your agent must follow your instructions when making decisions for you.

5. You do not need a lawyer to fill out this form.

6. You may choose any adult (18 years of age or older), including a family member or close friend, to be your agent. If you select a doctor as your agent, he or she will have to choose between acting as your agent or as your attending doctor because a doctor cannot do both at the same time. Also, if you are a patient or resident of a hospital, nursing home or mental hygiene facility, there are special restrictions about naming someone who works for that facility as your agent. Ask staff at the facility to explain those restrictions.

7. Before appointing someone as your health care agent, discuss it with him or her to make sure that he or she is willing to act as your agent. Tell the person you choose that he or she will be your health care agent. Discuss your health care wishes and this form with your agent. Be sure to give him or her a signed copy. Your agent cannot be sued for health care decisions made in good faith.

8. If you have named your spouse as your health care agent and you later become divorced or legally separated, your former spouse can no longer be your agent by law, unless you state otherwise. If you would like your former spouse to remain your agent, you may note this on your current form and date it or complete a new form naming your former spouse.

9. Even though you have signed this form, you have the right to make health care decisions for yourself as long as you are able to do so, and treatment cannot be given to you or stopped if you object, nor will your agent have any power to object.

10. You may cancel the authority given to your agent by telling him or her or your health care provider orally or in writing.

11. Appointing a health care agent is voluntary. No one can require you to appoint one.

12. You may express your wishes or instructions regarding organ and/or tissue donation on this form.

Frequently Asked Questions

Why should I choose a health care agent?

If you become unable, even temporarily, to make health care decisions, someone else must decide for you. Health care providers often look to family members for guidance. Family members may express what they think your wishes are related to a particular treatment. Appointing an agent lets you control your medical treatment by:

- allowing your agent to make health care decisions on your behalf as you would want them decided;
- choosing one person to make health care decisions because you think that person would make the best decisions;
- choosing one person to avoid conflict or confusion among family members and/or significant others.

You may also appoint an alternate agent to take over if your first choice cannot make decisions for you.

Who can be a health care agent?

Anyone 18 years of age or older can be a health care agent. The person you are appointing as your agent or your alternate agent cannot sign as a witness on your Health Care Proxy form.

How do I appoint a health care agent?

All competent adults, 18 years of age or older, can appoint a health care agent by signing a form called a Health Care Proxy. You don't need a lawyer or a notary, just two adult witnesses. Your agent cannot sign as a witness. You can use the form printed here, but you don't have to use this form.

When would my health care agent begin to make health care decisions for me?

Your health care agent would begin to make health care decisions after your doctor decides that you are not able to make your own health care decisions. As long as you are able to make health care decisions for yourself, you will have the right to do so.

What decisions can my health care agent make?

Unless you limit your health care agent's authority, your agent will be able to make any health care decision that you could have made if you were able to decide for yourself. Your agent can agree that you should receive treatment, choose among different treatments and decide that treatments should not be provided, in accordance with your wishes and interests. However, your agent can only make decisions about artificial nutrition and hydration (nourishment and water provided by feeding tube or intravenous line) if he or she knows your wishes from what you have said or what you have written. The Health Care Proxy form does not give your agent the power to make non-health care decisions for you, such as financial decisions.

Why do I need to appoint a health care agent if I'm young and healthy?

Appointing a health care agent is a good idea even though you are not elderly or terminally ill. A health care agent can act on your behalf if you become even temporarily unable to make your own health care decisions (such as might occur if you are under general anesthesia or have become comatose because of an accident). When you again become able to make your own health care decisions, your health care agent will no longer be authorized to act.

How will my health care agent make decisions?

Your agent must follow your wishes, as well as your moral and religious beliefs. You may write instructions on your Health Care Proxy form or simply discuss them with your agent.

How will my health care agent know my wishes?

Having an open and frank discussion about your wishes with your health care agent will put him or her in a better position to serve your interests. If your agent does not know your wishes or beliefs, your agent is legally required to act in your best interest. Because this is a major responsibility for the person you appoint as your health care

agent, you should have a discussion with the person about what types of treatments you would or would not want under different types of circumstances, such as:

- whether you would want life support initiated/continued/removed if you are in a permanent coma;
- whether you would want treatments initiated/continued/removed if you have a terminal illness;
- whether you would want artificial nutrition and hydration initiated/withheld or continued or withdrawn and under what types of circumstances.

Can my health care agent overrule my wishes or prior treatment instructions?

No. Your agent is obligated to make decisions based on your wishes. If you clearly expressed particular wishes, or gave particular treatment instructions, your agent has a duty to follow those wishes or instructions unless he or she has a good faith basis for believing that your wishes changed or do not apply to the circumstances.

Who will pay attention to my agent?

All hospitals, nursing homes, doctors and other health care providers are legally required to provide your health care agent with the same information that would be provided to you and to honor the decisions by your agent as if they were made by you. If a hospital or nursing home objects to some treatment options (such as removing certain treatment) they must tell you or your agent BEFORE or upon admission, if reasonably possible.

What if my health care agent is not available when decisions must be made?

You may appoint an alternate agent to decide for you if your health care agent is unavailable, unable or unwilling to act when decisions must be made. Otherwise, health care providers will make health care decisions for you that follow instructions you gave while you were still able to do so. Any instructions that you write on your Health Care Proxy form will guide health care providers under these circumstances.

What if I change my mind?

It is easy to cancel your Health Care Proxy, to change the person you have chosen as your health care agent or to change any instructions or limitations you have included on the form. Simply fill out a new form. In addition, you may indicate that your Health Care Proxy expires on a specified date or if certain events occur. Otherwise, the Health Care Proxy will be valid indefinitely. If you choose your spouse as your health care agent or as your alternate, and you get divorced or legally separated, the appointment is automatically cancelled. However, if you would like your former spouse to remain your agent, you may note this on your current form and date it or complete a new form naming your former spouse.

Can my health care agent be legally liable for decisions made on my behalf?

No. Your health care agent will not be liable for health care decisions made in good faith on your behalf. Also, he or she cannot be held liable for costs of your care, just because he or she is your agent.

Is a Health Care Proxy the same as a living will?

No. A living will is a document that provides specific instructions about health care decisions. You may put such instructions on your Health Care Proxy form. The Health Care Proxy allows you to choose someone you trust to make health care decisions on your behalf. Unlike a living will, a Health Care Proxy does not require that you know in advance all the decisions that may arise. Instead, your health care agent can interpret your wishes as medical circumstances change and can make decisions you could not have known would have to be made.

Where should I keep my Health Care Proxy form after it is signed?

Give a copy to your agent, your doctor, your attorney and any other family members or close friends you want. Keep a copy in your wallet or purse or with other important papers, but not in a location where no one can access it, like a safe

Frequently Asked Questions, *continued*

deposit box. Bring a copy if you are admitted to the hospital, even for minor surgery, or if you undergo outpatient surgery.

May I use the Health Care Proxy form to express my wishes about organ and/or tissue donation?

Yes. Use the optional organ and tissue donation section on the Health Care Proxy form and be sure to have the section witnessed by two people. You may specify that your organs and/or tissues be used for transplantation, research or educational purposes. Any limitation(s) associated with your wishes should be noted in this section of the proxy. **Failure to include your wishes and instructions on your Health Care Proxy form will not be taken to mean that you do not want to be an organ and/or tissue donor.**

Can my health care agent make decisions for me about organ and/or tissue donation?

Yes. As of August 26, 2009, your health care agent is authorized to make decisions after your death, but only those regarding organ and/or tissue donation. Your health care agent must make such decisions as noted on your Health Care Proxy form.

Who can consent to a donation if I choose not to state my wishes at this time?

It is important to note your wishes about organ and/or tissue donation to your health care agent, the person designated as your decedent's agent, if one has been appointed, and your family members. New York Law provides a list of individuals who are authorized to consent to organ and/or tissue donation on your behalf. They are listed in order of priority: your health care agent; your decedent's agent; your spouse, if you are not legally separated, or your domestic partner; a son or daughter 18 years of age or older; either of your parents; a brother or sister 18 years of age or older; or a guardian appointed by a court prior to the donor's death.

Health Care Proxy Form Instructions

Item (1)

Write the name, home address and telephone number of the person you are selecting as your agent.

Item (2)

If you want to appoint an alternate agent, write the name, home address and telephone number of the person you are selecting as your alternate agent.

Item (3)

Your Health Care Proxy will remain valid indefinitely unless you set an expiration date or condition for its expiration. This section is optional and should be filled in only if you want your Health Care Proxy to expire.

Item (4)

If you have special instructions for your agent, write them here. Also, if you wish to limit your agent's authority in any way, you may say so here or discuss them with your health care agent. If you do not state any limitations, your agent will be allowed to make all health care decisions that you could have made, including the decision to consent to or refuse life-sustaining treatment.

If you want to give your agent broad authority, you may do so right on the form. Simply write: *I have discussed my wishes with my health care agent and alternate and they know my wishes including those about artificial nutrition and hydration.*

If you wish to make more specific instructions, you could say:

If I become terminally ill, I do/don't want to receive the following types of treatments....

If I am in a coma or have little conscious understanding, with no hope of recovery, then I do/don't want the following types of treatments:....

If I have brain damage or a brain disease that makes me unable to recognize people or speak and there is no hope that my condition will improve, I do/don't want the following types of treatments:....

I have discussed with my agent my wishes about_____ and I want my agent to make all decisions about these measures.

Examples of medical treatments about which you may wish to give your agent special instructions are listed below. This is not a complete list:

- artificial respiration
- artificial nutrition and hydration (nourishment and water provided by feeding tube)
- cardiopulmonary resuscitation (CPR)
- antipsychotic medication
- electric shock therapy
- antibiotics
- surgical procedures
- dialysis
- transplantation
- blood transfusions
- abortion
- sterilization

Item (5)

You must date and sign this Health Care Proxy form. If you are unable to sign yourself, you may direct someone else to sign in your presence. Be sure to include your address.

Item (6)

You may state wishes or instructions about organ and /or tissue donation on this form. New York law does provide for certain individuals in order of priority to consent to an organ and/or tissue donation on your behalf: your health care agent, your decedent's agent, your spouse , if you are not legally separated, or your domestic partner, a son or daughter 18 years of age or older, either of your parents, a brother or sister 18 years of age or older, a guardian appointed by a court prior to the donor's death.

Item (7)

Two witnesses 18 years of age or older must sign this Health Care Proxy form. The person who is appointed your agent or alternate agent cannot sign as a witness.

Health Care Proxy

(1) I, _____

hereby appoint _____
(name, home address and telephone number)

_____

_____

*as my health care agent to make any and all health care de*cisions for me, except to the extent that I state otherwise. This proxy shall take effect only when and if I become unable to make my own health care decisions.

(2) Optional: Alternate Agent
If the person I appoint is unable, unwilling or unavailable to act as my health care agent, I hereby

appoint _____
(name, home address and telephone number)

_____

_____

as my health care agent to make any and all health care decisions for me, except to the extent that I state otherwise.

(3) Unless I revoke it or state an expiration date or circumstances under which it will expire, this proxy shall remain in effect indefinitely. *(Optional: If you want this proxy to expire, state the date or conditions here.)* This proxy shall expire *(specify date or conditions)*: _____

_____

_____

(4) Optional: I direct my health care agent to make health care decisions according to my wishes and limitations, as he or she knows or as stated below. *(If you want to limit your agent's authority to make health care decisions for you or to give specific instructions, you may state your wishes or limitations here.)* I direct my health care agent to make health care decisions in accordance with the following limitations and/or instructions *(attach additional pages as necessary)*: _____

_____

_____

In order for your agent to make health care decisions for you about artificial nutrition and hydration *(nourishment and water provided by feeding tube and intravenous line)*, your agent must reasonably know your wishes. You can either tell your agent what your wishes are or include them in this section. See instructions for sample language that you could use if you choose to include your wishes on this form, including your wishes about artificial nutrition and hydration.

(5) Your Identification *(please print)*

Your Name _____

Your Signature _____ Date _____

Your Address _____

(6) Optional: Organ and/or Tissue Donation

I hereby make an anatomical gift, to be effective upon my death, of:
(check any that apply)

☐ Any needed organs and/or tissues

☐ The following organs and/or tissues _____

_____

☐ Limitations _____

If you do not state your wishes or instructions about organ and/or tissue donation on this form, it will not be taken to mean that you do not wish to make a donation or prevent a person, who is otherwise authorized by law, to consent to a donation on your behalf.

Your Signature _____ Date _____

(7) Statement by Witnesses *(Witnesses must be 18 years of age or older and cannot be the health care agent or alternate.)*

I declare that the person who signed this document is personally known to me and appears to be of sound mind and acting of his or her own free will. He or she signed (or asked another to sign for him or her) this document in my presence.

Date _____	Date _____
Name of Witness 1 *(print)* _____	Name of Witness 2 *(print)* _____
Signature _____	Signature _____
Address _____	Address _____
_____	_____

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Medical Ethics Committees

Hospital ethics committees are composed of physicians, administrators, clergy and community representatives with experience and training in medical ethics. The committees meet periodically to consider matters of medical ethics involving patients, families and hospital staff. They attempt to assist all parties involved to better understand the legal, ethical and moral dimensions of medical questions and decisions. These may include:

- Withdrawal of life support equipment
- Nutrition/hydration (intravenous or tube feedings)
- Whether or not a Do Not Resuscitate (DNR) order should be written
- What to do if a patient or family is unable to make treatment decisions
- Who has the right to make medical decisions
- Advance directives and when they apply
- What to do when treatment recommendations of the medical staff don't seem right

Services are optional, and can be requested at your hospital of choice.

Funerals

Some older adults choose to preplan their funeral in order to have peace of mind for themselves and make a difficult time easier for family survivors. Many older adults or families also wish to pre-pay the funeral director. The laws in most states permit funeral homes to set up "Prepaid Funeral Trusts," which are insured by the Federal Deposit Insurance Corporation. Laws in each state may vary and should be considered carefully.

Others choose to set up an interest-bearing savings account earmarked for funeral expenses, also known as a "Totten" trust. The beneficiary of this account can be a relative, friend, or a representative from a funeral home who is instructed to use the funds as indicated. Burial insurances are also an option.

If preplanning arrangements, get a price list of individual funeral items and services provided by different funeral homes to compare costs. Funeral homes are also required to list legal rights and requirements regarding funeral arrangements.

The Federal Trade Commission's Funeral Rule requires funeral directors to itemize prices and provide consumers with price lists.
Many airline, train and bus companies provide reduced fares for those attending funerals. Contact individual companies for further information.

Things that need to be done in the event of a death:

The surviving spouse or other relatives need to contact the bank(s), insurance companies, lawyer, Social Security Administration, pension funds, credit card companies and creditors.

Contact the local probate court to determine if a will was filed. Apply for widowed persons' benefits and Medicare if eligible. In addition, determine if there are any death benefits.

Possible sources of death benefits are based on eligibility may be:

- Social Security Administration
- Veterans Administration Death Benefits
- Life or casualty insurance
- Employer's payment
- Credit or trade unions and fraternal organizations
- Federal Government Railroad - Retirement Board Insurance
- State crime victims compensation programs
- Federal, state or local government employees' benefit programs
- State or local welfare

Onondaga County Burial Assistance
Department of Social Services/Economic Security
Resource Unit
315- 435-2397
Social Services Law of NYS provides for the care, removal and burial of the body of eligible public assistance recipients and indigent persons. The deceased must have no resources such as life insurance, bank accounts, cash, own a house, etc. A fixed cost of approximately $2,220.00 is the minimum for such burials. If the deceased owns a burial plot, the cost of opening and closing the grave will not be covered.

Health

Personal Prevention Checkups

It's important to maintain good health as we age. It allows us to remain independent for as long as possible and to lead happier, more fulfilling lives. Below is a suggested schedule for diagnostic exams and vaccinations. Consult your physician regarding your personal needs for these or additional exams or tests.

Teeth and Gums

- Visit your dentist once or twice a year for checkups.
- Brush after meals with a toothbrush that has soft or medium bristles.
- Use toothpaste with fluoride.
- Use dental floss every day.
- Eat fewer sweets, especially between meals.
- Do not smoke or chew tobacco products.
- Keep track of when you need your next dentist appointment. Use your Personal Prevention Record

Hearing

Hearing loss is one of the most common health problems. Because it doesn't cause pain and is not visible, many people refuse to admit that it exists. Hearing loss increases after the age of 50. How can you tell if you have a hearing problem? You may have to strain to hear a normal conversation. Or you may find yourself turning up the volume of the TV and radio so loud that others complain. Talk to your doctor or nurse about your hearing. They may suggest a hearing test. Hearing aids can often help you hear better.

Vision

People ages 45 and older are most affected by vision problems. By age 65, you should see an eye doctor for regular eye exams. Eyeglasses or contact lenses can improve your vision. Doctors also have other methods to improve your vision and prevent you from losing your sight. Ask your doctor how often you need to have

your eyes checked? Keep track of when you need your next eye doctor appointment.

Glaucoma

After age 45, glaucoma becomes more common than it is earlier in life. It is a disease that can lead to problems seeing and even to loss of vision. Early treatment—with medicine, surgery, or both—can prevent or delay the serious vision problems caused by glaucoma.

You are more likely to get glaucoma, and you should see an eye doctor for a glaucoma test if you:

- Have diabetes.
- Have a family history of glaucoma.
- Are over age 65.
- Are over age 40 and African American.

Tests to Catch Diseases or Conditions Early

Blood Pressure

High blood pressure can lead to heart disease, stroke, and kidney disease. It is most common in African Americans and people over age 45. Scientific evidence has shown that eating healthy foods and being active are two ways you can keep your blood pressure under control. Some people need to take medicine to keep their blood pressure at healthy levels. If you take medicine, be sure to talk to your doctor about how to take it. Do not skip any doses of medicine.

Ask your doctor:

- How often should I have my blood pressure checked?
- What should my blood pressure be?
- Keep track of your blood pressure.

Cholesterol

Too much cholesterol, because it can clog your blood vessels, is a major cause of

heart disease in men and women. Cholesterol levels start to increase in middle-aged men, in women just before menopause, and in people who have gained weight. The risk of heart disease starts to increase in middle-aged men and women. Research shows that you can lower your cholesterol level and keep a healthy level by eating the right foods, losing extra weight, and being physically active. Your doctor or other health care provider may suggest you take medicine to lower your cholesterol. Most experts recommend checking your cholesterol every 5 years. Your health care provider may suggest you have it checked more often, especially if your cholesterol is too high.

Ask your health care provider:

- How often should I have my cholesterol checked?
- What is a healthy cholesterol level for me?

If you have high cholesterol, talk with your doctor about a plan for lowering it and keep track of your cholesterol level.

Diabetes (High Blood Sugar)

Diabetes can lead to problems with vision, kidneys, and how well your blood circulates, especially to the lower legs and feet. Finding and treating diabetes early can cut your risk for these problems. Most people who have diabetes have Type II diabetes, the kind that tends to come in middle age. The chances of getting Type II diabetes increase once you reach age 45. Almost 1 in 5 people age 65-74 have diabetes.

You may need a blood test for diabetes if you:

- Have a family member with diabetes.
- Are overweight.
- Have had diabetes during pregnancy.

If you have Diabetes, ask your health care provider when you might need checkups, tests, and vaccines.

Tuberculosis (TB) Testing

TB is a growing problem in the United States, especially among older people. It is an infection that affects the lungs and eventually other parts of the body. This infection can be passed from one person to the next. It is treated more easily if caught early.
You are at greater risk for TB and may need a TB test (called a PPD) if you have:

- Been in close contact with someone who has TB.
- Recently moved from Asia, Africa, Central or South America, or the Pacific Islands.
- Kidney failure, diabetes, HIV, or alcoholism.
- Injected or now inject illegal drugs.

Tests to Find Cancers

Breast Cancer
As women get older, their chances of getting breast cancer increase. In fact, most breast cancers occur in women over the age of 50. Research shows that the best way to find breast cancer is to get a mammogram. This is an x-ray test that can find a breast cancer when it is so small that it cannot be felt. Most breast cancers are treated more easily when found early. All women age 50 and older should have a mammogram every 1 to 2 years.
This recommendation is based on scientific evidence. Ask your doctor how often you need a mammogram. Make sure to tell your doctor if your mother or a sister has had breast cancer. If so, you may need to have mammograms more often than other women. Your doctor may also examine your breasts.

Ask your doctor:

- How often do I need a mammogram?

Keep track of your mammograms.

Cancer of the Cervix
All sexually active women are at risk for cancer of the cervix. Most deaths from cancer of the cervix can be prevented if the cancer is found and treated early. A

Pap test can find cancer of the cervix early—while it's easier to cure. This simple test saves lives. Based on scientific evidence, women need to have a Pap test every 3 years, some more often. Set a date with your doctor to get a Pap test.

Your doctor may suggest stopping Pap tests if:

- You are over age 65 and have had regular, normal Pap tests.
- You have had a hysterectomy.

Tell your doctor if you have had genital warts, a sexually transmitted disease (STD), multiple sex partners, or abnormal Pap tests. If so, you may need Pap tests more often than other women.

Ask your doctor:

- How often do I need a Pap test?

Keep track of your Pap tests.

Colon Cancer

Colon cancer is the second leading cause of death from cancer. Older men and women are more likely to get colon cancer than those who are younger. But if caught early, colon cancer can be treated more easily. Effective tests are available to find colon cancer. However, many people do not take advantage of these tests. Starting at age 50, you should have tests to detect colon cancer. This advice is based on scientific research. The tests you may have are:

Fecal Occult Blood Test

To test for small amounts of blood in your stool. This test should be done yearly.

Sigmoidoscopy

To look inside the rectum and colon using a small, lighted tube. Your doctor will do this in the office or clinic. This test should be done once every 5 to 10 years. Tell your doctor if you have had polyps or if you have family member(s) with

cancer of the colon, intestine, breast, ovaries, or uterus. If so, you may need to be tested more often.

Ask your doctor:

· How often do I need these tests?

Keep track of your tests.

Oral Cancer

Oral cancer includes cancers of the lip, tongue, pharynx, and mouth. Most oral cancers occur in people over age 40 who use tobacco or alcohol. People who are in the sun a lot also are at risk for cancer of the lip. If you chew or smoke tobacco and drink a lot of alcohol you may want your dentist to examine your mouth for signs of oral cancer during your regular dental checkup. You may also need to see your dentist more often. Scientific evidence shows that you can help prevent oral cancer by not smoking, and cutting back on the amount of alcohol you drink. If you are outdoors a lot, you should use a sunblock on your lips.

Ask your health care provider:

· How often should I get dental checkups?

Keep track of your dental visits.

Prostate Cancer

Prostate cancer is most common in men over age 50, in African Americans, and in men with a family history of prostate cancer. Tests such as a rectal exam and PSA (prostate-specific antigen) blood test can help detect prostate cancer. Based on research, it is not yet clear whether these tests save lives.

Ask your doctor:

· What are the pros and cons of tests for prostate cancer?

Skin Cancer

Skin cancer is the most common type of cancer in the United States. Most skin cancers can be cured, especially if they are found and treated early.

You may need to have your doctor examine your skin if:

- You have many moles (large freckles).
- You have been in the sun a lot.

Limit the amount of time you spend in the sun, especially between the hours of 10:00 a.m. and 3:00 p.m. and wear clothing that protects you from the sun.

Shots To Prevent Diseases

Adults need shots to prevent serious diseases. You should ask your doctor or other health care provider which shots are right for you.

Influenza (flu) shots:

Everyone over age 65 needs this every year.

You may need flu shots before age 65 if you:

- Have lung, heart, or kidney disease.
- Have diabetes.
- Have AIDS or are infected with HIV.
- Have cancer.
- Are a health care worker.

Pneumococcal

(Pneumonia) shot

Everyone needs this once at about age 65. If you have diseases of the lung, heart,

or kidney; diabetes; HIV, or cancer, you may need this shot before age 65.

Tetanus-diphtheria shot

Everyone needs this every 10 years.

Hepatitis B

Discuss with your doctor whether you need hepatitis B shots. Generally, you should receive hepatitis B shots if you:

- Or your partner have had other sexual partners within the last 6 months.
- Are a male and have had sex with another male.
- Have had a sexually transmitted disease (STD) within the last 6 months.
- Have injected illegal drugs.
- Are a health care worker who is often exposed to blood or blood products.
- Had blood transfusions between 1978 and 1985.
- If you are traveling outside the United States, discuss with your doctor whether you need hepatitis B shots.

Talking With Your Doctor

1. Prepare a list of questions to take to next visit.
2. Bring medicines (both prescribed and over-the-counter) or a list of all medications and dosages.
3. Bring Personal Medication Record so the doctor can update it.
4. Ask questions when something is not clear.
5. Tell the doctor or pharmacist of any allergic or unusual reactions or side effects to any medicine.
6. Tell the doctor of any other medical problems, especially if other drugs are being prescribed.
7. Tell the doctor of drinking and smoking habits.
8. Write down the doctor's instructions for taking each medicine prescribed (or have someone else write them down.)

Medications Checklist

Make sure medications are clearly marked and that the older adult fully

understands directions, possible side effects, and any cautions. Dispose all expired medications. Consult a physician to make sure dosage levels are correct.

People can experience adverse drug reactions due to the ways multiple drugs interact. Older adults may metabolize drugs differently. There are various ways to organize medications:

1. Medicine chart or calendar
2. Egg carton or container systems
3. Commercial medication caddies
4. Create a *Personal Medication Record* (PMR) which includes all prescription and over-the-counter drugs and:

- The reason you're taking the medication
- Names and dosages of all medications
- Shapes and colors
- Directions and precautions
- Names, addresses, phone numbers of doctors/pharmacists
- Any diseases, conditions, allergies or drug sensitivities
- Personal information (name, address, phone number)
- Person to contact in case of emergency

Questions for Your Pharmacist

1. What is the name of the drug?
2. What is it being prescribed for?
3. How should it be taken?
4. When should it be taken (before or after meals, before bed time)?
5. How long should it be taken?
6. What foods, drinks, other medicines, or activities should be avoided while taking the drug?
7. Are there any side effects, and what should be done if they occur?
8. Is there any written information available about the drug?

Medical Services & Information

Alzheimer's Association Central New York Chapter
441 West Kirkpatrick Street, Syracuse 13204
315-472-4201
Offers telephone information line and referrals to community resources. The association also provides literature, education and support groups.

Amaus Medical Services at the Cathedral
259 East Onondaga Street, Syracuse, NY 13202
315-424-1911
Amaus is located just past the Cathedral Rectory - Enter the parking lot on the left side of the Cathedral Rectory and proceed to the rear entrance of the building in the right corner of the parking lot. Blue sign over the entrance reads "Cathedral Parish Center" "Amaus Health Services"

Amaus Medical Services at Cathedral is a walk-in interim primary care facility for persons who are without insurance and with limited access to health care. Their doctors and staff will provide a compassionate system of health management for many common diseases as well as sick visits. Hours of Operation - Patients are seen on a first come, first served basis
Wednesday - 10:30 AM to 1:30 PM
Thursday - 12:00 PM to 2:30 PM
Hours may change - For the most current schedule please call 315-424-1911 and call for Pediatric Clinic Days and Hours of Operation.

ARC Of Onondaga County – Horizons Clinic
600 S Wilbur Avenue, Syracuse, New York 13204
Monday through Friday: 8:00 am – 4:30 pm (By appointment only)
315-476-7441 x1167 horizonsintake@arcon.org
Horizons Clinic provides therapeutic, clinical services to individuals with developmental disabilities, enhancing their quality of life and helping them achieve their fullest potential. A division of Arc of Onondaga, Horizons is a free-standing, Article 16 Clinic certified by the New York State Office of People With Developmental Disabilities. Licensed, dedicated and professional staff provide all services offered by Horizons under the direction of a Board-certified physician.

Horizons staff members are particularly familiar with the special needs of the people they serve. Services Provided by Horizons Clinic include:

• Psychological Evaluation and Testing
IQ/Adaptive Testing for OPWDD eligibility

• Sexuality Assessments
Determines ability to give informed consent for sexual relationships

• Medical and Guardianship Affidavits

• Social Work Counseling
Grief, anger management, self-esteem, social and healthy relationship skills.

• Occupational/Physical Therapy - Fine motor skill development, muscle tone improvement, perceptual and sensory skill development.

Individuals four years and older who have been diagnosed with a developmental disability before their 22nd birthday are eligible for services at the Horizons Clinic.

HealthLink – Upstate Medical University
HealthLink Site, 6333 Rt 298, East Syracuse (off Carrier Circle, 1 Telergy Parkway, 315-464-8668
HealthLink is an initiative of Upstate Medical University bringing health information and education to individuals and their families at no cost.
http://www.upstate.edu/hospital/healthlink/

Onondaga County Medical Society
Learbury Centre, 329 N. Salina St., Suite 303, Syracuse NY 13203
315- 424-8118
Physician referrals. Monday through Friday, 8:30 am to 5 pm.

OASIS Syracuse
Sponsored by Upstate University Hospital
6333 Rte. 298, East Syracuse, NY 13057
315- 464-6555
Classes in health and wellness, the arts and humanities.

Onondaga County Health Department:
Clinic
421 Montgomery St., Room 80 Basement, Syracuse, New York 13202
315- 435-3252
www.ongov.net/health/clinics - for clinic schedule and more information.
Hypertension Screening
315- 435-3287
The Onondaga County Health Department provides free blood pressure screenings at numerous sites throughout the county. Screenings are conducted by licensed volunteer nurses trained to provide education and referral. Call to locate a blood pressure screening site.
Influenza (Flu) and Pneumococcal Vaccine Immunization Clinics
315- 435-3287
Onondaga County Health Department offers a weekly flu clinic, from October to May, for the public every Wednesday, from 9:00am - 12:00 noon in room 30 (basement level) of the Civic Center. The clinic provides flu vaccine for Onondaga County residents 6 months of age and older, while supplies last. Please call 435-2000 for availability. This is a walk-in clinic, no appointments are necessary. The fee for the flu vaccine is based on a sliding fee scale, family income, and family size. The cost for the flu vaccine will range from $0 - $30. Cash, check, Medicaid, and Medicaid managed care are all accepted. Nobody will be turned away from receiving a flu shot due to their inability to pay.
Cancer Services
315- 435-3653 is a preventative health program providing education, screening, referral, and follow-up for breast, cervical and colorectal cancer. The program is for women 40-64 and men 50-64. It is for those without health insurance.

Syracuse Community Health Center, Inc.
Syracuse Community Health Center is a network of 16 locations centrally located throughout Onondaga County. Five primary health centers serve as important sources of health services for key neighborhoods in and around Syracuse. SCHC's

main location in downtown Syracuse houses administrative offices and SCHC Total Care Inc., the largest Medicaid Managed Care plan in Central New York. In addition, SCHC supports eight school based health centers and 3 satellite locations. Each site offers health care services staffed by professional providers. Each location is convenient to bus lines and free parking is available.
Primary Health Care Centers

1. Salina Street Main Office 819 S. Salina St. Syracuse, NY 13202 315- 476-7921
2. East Health Care Center 315- 474-4077
3. West Health Care Center 315- 424-0800
4. South Health Care Center 315- 234-8336
5. Lafayette Family Health Center 315- 677-3186

Satellite Health Care Centers

6. Southwest Community Center
7. Ross Towers Health Care Center
8. Rescue Mission Health Care Center

For more information call the SCHC Main offices. 315-476-7921

St. Joseph's Hospital Health Center Resource Line; 301 Prospect Avenue, Syracuse, 13215, 315- 448-5111, 1-888-785-6371, toll-free.
For people needing a new physician or information about St. Joseph's programs and services. M-F, 8 am-4:30 pm.

St. Joseph's Wellness Place; 7246 Janus Park Drive, Liverpool 315- 458-3600
Syracuse's first health screening, disease prevention and general information center, the Wellness Place provides free blood pressure screening and general health information. The Wellness Place is open for walk-in blood pressures and general health counseling on Tuesday and Wednesday only from 8:30 a.m. to 4:30 p.m. It is closed daily for lunch between noon and 1 p.m.

Upstate University Hospital- Upstate Connect
750 E. Adams St., Syracuse, NY, 13210
(800) 464-8668 or 315- 464-8668
Your Connection to Upstate: Free, Confidential, and Around-the-Clock

Contact a professional staff of RNs for the most up-to-date health information—available 24 hours a day—on a wide variety of diagnoses and health issues. Nurses can provide information over the phone or even mail it to you free of charge. And, if you have an immediate health problem, they can help you to decide what to do. Staffed by Registered Nurses. Upstate Connect also has an extensive computerized data base of physicians and health care services from which to choose. Staffed by registered nurses nationally certified in telephone triage.

University Geriatricians, 550 Harrison Street, Syracuse 13202, 315-464-6100
Offers a geriatric evaluation designed to classify existing problems and to help plan for the immediate and long term future of the patient; for the frail elderly; those with suspected Alzheimers, dementia or cognitive disorders. Appointments may be made by individual, family member, physician or social service agency. Fee generally covered by Medicare and most other medical insurance coverage.

Dental, Vision, Hearing and Podiatry Services

Dental Services

Amaus Dental Services
259 East Onondaga Street in Syracuse, NY
315-802-6741
Amaus Dental Service is an outreach of the Cathedral of the Immaculate Conception. Their mission is to provide quality dental care to the members of our Central New York community who find themselves unemployed, homeless or without dental insurance. This care will be provided free of charge by volunteer dental professionals and support staff. The scope of the care they offer is limited to examinations, x-rays, hygiene (cleanings), fillings and routine extractions. They do not do root canals, replace any missing teeth, provide or repair dentures, nor extract wisdom teeth. They will not be able to address all of the dental needs of many of their patients, and it may be necessary for the patient to pursue further care on their own. They do have a very limited formulary of medications which includes basic antibiotics, and non-narcotic pain medication.

St. Joseph's Hospital Health Center Dental Services
315- 448-5477
Provides a full spectrum of dental services. Call for an appointment. Medicaid, private insurance, self-pay and based on services rendered, financial counseling available.

Syracuse Community Health Center, Inc.
315- 476-7921
Provides a full spectrum of dental services, routine appointments, follow-up, and emergency dental care are provided. Medicaid, private insurance, self-pay

McAuliffe Health Center – Loretto
115 Creek Circle, East Syracuse, NY 13057, 315- 492-6430
Provides a full spectrum of dental services. Medicaid, private insurance, self-pay.

Vision

Aurora of CNY
518 James Street, Suite 100, Syracuse, NY 13203
315) 422-7263 Assistive visual and hearing equipment.

Lions Club of New York State
315- 478-3131
Help with vision needs; for low income.

McAuliffe Health Center – Loretto
115 Creek Circle
East Syracuse, NY 13057
315- 492-6430
Provides a full spectrum of vision services. Medicaid, private insurance, self-pay.

Syracuse Community Health Center, Inc. 315- 476-7921 Eye Care Services
Medicaid, private insurance, self-pay.
Vision USA (NY State Optometric Association) 1-800-766-4466
Free Exam based on income, lack of insurance, lack of eye exams in past 2 years and having at least one unemployed family member and one employed family member. http://www.aoafoundation.org/vision-usa

Hearing

Aurora of CNY
518 James Street, Suite 100, Syracuse, NY 13203
315) 422-7263 Assistive visual and hearing equipment

Hear Now 1-800 328-86027. (For low income.)

Lions Club of New York State
315- 478-3131
Help with getting hearing aides for low income.

The Centers at St. Camillus
Audiology Services

315- 488-2951 ext. 316
Fully equipped modern testing facility with experienced Audiologists.
Medicare, Medicaid, private insurance, self-pay

Syracuse University Gebbie Clinic
315- 443-4485
Hearing testing and hearing equipment. Fees on a sliding scale based on income.

Podiatry

McAuliffe Health Center – Loretto
115 Creek Circle, East Syracuse, NY 13057
315- 492-6430
Provides a full spectrum of podiatry services. Medicaid, private insurance, self-pay.

Syracuse Community Health Center, Inc. 315- 476-7921 Podiatry Services
Medicaid, private insurance, self-pay.

Medical Equipment/Assistive Technology Loan Closets in Onondaga County

ACCESS CNY/ Project Adapt
1603 Court Street, Syracuse, N.Y. 13208
315-455-7591

Project Adapt is AccessCNY's assistive technology lending library. The library's large inventory can help people with all types of disabilities. Specialized computer software can facilitate the use of computers for business and personal use. Wheelchairs and walkers allow users the independence to move freely. Simple items like grabbers, grippers, and large-print phones make activities of daily living safer and easier. Project Adapt also gratefully accepts donations of adapted equipment that are in good condition and can be "recirculated" in the community through the lending library. Project Adapt is able to offer its services free of charge to those with disabilities.

ARISE/Medical Equipment Loan Closet
635 James Street, Syracuse, N.Y. 13203
315-472-3171
Marian Miller, Accessibility Program Coordinator
(315) 671-2908, mmiller@ariseinc.org

The ARISE Medical Equipment Loan Closet allows you to borrow and test wheelchairs, walkers, and a variety of other adaptive devices on a short-term basis. Borrowing equipment can help you select the best option before purchasing your own equipment. It also fills the gap during temporary periods of need. They have a variety of walkers, crutches, canes, wheelchairs, shower and tub benches of different designs, shower chairs, and other specialized types of medical equipment. To find out if they have a specific item you need to call. All you need to do is contact them and fill out a simple form. The Medical Equipment Loan Closet is free of charge for people with a disability and there are no eligibility requirements.

Typically items are loaned out for 2-4 weeks and sometimes 2-3 months, depending on the circumstances of the individual requesting the item. They will thoroughly discuss this with you to see how they can accommodate you fully. If you need an extension, just give them a call. Some items are more limited and so they have to limit the amount of time that those particular items are loaned out. Everything in their Loan Closet has been donated by individuals and families, various agencies, businesses, and organizations. If you would like to make a donation, please give them a call first so they can get an idea and some more information on the items you would like to donate. If for some reason they cannot accept the item, they will be happy to provide contacts to other places where you can make the donation.

FEMALE CHARITABLE SOCIETY OF THE VILLAGE OF BALDWINSVILLE
10 River Street, Baldwinsville, N.Y. 13027
315-638-6277, Open 10:00 am to 2:00 pm Monday-Friday

Eligibility: Must be a resident of the Baldwinsville Central School District
Makes available, for loan: wheelchairs, hospital beds/mattresses, commodes, walkers, crutches, canes, raised toilet seats, geriatric chairs, etc.
Loan free of charge.

MULTIPLE SCLEROSIS SOCIETY
6743 Kinne Street, E. Syracuse, N.Y. 13057
315-438-4790

Eligibility: Must be a client of the Multiple Sclerosis Society. Call to enroll. Makes available, for loan: wheelchairs, commodes, walkers, crutches, walkers etc.
Loan free of charge.

MUSCULAR DYSTROPHY ASSOCIATION
100 Elwood Davis Road, N. Syracuse, N.Y. 13212
315-451-8269

Eligibility: Call for information; must be registered with M.D.A. Makes available, for loan: wheelchairs, Hoyer lifts, walkers, standers, bathroom equipment, crutches, hospital beds and mattresses, canes etc. Loan free of charge.

WINDS OF AGAPE
1414 Grant Boulevard , Syracuse, N.Y. 13208
315-425-0547

Winds of Agape has a Family in Crisis Program. If someone is in need of a wheelchair, walker or other piece of medical equipment and brings a referral letter from an agency, on agency letterhead, stating this need, if the item is in stock (they rely on donated items) they will loan it out, free of charge.

Mental Health, Substance Use & Developmental Disabilities
Onondaga County Resources

- **In an emergency please Dial 9-1-1**
- **Suicide, Crisis & Telephone Counseling - 24 hr. Contact Hotline 315-251-0600**
- **Alcohol & Substance Use Referrals - Prevention Network 315-471-1359**
- **Development Disabilities Services - Exceptional Family Resources 315-478-1462**
- **For Community, Social or Government Services Information - Dial 2-1-1**

Agency	Program Type	Address	Phone/Website
Arise*	Outpatient Mental Health Services All ages. Individual & Group Therapy: -Child Abuse Prevention Services -Cognitive Behavioral Therapy -Crisis Intervention -Domestic Violence Counseling Integrative Care -Medication Evaluation & Management -Mental Health Assessment -Post-Traumatic Stress Disorder (PTSD) -Substance Abuse treatment	635 James St., Syracuse, NY 13203	315-472-3171 http://www.ariseinc.org
AccessCNY	AccessCNY offers person-centered services that empower individuals of all ages and abilities to reach their full potential as part of a shared community. The agency supports people with developmental disabilities, acquired brain injuries (ABI) and mental health issues. Offers speech & physical therapy, day care & consumer directed homecare. Unique Peerspectives offers the services of peer support staff who promote self-help, natural supports, and alternatives to the mental health system.	AccessCNY 1603 Court Street Syracuse, New York 13208 Unique Peerspectives 466 South Salina St., Syracuse, NY 13202	315-455-7591 http://www.accesscny.org Unique Peerspectives 315-475-1994
Belvedere Addictions Center	Addiction Center - Out-patient programs for adults suffering from addiction. Group and individual treatment sessions. Initial and ongoing assessments	344 W. Genesee Street, Suite 300 Syracuse, NY 13202	315-457-4700 http://www.belvedereaddictionscenter.com
Bright Path Counseling Center	Counseling Center - Alcohol/Substance Abuse/Relationship Counseling/Holistic Health/Emotional Well-Being, Depression, Anxiety, Anger, Psychiatric Care. Individual/Group - Traditional and Alternative Therapy.	7266 Buckley Road North Syracuse, NY 13212	315-458-0919 http://www.brightpathcenter.com
Catholic Charities	Family Counseling -Out-Patient Counseling -Respite Program -Medicaid Service Coordination	1654 West Onondaga St., Syracuse, NY 13204	315-424-1800 http://www.ccoc.us

Onondaga County Mental Health 315-435-3355 Revised: 3/2018

Central New York Services, Inc. (CNYS)	Clinical Programs - Outpatient services – individual/group settings for those with co-occurring disorders, primary mental health concerns/chemical dependency issues. Include licensed clinics.	518 James Street, Suites 240/280 Syracuse, NY 13203	315-478-2453 http://www.cnyservices.org/onondaga
	Dual Recovery Program (DRP) Licensed Chemical Dependency Clinic offers Integrated Dual Diagnosis Treatment for chemical dependency and mental health issues. Serves individuals with co-occurring disorders or primary chemical abuse or dependency. Walk-in intakes Monday – Thursday 8:00 a.m. on a first come, first served basis.	Dual Recovery Program (DRP) 375 West Onondaga Street, Suite 201 Syracuse, NY 13202	Dual Recovery 315-478-0610
	Personalized Recovery Oriented Services (PROS) A comprehensive recovery-oriented model of care for individuals with severe and persistent mental health conditions, substance abuse issues, and/or developmental disabilities. The PROS model emphasizes restoring the skills and supports necessary for participants to live independently, and assists in the achievement of specific life goals such as furthering education or securing employment. Walk-in intakes accommodated Monday – Friday from 8:00 a.m. to 4:00 p.m. on a first come, first served basis. Housing Programs- Housing options range from supported apartment living to Shelter Plus Care to fully supervised residences. Housing can be transitional or long term. Financial & Employment Programs Programs include person-centered Representative Payee service for Onondaga County residents and employment services for dually diagnosed adults or individuals with mental, emotional, physical or learning disabilities. Forensic Programs Services include court diversion, community case management and behavioral health services within correctional facilities.	Personalized Recovery Oriented Services (PROS) 375 West Onondaga Street, Suite 10 Syracuse, NY 13202	PROS 315-478-2030

Onondaga County Mental Health 315-435-3355 Revised: 3/2018

Central New York Services, Inc. (CNYS) Continued	Medicaid Services Coordination Person-centered planning process to assist persons with developmental disabilities and their families' access appropriate services.		
Circare	Adult Services: Health Home Care Management (HHCM) Comprehensive Care Management for adults, on Medicaid, with 2 chronic health conditions, mental health, or substance use disorder. Assisted Outpatient Treatment Team (AOT) Non-Medicaid Care Management (NMCM) Forensic Case Management (FCM) Adults with mental illness who are transitioning from a correctional facility into the community. Assertive Community Treatment (ACT) Community based treatment and rehab. For adults with serious & persistent psychiatric disability. Peer Mentor Program Current and former recipients of mental health services partner with peers. Children & Family Services Case Management Provides clinical, community based services to families with a seriously emotionally disturbed child or adolescent. Healthy Families Youth ages 10-18 enrolled at a participating Syracuse City School. Short term/home based intervention. Integrated Children's Intervention Service (ICIS) Works with Families who have been referred by the Probation Dept. Home Based Crisis Intervention Works with children at risk for hospitalization; referred by psychiatrist, Children are assessed for inpatient care.	620 Erie Blvd. West Syracuse, NY 13204	

Conifer Park Syracuse Outpatient Clinic	Outpatient Clinic Adults & Adolescents, Alcohol and Chemical Dependency Treatment.	526 Old Liverpool Road, Liverpool, NY 13088	315-453-3911 http://www.coniferpark.com/syracuse-outpatient-clinic
CPEP (Comprehensive Psychiatric Emergency Program)	A Licensed Psychiatric 24/7 Emergency Room. Provides evaluation and treatment/all ages who are suffering from an acute mental health crisis. -Emergency Room Evaluation and Treatment -9 Extended Observation Beds (EOB) max 72 hrs. -Mobile Crisis Outreach (MCO) Off-site screening for individuals in emotional crisis. Individuals who require a full psychiatric assessment by the physician will be transported to CPEP by 911 services. MCO may do home visits with CPEP discharged patients. Crisis Residence a linkage with Hutchings Psychiatric Center. Patients discharged from CPEP who are experiencing a crisis with their current housing can be referred to this service. The beds are located at the Hutchings Psychiatric Center. These beds have a maximum stay of five days.	St. Joseph's Hospital 301 Prospect Avenue Emer. Services Bldg. Syracuse, NY 13203	315-448-6555 http://www.sjhsyr.org/cpep
Crouse Hospital Chemical Dependency Treatment Services	Adult & Adolescent Outpatient and Day Treatment Programs for Alcohol & Chemical Dependency. Special Population Programs for Pregnant and Postpartum Women, Latinos and the OARS Program for Older Adult Recovery Services for adults age 55+. Opioid Treatment Program (Methadone Maintenance) - Adults age 18 & Older Recovery Challenge Intensive Program (RCI) Day Treatment - Adults who meet criteria for outpatient rehab., substance abuse treatment and present with one or more of the following conditions: - Traumatic brain injury - Learning disability - Developmental disability - A history of special education Commonwealth Place Residential Program 40-bed residential center treating adults age 18+ with chemical dependency who benefit from 24/7 treatment in a supervised setting.	410 S. Crouse Ave. 1st Floor, Syracuse, NY 13210 Commonwealth Place 6010 E. Molloy Rd. Syracuse, NY 13211	Main/Outpatient Programs 315-470-8304 http://crouse.org/services/chemical-dependency Opioid Treatment Program 315-470-8334 RCI Day Treatment 315-480-8340 Commonwealth Place 315-434-2470

Onondaga County Mental Health 315-435-3355 Revised: 3/2018

Exceptional Family Resources	C.A.R.E.E.R.S. assists adults with developmental disabilities who have previously experienced significant barriers to employment identify their own career path and reach their personal objectives to employment. Family Directed Supports provides direct financial assistance to support the needs of a family member living with a disability. Family Education & Training provides training opportunities to caregivers of individuals who are eligible for this Medicaid Waiver service. First Step helps establish initial links to services and support to families new to the developmental disabilities service system. Friends Connection pairs youth and adults with developmental disabilities with volunteer companions to share community recreation opportunities. Habilitation Services helps people with disabilities acquire skills, expand their interests and increase independence. Medicaid Service Coordination assists individuals with developmental disabilities and their families with access appropriate supports and services. Project Explore provides a half-day summer program of recreational activities for students with developmental disabilities. Recreation provides recreation opportunities at various community locations. Respite provides care and supervision to individuals with a developmental disability. Senior Caregivers serves families in which a caregiver 55 or older lives with and cares for someone with a developmental disability. Specialized Resources provides families with information and referrals to disability-related programs and services.	1820 Lemoyne Ave, Syracuse, NY 13208	315-478-1462 http://www.contactefr.org The 2015-2016 Resource Manual for Onondaga can be downloaded from their website.
Forensic Consultants, Ltd	A private psychotherapy & counseling practice for individuals/families. Includes, depression, anxiety, marital difficulties, and alcohol/substance abuse/addiction.	319 East Water St., Syracuse, NY 13202	315-472-1212 http://www.forensicconsultantsltd.com
Hutchings Psychiatric Center	Adult Inpatient (Ages 18-65+) 105 inpatient beds. Adult Outpatient Clinical, residential, social rehabilitation and vocational rehabilitation services. Child/Adolescent (under age 18) Inpatient & Outpatient- Integrated inpatient, day treatment/clinic programs.	620 Madison St., Syracuse, NY 13210	315-426-3600 https://www.omh.ny.gov/omhweb/facilities/hupc

Onondaga County Mental Health 315-435-3355 Revised: 3/2018

Liberty Resources Inc. Integrated Health Care - Offers Behavioral and Traditional Primary Care Services	Clinic Services **Brownell Center** - Largest provider of outpatient mental health services in CNY; individual/family/group therapy; co-occurring substance abuse/mental health treatment; psychiatric evaluation/ medication management services. Residential Services -Alcohol and Substance Abuse OASAS (Office of Alcohol and Substance Abuse Services) Maxwell House, Mental Health Residential Treatment (MRT) Permanent Supportive Housing, Next Step Supportive Living, Upstate Permanent Supportive Housing -Brain Injury -Domestic Violence -Family Foster Care -HIV Services -Intellectual Disability Services -Individualized Residential Alternative (IRA) -MRT Services -Dept. of Health (DOH) MRT Supportive Housing - Enriched Crisis and Transitional Housing -Office of Mental Health (OMH)Supported Housing -Supportive Apartments -Venture House Disability Services -Brain Injury -Early Intervention -Intellectual Disability Services -Community Habilitation -Day Habilitation -Individualized Residential Alternative (IRA) -Supports for Employment Child, Youth & Family - Prevention, intervention, rehab. /after-care services to children/families. Crisis therapy, case management, counseling, substance abuse treatment/mental health services, life skills education & foster, shelter and 24/7 residential housing. Individuals & Adults - Services/support to special needs adults; & those with HIV/AIDS, severe/persistent mental illness, developmental disabilities, chemical dependence, traumatic brain injury, and physical disabilities.	1045 James Street, Syracuse, NY 13203	315-425-1004 http://www.liberty-resources.org Brownell Center 315-472-4471
Onondaga County Children and Family Services	Mental Health Clinic for Children & Youth Family friendly, clinically-effective outpatient mental health services to children and youth under age 18 who live in Onondaga County. Assessment and	John H. Mulroy Civic Center, 8th Floor 421 Montgomery St., Syr. New York 13202	http://www.ongov.net/cfs 315-435-7707 Mental Health Clinic for Children & Youth and Family Support Services

Onondaga County Children and Family Services Continued	treatment services to help develop new ways of thinking, manage emotions, make good behavior choices & relate well to others. Problems with attention, focus or hyperactivity; difficulty following adult directives; sadness, intense anger or fear that interferes with activities; and behavioral problems that interfere with school or family functioning. Adult caregivers are always an integral part of our treatment strategies. Sliding scale fee for families who do not have health insurance. <u>Family Support Services (FSS)</u> Provides short term support to adult caregivers who are parenting children or youth who face significant mental health challenges. FSS works with families to assess needs, advocate for services, assist in accessing community resources, and support adult caregivers both to achieve parenting goals and to support their children and youth in achieving personal goals. There is **no charge** for these services and all services are customized to meet the family's unique needs. <u>Day Treatment Program</u> Provides intensive mental health treatment for children and adolescents between the ages of 5 and 18 years old who reside in Onondaga County. The program provides comprehensive services to address the emotional, behavioral, psychological, social, medical and academic needs of children and adolescents who are experiencing significant difficulty functioning at school, home and community. The program operates year round. Family participation and collaboration are an integral part of the Day Treatment Program. Children and adolescents are referred to Day Treatment by their home school district. Families interested in Day Treatment should discuss this with their district Committee on Special Education. Once a referral is made, an evaluation is scheduled to determine if day treatment		315-435-7707 Family Support Services 315-435-7706 Day Treatment Program

Onondaga County Children and Family Services Continued	services will meet the child/adolescent's needs. Evaluations are scheduled when an opening is available. Day Treatment services are financially supported by health insurance and school district support. A generous sliding fee scale is provided for families who either do not have health insurance or have insurance that does not cover day treatment.		
Prevention Network	Prevention Network has been making Central New York a healthier community since 1949 by providing programs and supportive services which prevent addictions and address related concerns. Prevention Network serves individuals, families, and the community through substance abuse prevention education, information and referral services, life skills, youth peer leadership, and parenting programs, professional training and development series, community coalition development, and family support services. Substance Use Referral Service 8 am until 4 pm Monday – Friday, call 315-471-1359.	906 Spencer Street Syracuse, NY 13204	315-471-1359 www.preventionnetworkcny.org
Professional Counseling Chemical Dependency Treatment Center	Professional Counseling -Alcohol Treatment Center -Substance Abuse Treatment Programs -DWI Probation Evaluations -Prescription Drug Treatment	5700 West Genesee Street, Suite 118, Camillus, NY 13031	315-488-1641 http://syracusesubstanceabuse.com
St. Joseph's Hospital Health Center	Mental Health Services: Inpatient Services at 301 Prospect Ave. The following services are at 742 James Street. Adult Outpatient Clinic Continuing Day Treatment 315-703-2773 Rehab Services 315-448-2750 Children Services 315-703-2800 Personalized Recovery Oriented Services Program (PROS)	301 Prospect Ave., Syracuse NY 13203 742 James St., Syracuse NY 13203	https://www.sjhsyr.org Inpatient 315-448-5360 Outpatient/Adult Clinic 315-703-2700 PROS 315-703-2773

St. Joseph's Hospital Health Center Continued	For severe mental health conditions, an array of rehabilitation, treatment and support services: -Community Rehabilitation and Support Services -Intensive Rehabilitation -Ongoing Rehabilitation and Support -Mental Health Treatment.		
SPOA	Adults Onondaga County SPOA Select Point of Access for individuals who have serious psychiatric disabilities and need specific mental health services. The SPOA Team determines eligibility and priority status according to NYS OMH criteria. Eligibility: Serious and persistent psychiatric disability, OMH high priority status and need service due to MH clinical condition Services accessed through SPOA: • OMH congregate Residential and Supported Housing programs • Assertive community treatment (ACT) • Non Medicaid Case Management (NMCM) for individuals with serious mental illness who are not Medicaid eligible. Children and Youth ACCESS Team SPOA Assessment/Planning process for children/youth in Onondaga County with emotional and behavioral challenges. ACCESS is a multi-agency, cross-systems team committed to creating a true single point of access for Onondaga County families. Call if there are concerns about a child/youth with emotional or behavioral challenges. The child/youth has serious needs and is at risk of requiring out-of-home placement. Multiple systems are involved or coordination of care is desired. The youth's current plan is not working or there are barriers to implementing the plan.	Onondaga County10th Floor, 421 Montgomery Street, Syracuse, NY 13203	315-435-3355 http://www.ongov.net/ocdmh/spoa.html Access Team (315) 463-1000
Syracuse Behavioral HealthCare (SBH)	SBH services include withdrawal and stabilization services. Substance Abuse Inpatient Detoxification at The Willows Providing Medical Supervision of	329 N. Salina Street, Syracuse, NY 13203 Suite 200 Corp. HQ. Inpatient at The Willows 847 James St., Syr., NY 13203	315-471-0568 24 Hour Helpline 315-474-5506 Main Telephone http://www.sbh.org Inpatient at The Willows 315-701-1516

Syracuse Behavioral HealthCare (SBH) Continued	withdrawal from alcohol and other drugs and treatment for other medical problems. Providing Medical Monitoring for people temporarily incapacitated because of intoxication by alcohol or other drugs. The average length of stay ranges from 3-14 days, and is dependent on the individual treatment plan of each person. Syracuse: 25 bed, licensed facility. Medical and counseling staff on site 24/hrs. per day. Individual/group counseling combined with medical care and bed rest in a safe, comfortable environment.	329 N. Salina Street, Syracuse, NY 13203 Suite 101 for Outpatient, Suite 100	
	Substance Abuse Inpatient Rehabilitation at The Willows Providing intensive programs for people who need a highly structured, supportive environment. Individual/group counseling, patient education and acupuncture treatment. The average stay is 3-6 weeks and is dependent on the individual treatment plan. A 40 bed licensed facility. Offers medical management supports to. Special accommodations are available for women who are pregnant or with newborns.		Rehabilitation at The Willows 315-492-1184
	Mental Health Outpatient Clinic Medical, psychiatric/clinical assessment/ medication management, and individual, group/family counseling sessions. Services offered Monday- Friday. Walk-in hours are Monday-Friday 8-Noon & Wednesday 12-3pm. Supervision is provided for pre-school aged children.	329 N. Salina Street, Syracuse, NY 13203 Suite 101	Mental Health Clinic 315-373-0361
	Substance Use Disorder Outpatient Clinic Medical, psychiatric and clinical assessment of treatment needs while utilizing medication assisted treatment, and individual, group, and family counseling sessions to support patients with meeting their treatment and recovery goals. Open walk-in hours available Monday through Thursday from 8:00 AM to 3:00 PM and Friday from 8:00 AM to 3:00 PM. Patients seeking service will be meeting with a Revenue Specialist and one of our Registered Nurses to complete an initial assessment.		Substance Use Disorder Clinic 315-471-1564

Syracuse Behavioral HealthCare (SBH) Continued	Gambling Outpatient Clinic Provides clinical assessment of treatment needs while utilizing individual, group, and family counseling sessions to support patient's recovery goals. No fee. Services are offered Monday through Saturday with morning, afternoon, and evening hour availability. Supervision is provided for pre-school aged children. Community Residences, Support Living & Permanent Housing		Gambling Clinic 315-471-1564 Residential Services 315-472-9964
Syracuse Community Health Center, Inc.	Individual and Family Services (IFS) Provides individual/group counseling to persons/families with mental health issues; depression, anxiety, eating disorders, parenting issues, sexual identity issues, teens at risk, and domestic violence. OAS (Alcohol & Substance Abuse) Treatment & Counseling Services - Counseling, Addiction & Psychological Services (CAPS) -Substance Abuse Treatment -Mental Health Services -Case Management -Adolescent Intervention	810 S. Salina Street Syracuse, NY 13202	315-476-7921 http://www.schcny.com
Syracuse Recovery Services	Outpatient Alcohol Programs -DWI /DMV Evaluations -Medication Management Outpatient Substance Abuse Programs -Substance Abuse Treatments -Suboxone Medication Management Mental Health Services -Psychiatric Consulting -Medication Management -Treatment for Co-Occurring Disorders -Trauma Recovery	109 S. Warren St. Suite 806 Syracuse, NY 13202	315-475-1771 www.syracuserecoveryservices.net
Tully Hill Chemical Dependency Treatment Center	Inpatient Treatment -Medically Supervised Detoxification -Inpatient Rehabilitation -Inpatient Rehabilitation – Relapse Prevention Outpatient Treatment -Professionals Group: Group members address specific/unique issues/problems faced by many professionals. -Young Adult Group: 16 years up to 20.	5821 Route 80,Tully, NY 13159	315-696-6114 http://www.tullyhill.com

Tully Hill Chemical Dependency Treatment Center Continued	-Gender Specific Groups: Men and Women's group therapy -Life Story/ Peer Evaluation: Each patient will have the opportunity to tell their story of: "what happened, what it was like, and what it's like now" to their peers in a group setting. Specialized Services -Medically Supervised Detoxification -Interventions		
Upstate Medical University	Inpatient Psychiatry - Community 26-bed adult psychiatric inpatient unit serves patients ages 18 and older with acute symptoms of psychiatric illness or disorder that require a safe, therapeutic environment to support re-stabilization. Inpatient Adult Psychiatry The University Hospital Inpatient Psychiatric Unit (4B) admits both voluntary/involuntary patients 18 years and older with a wide variety of psychiatric and substance abuse/dependence disorders. Psychiatric Addiction Dual Diagnosis Service -Outpatient Detoxification -Extended Evaluation/Referral -Psychiatric Pain Consultation -Buprenorphine Maintenance for Opioid-Dependent Pregnant Women Psychiatric Consultation Service (Adult/Child) Psychiatric Clinics Adult Psychiatry Clinic Individual/Group Therapy and Specialties: -Eating Disorders Program -Dialectical Behavioral Therapy -Cognitive Behavioral Therapy -Anxiety Disorders -Medication Management Child and Adolescent Psychiatry Clinic	Upstate University Hospital - Community Campus 4900 Broad Road Syracuse, NY 13215 Upstate University Hospital - Downtown Campus, 4B, 750 East Adams Street Syracuse, NY 13210 Psychiatry and Behavioral Sciences Building Rm. 205, 713 Harrison Street Syracuse, NY 13210 Upstate University Hospital - Downtown Campus, Rm. 1702 750 East Adams St., Syracuse, NY 13210 Psychiatry and Behavioral Sciences Building, Rm. 100 713 Harrison Street, Syracuse, NY 13210	315-492-5635 315-464-9096 http://www.upstate.edu/psych/healthcare/index.php 315-464-3130 http://www.upstate.edu/psych/healthcare/psych_addiction/index.php 315 464-5631 http://www.upstate.edu/psych/healthcare/psychclinics/adult.php 315-464-3165

Upstate Medical University Continued	Interdisciplinary, outpatient training facility providing diagnostic evaluation and treatment services to children and adolescents (through the age of 18) and their families. Center for Emotion and Behavior Integration Provides intensive, time-limited outpatient treatment for adolescents and young adults (17-45 years of age) suffering from complex behavioral problems. Attention Deficit/Hyperactivity Children, adolescents, and adults referred to this program for evaluation undergo a comprehensive protocol of behavior rating scales, interviews, and psychological testing.	Psychiatry and Behavioral Sciences Building Rm. 126 713 Harrison Street, Syracuse, NY 13210 Psychiatry and Behavioral Sciences Building 713 Harrison Street, Syracuse, NY 13210 Psychiatry and Behavioral Sciences Building, Rm. 126 713 Harrison Street, Syracuse, NY 13210	315-464-3145 315-464-3120 315-443-9450
VA Medical Center	For VA enrolled Veterans & Eligible Family Members. Mental Health/PTSD Counseling & Treatment, Substance Abuse Disorder Treatment. The Behavioral Health Care Line serves Veterans in inpatient/outpatient settings to help them achieve a full/meaningful life. Behavioral Health Outpatient Clinic provides mental health services as a part of the Patient Aligned Care Team to help Veterans work toward symptom resolution. Counseling and treatment are offered according to an individualized plan. For those suffering from more serious mental health concerns, Intensive Outpatient Behavioral Health Services offer more contact and treatment time to overcome significant barriers. Intensive outpatient visits are scheduled as often as five days a week until less frequent treatment is appropriate. Inpatient Behavioral Health Care is available for Veterans who require more intervention than can be provided in the community. Acute inpatient psychiatry patients are admitted to the facility to be treated by a team of psychiatrists, social workers, nurses and other therapists. Acute inpatient stays typically last three to ten days and are followed up by further treatment after the patient is discharged from the facility.	VA Main Campus 800 Irving Avenue, Syracuse, NY 13210 VA Behavioral Health Clinic 620 Erie Blvd. West Syracuse, NY 13204 M-F 8 am- 4:30 p.m. Some evening & Saturday times/call for appointment.	315-425-4400 VA Main Number http://www.syracuse.va.gov VA Main Website 315-425-4400 Ext. 53463 Behavioral Health http://www.syracuse.va.gov/services/behavioral_health.asp

***Bold denotes a Licensed Program**

Onondaga County Mental Health 315-435-3355 Revised: 3/2018

Crisis Assistance, Referral Services and Support Groups:

- 211 CNY: Dial 2-1-1 for referrals to community, social or government services. https://211cny.com
- Al-Anon/Alateen: For families and friends of alcoholics. 12 Step Program 315-471-0191, http://www.syracuseais.org
- Alcoholics Anonymous: 12 Step Program, 315-463-5011 - 24 Hour Line http://www.aasyracuse.org
- Depression Bipolar Support Alliance CNY: Every Tuesday at 6:15 pm. AccessCNY, 420 E. Genesee St., Syracuse, 315-428-9366
- Contact Community Services Hotline: 24 Hour Crisis Line - 315-251-0600 http://www.contactsyracuse.org
- Family Support and Education Center: Crisis and ongoing supports and advocacy. AccessCNY 420 E. Genesee St., Syracuse, NY, 315-478-4151
- Hiscock Legal Aid Society: 351 S. Warren St. Syracuse, NY 13202, 315-422-8191 info@hiscocklegalaid.org
- Hope Connections: Peer Led Coaching Program at Catholic Charities advocating recovery in the community, 315-362-7629, www.ccoc.us
- Legal Services of CNY: 221 S. Warren St., Syracuse, NY 13202 315-703-6500, http://www.lscny.org
- NAMI (National Alliance on Mental Illness) Syracuse: Support and Sharing Meeting for family/friends of those with mental illness diagnoses. 3rd Tuesday each month at 7 pm. AccessCNY420 E. Genesee St., Syracuse, 315- 487-2085
- Narcotics Anonymous: 12 Step Program, 315-472-5555 http://honyana.org
- National Helpline Mental Health: 1-800-662-4357, TTY 1-800-487-4889
- National Suicide Prevention Lifeline: 1-800-273-8255, TTY 1-800-799-4889
- Onondaga County Department of Adult & Long Term Care Services: www.ongov.net/adult: Mental Health (315-435-3355) Veterans (315-435-3217) Office for Aging (315-435-2362) Adult Protective Services (315-435-2815) NYConnects (315-435-1400) and the Long Term Care Resource Center (315-435-5600.)
- Onondaga County Department of Social Services: Economic Security: http://www.ongov.net/dss 315-435-2700
- Prevention Network: Substance Use Referral Service, Monday-Friday, 8 am to 4 pm and education and training for Substance Abuse/Addiction Prevention. 315-471-1359 http://www.preventionnetworkcny.org

- Spouses/Partners Support Group: For the spouse/partner of someone with a mental health diagnosis. Meets the 2nd and 4th Thursday of the month from 7:00 to 8:30 at 2503 E. Genesee St., Syracuse, NY 13219, 315-468-9809
- Youth Emergency Services (YES): 24/7 Line, 315-463-1100
- Unique Peerspectives: Peer led support, 315-475-1994
- Veterans Crisis Line: Available 24/7 at 1-800-273-8255, https://www.veteranscrisisline.net
- Volunteer Lawyers Project of Onondaga County, Inc.: No cost legal assistance for low income clients. 221 S. Warren St., Suite 320, Syracuse, NY 13202, 315-471-3409 http://www.onvlp.org

Helpful Links:

- Behavioral Health Treatment Locator: https://findtreatment.samhsa.gov
- Buprenorphine Treatment Physician Locator: http://www.samhsa.gov/medication-assisted-treatment/physician-program-data/treatment-physician-locator
- Center for Community Alternatives: http://www.communityalternatives.org
- Central New York Prevention Resource Center: http://www.cr-prc.org
- Couple and Family Therapy Center: http://falk.syr.edu/marriagefamilytherapy/Goldberg.aspx
- Faces and Voices of Recovery: http://www.facesandvoicesofrecovery.org/guide/support
- Huntington Family Center: http://www.huntingtonfamilycenters.org
- NAMI - National Alliance on Mental Illness New York State: http://www.naminys.org
- NAMI - National Alliance on Mental Illness Syracuse: http://namisyracuse.org
- New York State Office of Alcoholism and Substance Abuse Services (OASAS): https://www.oasas.ny.gov
- Opioid Treatment Program Directory: http://dpt2.samhsa.gov/treatment/directory.aspx
- Rescue Mission: http://rescuemissionalliance.org
- U.S. Substance Abuse and Mental Health Services Administration (SAMHSA): http://www.samhsa.gov
- U.S. Department of Health & Human Services Mental Health: http://www.mentalhealth.gov

*The listings included are not exhaustive; inclusion/exclusion should not be construed as an endorsement or as a statement to the quality or service provided. Please call (315) 435-3355 with any updates.

Crouse Hospital Outpatient Older Adult Recovery Service (OARS) – Age 55+

http://crouse.org/services/chemical-dependency/special-populations/

Abuse of alcohol and medications is often overlooked in older adults. A higher level of denial exists in the community and symptoms of this problem can differ from those displayed in younger individuals. Physiological challenges in older adults can make them more susceptible to the effects of alcohol. A decrease in muscle tissue and an increase in fatty tissue reduce an older body's ability to absorb and dispose of alcohol, resulting in a lower tolerance level.

Common signals of drug or alcohol abuse in people over 65 include:

- Falls or accidents
- Poor nutrition
- Inadequate self-care
- Social isolation

These symptoms can often be misdiagnosed as stereotypical signs of aging like dementia, depression, disorientation or confusion.

Crouse's Outpatient Older Adult Recovery Service (OARS) is staffed by specialists with experience in the treatment of chemically-dependent older adults. It provides an affordable and accessible program that takes into account the special treatment needs related to:

- Physical health
- Nutrition
- Spirituality
- Family and social relationships

Cost/Coverage Most private insurance, Medicare and Medicaid are accepted. A sliding fee scale is available for those without insurance.

Location 410 S. Crouse Ave., just down the hill from the main hospital.

How to Access the Program: 315-470-8304 or 1/800-727-6873

Health Benefits

Understanding Your Medical Benefits

Health Insurance Counseling

HIICAP (Health Insurance Information Counseling and Assistance Program) 315- 435-2362 HIICAP counseling provides Medicare beneficiaries, their representatives, and people planning to retire with unbiased information and assistance relating to health insurance. This is a free and confidential service offered by volunteers trained by the Onondaga County Office for Aging. HIICAP Counselors can also help consumers understand their medical bills and health insurance policies; provide information on Long Term Care Insurance, Medicare, Supplemental Insurance, and Medicare Managed Care. Call 315- 435-2362 to arrange for a free, convenient consultation.

Long Term Care Insurance

New York State Partnership for Long Term Care Insurance
1-866-950-7526
http://www.nyspltc.org

The NYS Partnership for Long-Term Care (NYSPLTC) is a unique Department of Health program combining private long-term care insurance and Medicaid Extended Coverage (MEC). Its purpose is to help New Yorkers financially prepare for the possibility of needing nursing home care, home care, or assisted living services someday. The program works by allowing an individual or couple who purchases a Partnership insurance policy and keeps it in effect to hold onto all or part of their assets (depending on the type of policy purchased) under the Medicaid program if their long-term care needs extend beyond the period covered by their policy.

What does this mean to you?

If you buy NYSPLTC insurance and use the benefits according to the conditions of the program, you can apply for MEC, which may assist in paying for your on-going care. Unlike regular Medicaid, MEC allows you to protect some or all of

your assets, depending on whether you select a Dollar for Dollar Asset Protection plan or a Total Asset Protection plan. However, MEC does require that you contribute your income to the cost of your care according to Medicaid income rules.

How is the NYS Partnership a win-win situation?

NYSPLTC helps New Yorkers pay for their long-term care without having to "spend down" their assets, as they would have to do if they relied totally on Medicaid to pay for their long-term care. By allowing New Yorkers to keep what they've worked hard to acquire, and reducing Medicaid costs for the State, NYSPLTC provides a win-win scenario for everyone.

Medicare

(Courtesy of Myrna Koldin – Onondaga County Office for Aging Senior Services Specialist & HIICAP Counselor)

Medicare Part A & B

You are eligible for Medicare if…

You are a U.S. citizen or have your resident visa and have lived in the U.S. for 5 consecutive years and

- you are 65 years and older; or
- you have been getting disability benefits for at least 24 months; or
- you have kidney failure; or
- you have ALS (Lou Gehrig's disease).

You can apply for Medicare three months before you turn 65, the month you turn 65 or the three months after the month of your 65th birthday by contacting the Social Security Administration at 800-772-1213.

If you are already collecting Social Security, you will automatically be enrolled into Medicare.

There are four Parts of Medicare

- Part A – Hospital Insurance
- Part B – Medical Insurance
- Part C – Medicare Advantage Plans
- Part D – Prescription Insurance

Medicare Part A (Hospital Insurance)

- **What it Covers:**
  - Inpatient Hospital Care
  - Post Hospital Skilled Nursing Facilities (not unskilled or long-term care) - Medicare doesn't cover long-term or custodial care in this setting
  - Hospice Care for people with a terminal illness. A Medicare-approved hospice usually gives hospice care in your home (or other facility like a nursing home).

- Some Home Health Care - Limited to medically-necessary part-time or intermittent skilled nursing care, or physical therapy, speech-language pathology, or a continuing need for occupational therapy.
- Coverage is the same from State to State

- **What You Pay:**
  - FREE if you or your spouse have worked at least 10 years (40 quarters) in the U.S. (Up to $421 (est.) monthly premium for those who do not get premium-free Part A.)
  - $1,352 (est.) deductible and no coinsurance for days 1-60 of a hospital stay in a benefit period.
  - $338 per day in the hospital for days 61 – 90 each benefit period.
  - No co-payment for the first 20 days in a Skilled Nursing Facility after a 3 day inpatient hospital stay. You pay $169 (est.) per day for days 21 – 100 and all costs after the 100 days.

Medicare Part B: (Medical Insurance)

There are two kinds of Part B covered services:

-Medically-necessary services - Services or supplies that are needed to diagnose or treat your medical condition and that meet accepted standards of medical practice

-Preventive services – Health care to prevent illness or detect it at an early stage

- **What it Covers:**
  - Physician Services
  - Outpatient Hospital Care
  - Durable Medical Equipment
  - Ambulance Services, on a limited basis
  - Lab and Diagnostic Testing
  - Some Physical & Occupational Therapy
  - Some Home Health Care
  - Preventive Services
    - "Welcome to Medicare" physical exam
    - Yearly Wellness visit

    - Bone mass measurement
    - Colorectal screenings
    - Diabetes screenings
    - Glaucoma tests
    - Mammograms
    - Pap test
    - Influenza & pneumococcal shots
    - Smoking cessation
    - Prostate cancer screening
  - Coverage the same from State to State

- **What You Pay:**
  - $134 (est.) per month if you file an individual tax return and your income is $85,000 or less or if you file a joint tax return of $170,000 or less. (For 2018 it is based on your 2016 annual income). Premiums increase on a sliding scale for individuals in higher income brackets.
  - $183 (est.) deductible.
  - 20% of the Medicare approved amount after the deductible is met
  - 20% for outpatient mental health care after the deductible is met
  - $1,980 limit for speech & physical therapy; $1,980 limit for occupational therapy.
  - If you don't sign up for Part B when you are first eligible, you may have to pay a late enrollment penalty.

What is Not Covered by Medicare:

- Acupuncture
- Cosmetic surgery
- Dental care
- Eyeglasses *
- Hearing Aids

  ** Some exceptions apply*

Routine Vision/Refraction
Routine foot care*
Routine physical examination*
Services outside of the USA*

Medicare Summary Notice (MSN)

- Mailed once every 90 days

    - For ASSIGNED claims (provider accepts Medicare approved amount)
    - Combined Part A and Part B MSN
- Contains:
    - Dates of service
    - Procedure codes
    - Provider's name and address
    - Payment information
    - Beneficiary's responsibility
    -

To keep track of your claims, you may wish to set up a personal account on MyMedicare.gov.

Protect Yourself

- Identity Theft
    - Keep your personal information safe
    - In most cases, your Medicare claim number is your Social Security number.
    - Changes will be made in the next few years to change the claim numbers.
    - Remember, Medicare does not make house calls
- Billing Fraud
    - Fraud happens when Medicare is billed for services and supplies not provided
    - Check your Medicare Summary Notice
    - Special NYS Number to report Medicare Fraud 1-877-678-4697.
- New Medicare cards will be mailed April 2018 – April 2019 which will have random letters and numbers. There will be no change in benefits but beneficiaries will need to notify their health care providers of their new Medicare claim number.

Ways to Supplement Original Medicare Coverage

- Through a current or former job or union (employer or retiree insurance coverage)

- By buying it from an insurance company that sells **Medigap** supplemental policies
    - A health insurance policy that helps pay out-of-pocket costs after Medicare has made a payment for the balance not covered by Medicare (the "gaps")
    - Government administers your Medicare benefits (original Medicare)
    - Sold by 10 private insurance companies, "lettered" plans (A-N.)
    - You pay a monthly premium ($53-$391.91) for the Medigap plan
    - You must have Medicare Parts A & B
    - On-going open enrollment

- From the state through Medicaid if very low income – dual eligibles:
    - Individual Income- $845 (includes $20 disregard)
    - Couple Income - $1,229 (includes $20 disregard)
    - There are also resource limits

Medicare Part C: Medicare Advantage Plans (MA plans)

- Plans include:
    - Medicare HMOs – Health Maintenance Organizations
        - Must stay within their network of providers
    - Medicare PPOs – Preferred Provider Organization
        - Stay within the network for the lowest copayments, out of network would cost more
    - Medicare PFFS – Private Fee-for-Service
        - Can go to any provider within their network or any provider who will accept the plan
    - Special Needs Plans – These are plans which limit their membership to people who live in certain institutions (nursing homes) or who are eligible for both Medicare and Medicaid.

- Private insurance companies administer your Medicare instead of the government

- Plans must cover at least what Original Medicare covers, but may include additional benefits such as vision, dental and/or wellness and health programs
- Very strict marketing rules apply to these plans
- Some plans offer prescription coverage, while others do not
- Original Medicare covers Hospice care even if you are in a Medicare Advantage plan
- For 2018, in Onondaga County, there are 29 plans from 8 different companies with monthly premiums ranging from zero to $150.70. There are also one Medicare Savings Account and six Special Needs Plans (institutionalized and dual eligible).

Medicare Part D: Prescription Drug Coverage

Medicare prescription drug coverage is available to everyone with either Medicare Part A or B or both. To get Medicare drug coverage, you must join a Medicare drug plan offered through a private insurance company. Plans vary in cost and drugs covered.

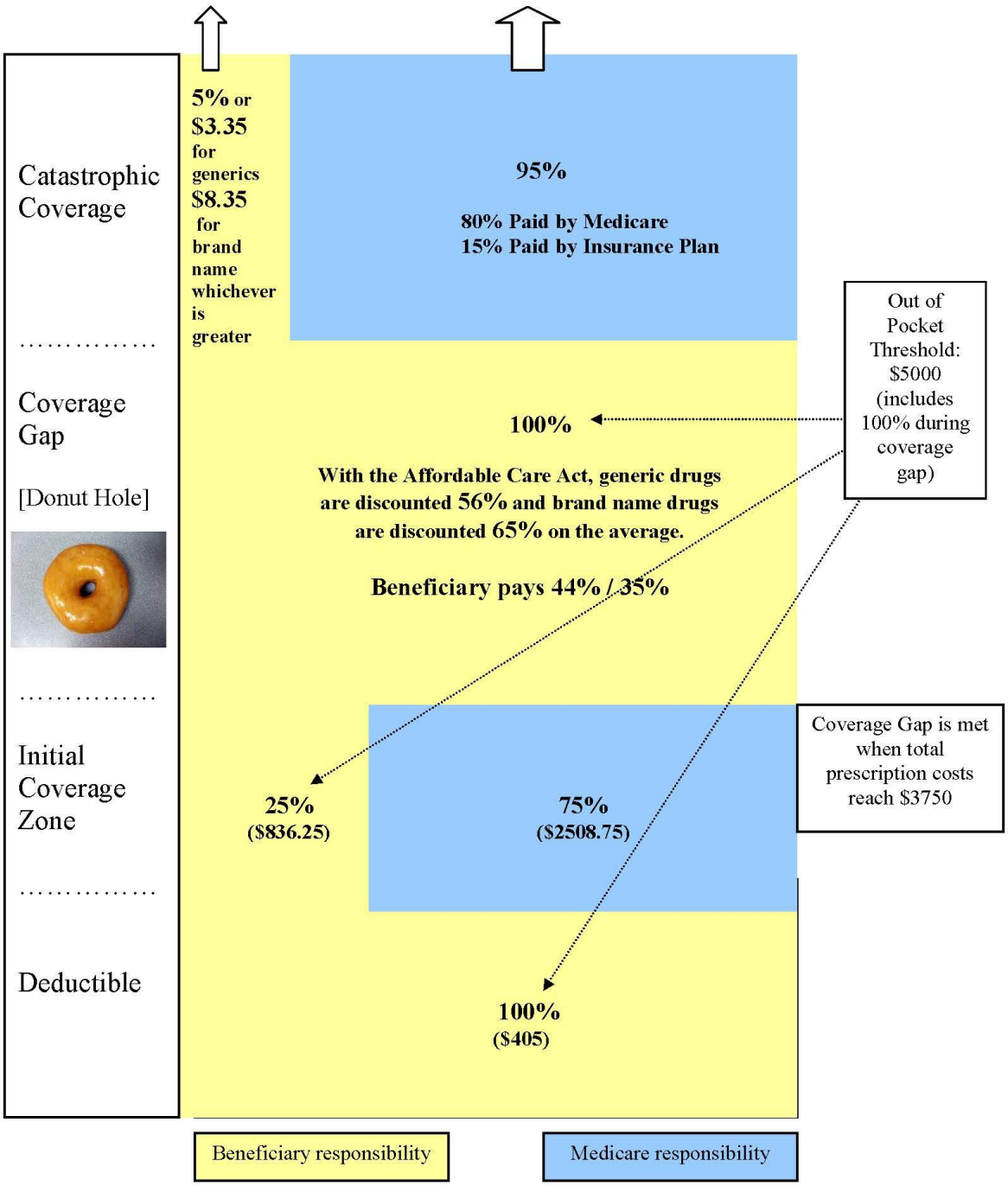
- Outpatient prescription drugs
- Different from Parts A and B
  - Part D is through a private insurer
- Two ways to get Medicare drug coverage:
  - If you have **Original Medicare:**
    Stand-alone prescription drug plan (PDP)
  - If you have a **Medicare Advantage Plan**:
    Must join the Part D Plan offered by your Medicare Advantage Plan.
    Some exceptions apply.
- Very strict marketing rules apply to these plans
- For 2018, there are 20 plans from 10 different companies, ranging in monthly premium from $12.60 - $91.20.
- Each Medicare PDP has its own formulary (list of covered drugs), which may include both brand name and generic drugs

- Medicare PDPs must offer at least 2 drugs under each drug class. In addition, each plan must cover a majority of drugs in the following classes:
    - Antidepressants
    - Anti-psychotics
    - Anticonvulsants
    - Anti-retrovirals
    - Anticancer
    - Immunosuppressants

  Some groups of medications are excluded from Medicare Part D plans:
    - Most prescription vitamins and minerals (with the exception of prenatal vitamins and fluoride preparations)
    - Prescription drugs used for - anorexia, weight loss or weight gain; fertility; cosmetic purposes or hair growth; relief of symptoms of colds

If you have drug coverage that is equal to or better than Medicare Part D, you have "creditable coverage" and will not need to enroll in Part D. Your employer/former employer or insurance company will let you know. You should get written proof of this and keep it in case you need it in the future. **ALWAYS** check with your employer/retiree plan before you enroll in a Part D plan so as not to jeopardize your coverage**!**

2018 Part D Standard Plan Features



Other Prescription Resources

- Generic Drugs
- Tier Exception
- Preferred Pharmacies
- Mail Order
- EPIC
  - New York State's prescription benefit
  - Eligibility:
    - NYS Resident
    - Age 65 or older
    - Meet Income Guidelines (based on previous year's income)
      - $75,000 for an individual; $100,000 for a couple
  - Works with Medicare prescription drug plans
  - Payer of last resort; may help with premium cost as well as prescription costs
- Extra Help Low Income Subsidy
  - Reduces cost of Part D premium and copayments ($3.35/$8.35)
  - Low Income Subsidy through Social Security Administration
  - Individual Income- $1,528; Resources-$13,820 (includes burial exclusion)
  - Couple Income - $2,050; Resources -$27,600 (includes burial exclusion)
- Medicare Savings Programs
  - Administered by the local Medicaid Office
  - Pays Part B premium; may offer other benefits
  - Beneficiary automatically becomes "deemed eligible" for Extra Help

- Individual Income - $1,377; Couple Income - $1,847 - no resource limits in NYS
- Incomes can be higher as there may be medical disregards

- Charity Programs
- Patient Assistance Programs
- Discount Programs & Cards
  - Some are available through local stores
  - Onondaga County offers the ProAct card
  - NYRx Card

Important Dates:

Annual Open Enrollment	October 15 – December 7
Medicare Advantage Disenrollment Period	January 1 – February 14
Part B Annual Enrollment Period	January 1 – March 31 (eff. July 1)

Information Resources

HIICAP: Health Insurance Information, Counseling and Assistance Program
Onondaga County Department of Adult & Long Term Care Services
435-2362 ext. 4944
Free, Unbiased and Confidential

A HIICAP Counselor can:

- Provide information on Medicare
- Provide information on supplemental insurance available
- Explore other health insurance options
- Provide information on prescription options

Medicare

- www.medicare.gov
- 1-800-MEDICARE (1-800-633-4227)
- www.MyMedicare.gov

Social Security Administration

- 1-800-772-1213
- www.ssa.gov

Medicare Rights Center

- Consumer Hotline: 1-800-333-4114
- www.medicarerights.org

Medicare Managed Care

Under the managed care delivery system, you choose a primary physician who refers you to specialists when necessary. Managed care organizations contract with individual providers, set policies and control costs. Each managed care plan has its own hospitals, nursing facilities, doctors, suppliers and other health care professionals. You make a co-payment after office visits.

Medicare Managed Care is health insurance for people who are eligible for Medicare. In this system, the federal Medicare program pays a health maintenance organization (HMO) a fixed amount per member. When you choose a plan, it is important to ask whether the plan has a "risk" contract or a "cost" contract with Medicare.

Under a "risk" contract the HMO receives a fixed amount of money from the federal Medicare program, which it must use to provide quality medical care to its members. The HMO may also charge additional premiums. Your medical care is covered only if you use the HMO's approved doctors and suppliers, except for emergency care.

When an HMO has a "cost" contract, members use health services within the plan, but Medicare also pays its share for the services of providers outside the plan. Members are responsible for co-insurance, deductibles and any other charges as in traditional fee-for-service Medicare. This may be an appropriate choice if you travel often or live in another state part of the year.

Both "risk" and "cost" plans provide all of the Medicare benefits generally available in the plan's service area and may also offer extra benefits not covered by fee-for-service Medicare.

Questions to Ask when Considering a Managed Care Plan

Your Doctor

· Can I choose my primary care physician? How do I do this?
· On average, how long will I have to wait for a routine care appointment? If I am ill?

· If I have a chronic illness, will I be required to get repeated referrals to specialists from my primary care physician?
· Will the HMO pay for a second opinion from a doctor outside of the plan?
· Is my doctor receiving financial incentives to keep costs down or to join a specific plan?

Payment
· Does the HMO charge a premium in addition to the Medicare Part B premium?
· What are my co-payments?
· What do I have to pay if I am referred to a doctor outside the plan?
· Will I have to pay if I choose to see a doctor outside the plan?

Benefits
· Does the HMO offer services in addition to those provided by Medicare? If so, what are they?
· Are there any restrictions or caps on coverage?
· Does the HMO offer prescription coverage? If so, is there a co-payment? An annual limit?
· How does the HMO determine the cost of prescription?

Covered Care
· Will I be covered for emergencies or routine care if I become ill while I'm away on vacation?
· Will I be covered if I leave the area for an extended period of time?
· Can I get emergency care without prior authorization from the HMO?

Quality of Care/Appeals
· How is the quality of patient care evaluated?
· If my doctor disagrees with an HMO decision, can he/she appeal?
· If I disagree, what are my appeal rights?

Health Plan Logistics
· Do I need to keep my Medicare supplemental policy?
· Should I give up my company – or union – sponsored retiree health care plan?
· If I give up my retiree plan, will I be able to get it back if I decide to leave the HMO?

Medicare Managed Care Terms

Approved Charge (Amount): The amount Medicare determines is reasonable for a service covered under Part B. It is taken from a fee schedule that assigns a dollar value to all Medicare-covered services.

Assignment: When a doctor or medical equipment supplier accepts the Medicare-approved amount as full payment for services or supplies covered under part B. After annual deductible, Medicare usually pays 80% of approved amount and beneficiary pays 20%.

Ancillary Services: Health services provided during inpatient hospital stay, including: use of operating room, prescription drugs, anesthesia, laboratory, X-ray, respiratory services.

Capitation: Insurance payment mechanism in which a fixed amount is paid per person to cover health services, unlike the traditional payment of a fee for each service provided.

CMP: Competitive Medical Plan. An organization that meets federal government criteria to obtain a Medicare risk contract.

Co-payment (Co-insurance): The insured and insurer share payment of the approved charge for covered medical services after payment of deductible. Under Medicare Part B, the beneficiary pays co-insurance of 20%.

Deductible: The initial amount of medical expense an individual must pay each year before Medicare starts to cover health care costs.

Emergency Care: Health services furnished by a source other than the HMO because of injury or sudden illness when there is no time to reach the HMO's providers or suppliers without risking permanent damage to the patient's health.

HCFA: Health Care Financing Administration. A branch of the federal Department of Health and Human Services that administers Medicare and Medicaid programs.

HMO: Health Maintenance Organization. A managed-care health plan that acts as

both insurer and provider of a comprehensive set of health services (hospitalization, preventive care, diagnosis, nursing care) to enrolled members. Benefits are financed by pre-paid premiums with limited co-payments.

Lock-in: When an HMO requires that members use only its network of providers.

Managed Care: Health care service payment or delivery arrangements where the health plan controls and coordinates use of health services by its enrolled members to contain health expenditures and improve quality.

Medicare Part A: Hospital insurance portion of Medicare that provides coverage primarily for inpatient care.

Medicare Part B: Medical insurance portion of Medicare that provides coverage for physicians' services and supplies for the diagnosis and treatment of illness or injury.

Medigap: Private insurance that supplements Medicare coverage, including payment of deductibles, coinsurance, balance bills and services not covered by Medicare. Choice of doctors and/or hospitals is up to the insured.

Out-of-Area: The geographical area outside the boundaries identified by the managed care organization as its service area.

Out-of-Network/Point of Service: An option for members of an HMO to receive certain services outside the plan's established provider network. The HMO determines which services will be offered, annual cost limits and any cost-sharing provisions. Such a plan must make all Medicare-covered services available and accessible in its provider network.

PRO: Peer Review Organization. Paid by the federal government to review hospital treatment of Medicare patients. A patient has the right to appeal to a PRO if there is a question about the quality of care or length of stay.

Pre-existing Condition: Health conditions or problems that were identified and treated before health insurance was purchased, usually within the previous six months. There is a waiting period before new insurance will cover this condition.

PPO: Preferred Providers Organization. A managed health care plan that contracts with networks of physicians and suppliers to furnish services and to be paid on a negotiated fee schedule. There is a financial incentive to use providers on the preferred list, but one may use non-network providers as well.

Primary Care Physician (Gatekeeper): Doctor responsible for coordinating all health care services for the insured by making all decisions about and overseeing the patient's care, including ordering any tests or making referrals to specialists.

Prior Authorization: approval required before a medical service can be provided or covered by the managed care plan. Generally the responsibility of the provider to obtain the authorization.

Provider: Someone who is licensed, certified or authorized to provide contract benefits (services and supplies) including hospital, pharmacy, physician, skilled nursing facility, home health agency, hospice, ambulance or laboratory service to the HMO member.

Service Area: the geographical area that an HMO identifies as the area in which it will provide medical services to its members.

Subscriber: the person who enters into a contract with a managed care organization.

Medicaid

Medicaid – Chronic Care Medicaid

Onondaga County Office Building, 600 S. State St. 6th Floor,
Syracuse, New York 13202
Hours: 8:00 AM- 4:30 PM (Monday-Friday)
Telephone: 315- 435-2928 Fax: 315- 435-8530

The Medicaid Chronic Care Unit processes Medicaid applications for those individuals who are seeking help in paying for nursing home or long term home health care services.

Financial eligibility is determined based on the income and resource standards governing the Medicaid Program. A Supplemental Security Income recipient is granted Medicaid based upon his/her certification for SSI Benefits.

The amount of assistance that the Medicaid program will pay toward the cost of nursing home and/or home care services is determined using a comparison of the available income and resources of the applicant against the cost of the medical services needed. Since each financial and medical circumstance is unique, the regulations and policies governing what assets are exempt and what assets are used in the determination of eligibility vary, therefore, income and resource standards are not listed here. Anyone who needs financial assistance in paying for nursing home or long term home health care services is encouraged to contact the Medicaid office for consultation regarding their specific need for benefits.

Applications may be mailed. A face to face interview is not required. A pre-screening interview appointment is a courtesy service but is not required.

In Onondaga County, if you need to apply for Medicaid for a person who is already in a hospital or a nursing home or is receiving services from a Home Care provider, someone on the staff of one of these organizations usually can help you with getting a prescreening appointment with Medicaid. If they can't help, you can call the Medicaid Chronic Care office at 315-435-2928. The office is located on the 6th floor of the County Office Building, 600 S. State Street, Syracuse, NY.

When you request a Medicaid Chronic Care prescreening appointment, an application form will be provided to be completed and brought back at the time and date of the prescreening. The application will be asking questions regarding the income and resources of the person who is in need of Medicaid benefits. Documentation of income and resources will be required and should be brought with you to the prescreening interview along with the completed Medicaid application. The agency can accept legible photocopies, but if originals are provided they will be copied and returned.

If the person who's in need of Medicaid can't attend the interview, the interview may be attended by someone who has Power of Attorney or who has written authorization enabling them to represent the applicant. The Power of Attorney papers, written authorization to represent, and identification of the authorized representative must be provided at the interview.

The law requires that you provide documentation to verify your sources of income, your assets, birth date, marital status, and citizenship, as well as some other items. Below is a list of some of the items that will be required. You will receive a detailed list when you receive the application to complete and a prescreening appointment date and time.

- Birth certificates for the applicant and spouse
- Social security cards for the applicant and spouse
- Alien registration card / I-94 card / Naturalization papers for the applicant and spouse
- Marriage certificate or separation papers or divorce papers
- Death certificate(s) of spouse(s)
- Veteran Discharge papers for applicant and /or spouse
- Power of Attorney Papers
- Written Authorization to Represent the Applicant
- Medicare and other health insurance cards and verification of monthly premiums
- Verification of ALL sources of income for the applicant and the spouse, such as but not limited to: wages, social security, pensions, veterans and military benefits, interest and dividend income. The gross amounts must be verified, with all deductions, and the frequency with which the income is received.
- Verification of ALL the assets of both the applicant and spouse MUST be documented.

If you are seeking nursing home services, monthly statements for all financial accounts for the 60 months prior to the date of application must be provided. This includes accounts currently closed but that were active at any time in the 60 month look back period. If the applicant or spouse set up a trust or are the beneficiaries of a trust, the trust document must be provided and all assets owned by the trust must be documented for the 60 months prior to the date of application. Examples of some types of assets that must be documented are (but not limited to): checking & savings accounts, CDs, stocks, bonds, mutual funds, retirement funds, annuities, life insurance policies, burial spaces, burial funds, all properties owned, vehicles, mobile homes and RVs.

At the prescreening interview, the application, as well as the necessary documentation, will be reviewed with you in detail. If, as a result of that review, there are more documents required to determine eligibility, a list of these outstanding documents will be given to you, and a length of time, usually two weeks, will be given to provide them. This is called the "pending period".
If you cannot obtain the required documentation within the time frame given by the Agency, you can request an extension of time which will be granted only if the agency feels there is justification that additional time is necessary.

After all the necessary documentation needed to determine Medicaid eligibility has been provided, a decision will be rendered by the Medicaid Office and a formal written notice will be mailed to the applicant, their representative, and the facility or home care provider involved.

If you are found eligible for ongoing Medicaid benefits or another Public Health Insurance Program you will be required to re-establish your eligibility at regular intervals as determined by the New York State Social Welfare law. This is called "Renewal". You will receive notification of your renewal and a renewal form by mail. It must be returned by the date in the notice for your benefits to continue. Social Services law requires that you report any changes in your income, resources, third party health insurance, family composition and residence to the Medicaid office. You may also be contacted by the department if a computer income match indicates a change in your circumstances.

If you have any questions, you may contact the Medicaid Chronic Care Unit at 315-435-2928.

Medicaid - Community Medicaid

Onondaga County Office Building, 7th Floor,
600 South State St., Syracuse., NY 13202
Hours: 8:00 AM- 4:30 PM Monday through Friday
Telephone: 315- 435-2928 Fax: 315- 435-3938

The Medicaid Community Unit processes applications for a variety of public health insurance programs including Medicaid, Prenatal care services (Presumptive Eligibility), Family Planning Benefit Program and the Medicare Savings Program. **Financial eligibility** is determined based on the income and resource standards governing the Public Health Insurance Programs. A Supplemental Security Income recipient is granted Medicaid based on his/her certification for SSI benefits. A separate application for Medicaid is not needed for SSI recipients.
Persons eligible for Medicaid may be required to enroll in a managed care plan. Managed Care information and options will be provided upon application.
You can obtain more information online at www.mybenefits.ny.gov.

Individuals may apply for Medicaid in the following ways:
NY State of Health, The Official Health Plan Marketplace (855) 355-5777
Online at nystateofhealth.ny.gov. Managed Care Organization (MCO) Navigators and Certified Application Counselors. Local District Social Services Offices.
WHERE individuals apply for Medicaid will depend on their category. The Marketplace determines eligibility using Modified Adjusted Gross Income (MAGI) rules.

The Following individuals apply with New York State of Health Marketplace:

Adults (not pregnant) and aged 19-64, **NOT** eligible for Medicare
Pregnant Women and Infants
Children ages 1-18
Parents and caretaker relatives

THE FOLLOWING INDIVIDUALS APPLY WITH THEIR LOCAL DEPARTMENT OF SOCIAL SERVICES (LDSS)

- Individuals age 65 and older, who are not parents or caretaker relatives, when age is a condition of eligibility
- Individuals whose eligibility is based on being blind or disabled or who request coverage for community based long term care services (CBLTC)
- Medicare Savings Program (MSP)
- Medicaid buy-in for Working People with Disabilities enrollees (MBI-WPD)
- Residential treatment center/community residences operated by the Office of Mental Health (OMH)
- Presumptive Eligibility (PE) for pregnant women apply with provider, processed by the LDSS

WITH THE APPLICATION THE FOLLOWING DOCUMENTATION MUST BE PRESENTED:

- Birth Certificates for all persons who are applying
- Social Security Card for all who are applying
- Proof of citizenship status
- Veteran Discharge papers (if applicable.)
- Verification of ALL income, including but not limited to: wages, Social Security, pensions, veteran's benefits and interest or dividends.
- Depending on your circumstances you may be asked to verify ALL your resources, including but not limited to: bank accounts, trust funds, insurance, CDs, burial accounts, burial spaces, vehicles and property.
- Medicare and other health insurance cards and verification of premium cost

After all the necessary documentation needed to determine eligibility has been received, a decision will be rendered by the Medicaid office and a formal written notice will be mailed to the applicant and to their representative.

If the applicant does not agree with the written decision the notice includes information on how to apply for a Fair Hearing through the New York State Department of Health.

APPLICATIONS FOR THE MEDICARE SAVINGS PROGRAM MAY BE OBTAINED BY CALLING 315- 435-2928

If you are found eligible for ongoing Medicaid or another Public Health Insurance Program you will be required to re-establish your eligibility at regular intervals as determined by the New York State Social Welfare law. This is called a "Renewal". You will receive notification of your renewal and a renewal form by mail. It must be returned by the date in the notice for your benefits to continue.

Social Services law requires that you report any changes in your income, resources, third party health insurance, family composition and residence to the Medicaid office. You may also be contacted by the department if a computer income match indicates a change in your circumstances.

If you have any questions, you may contact the Medicaid Community Unit at 315- 435-2928.

Financial Issues

What Do I Qualify For?

Services Determined by Age

(Eligibility depends on program)

Contact the Onondaga County Office for Aging 315- 435-2362

Prior to age 60:

Health Insurance Information, Counseling, and Referrals (HIICAP)
Medical Assistance (MEDICAID)
Medicare Coverage
Medicare Savings Program
Supplemental Nutrition Assistance Program (SNAP) benefits
Telephone Lifeline Discount

In addition to above, at age 60 for:
Expanded In-Home Services for Elderly (EISEP)
Free Tax Preparation
Home Energy Assistance Program (HEAP)
Home Delivered Meals
Information about Transportation Programs
Meals at Senior Dining Sites

In addition to above, at age 62 for:
Retirement Social Security Payments (see program requirements)

In addition to above, at age 65 for:
EPIC Pharmaceutical Coverage
Real Estate Tax Exemption
Supplemental Security Income (SSI) No payment back to Social Security for income from working

Benefits Checklist for Older Adults in New York

The ***Benefits Checklist for Older Adults in New York*** is prepared each year by the Brookdale Center for Healthy Aging. You can download a free copy from their website at:
https://brookdale.org/tools-resources/benefits-checklist

The checklist offers a snapshot of health and financial benefit programs available to older adults and some of the guidelines associated with each benefit.

BenefitsCheckUp.org
https://www.benefitscheckup.org

BenefitsCheckUp.org is a free service of the National Council on Aging (NCOA), a nonprofit service and advocacy organization in Washington, DC.

Many adults over 55 need help paying for prescription drugs, health care, utilities, and other basic needs. There are over 2,000 federal, state and private benefits programs available to help. But many people don't know these programs exist or how they can apply.

BenefitsCheckUp.org asks a series of questions to help identify benefits that could save you money and cover the costs of everyday expenses.

After answering the questions, you will get a report created just for you that describes the programs you may get help from. You can apply for many of the programs online or you can print an application form.

Here are the types of expenses you may get help with:

- Medications
- Food
- Utilities
- Legal
- Health care
- Housing
- In-home services

- Taxes
- Transportation
- Employment Training

The National Council on Aging (NCOA) is a respected national leader and trusted partner to help people aged 60+ meet the challenges of aging. Our mission is to improve the lives of millions of older adults, especially those who are struggling. Through innovative community programs and services, online help, and advocacy, NCOA is partnering with nonprofit organizations, government, and business to improve the health and economic security of 10 million older adults by 2020. Learn more at ncoa.org.

Financial Management

Representative Payee Program

The Social Security Administration's (SSA) Representative Payee Payment Program provides assistance to the young, elderly, and people with disabilities who have difficulty managing their Social Security or Supplemental Security Income (SSI) benefits.

For some individuals, traditional networks of support such as responsible family or friends are not available. In that case, Representative Payees can help individuals manage and budget their benefits.

Representative Payees are appointed by SSA to receive Social Security and/or SSI benefits for individuals who are unable to manage or direct someone else to manage his or her money.

The main responsibilities of Representative Payees are to use the individual's benefits to pay for his or her current and foreseeable needs and to properly save any benefits not needed to meet current needs.

A Representative Payee will assist in creating a monthly budget. Together you will complete a monthly voucher that itemizes expenses that will be covered. Basic living expenses, such as food, shelter, and utilities must always be paid first.

Other needs include:

- Medical and dental expenses
- Personal care items
- Clothing
- Rehabilitation expenses (if you have a disability)

After those expenses are paid, your Payee can use the rest of the money to pay any past-due bills you may have, support your dependents, or provide entertainment funds for you. If there is money left over, your Payee will save it for you.
Your Payee will keep accurate records of your payments and how they are spent. Your Payee will also regularly report that information to Social Security and share it with you. It is the goal of the program to work with you so that, if possible, you

can become financially responsible and ultimately take full, direct control of your benefits.

ARISE
1065 James Street, Syracuse, NY 13202
315- 472-3171

Catholic Charities, 1654 West Onondaga Street, Syracuse, NY 13204
315- 424-1810

CNY Services, Inc.,
Financial Management Unit, 518 James Street, Syracuse, NY 13203
315- 478-2453
The Financial Management Unit serves as the Representative Payee for individuals residing in Onondaga County. Due to the nature of their various disabilities, the clients of this program are unable to manage their own funds directly.

Clearpoint Credit Counseling Solutions
5794 Widewaters Pkwy, Syracuse, NY 13214
315- 445-8960
Monday - Friday, 8:30 a.m. – 5:00 p.m. No fee for counseling. Debt management, HUD counseling (Reverse Mortgage), and financial counseling. Assistance with medical, utility, phone shutoffs.

Syracuse Jewish Family Services – Solutions Care Management
315-446-9111 x 231
www.sjfs.org
Assists seniors and individuals with disabilities to manage household bills and paperwork, writing out checks, balancing financial statements, reading and writing personal correspondence, and completing applications, insurance forms and other official paperwork.

Legal Services

Referral Services

Onondaga County Bar Association Lawyer Referral Services at 471-2690.
If you are in need of a referral, call the **Onondaga County Bar Association (OCBA) Lawyer Referral Service**, your call will be answered by a Referral Specialist who will connect you with an attorney who is familiar with your type of legal issue. The attorney will provide a telephone consultation and further advise how the attorney **will charge for his/her services**. The lawyers are licensed and members in good standing with the OCBA. LRS staff is available between 9:00 am to 4:00 pm, Monday through Friday, except for holidays. The LRS staff are NOT attorneys and cannot provide you with legal advice. The attorneys who participate in this service are private attorneys who charge regular rates as determined by them.

If you are looking for an attorney at no charge, you may want to try contacting one of these legal services organizations:

Legal Services of Central New York lscny.org 315-703-6600
A non-profit law firm founded in 1966 to provide free, civil legal assistance to low-income families and individuals in thirteen counties of Central New York. We provide our clients legal assistance with 34 lawyers and 5 paralegals. Call Toll Free: 1-877-777-6152. If you have an emergency involving a hearing date or legal papers, please contact us immediately. Do not wait until the hearing date or deadline to answer legal papers has passed. By calling the Central New York Legal HelpLine, you can get free legal advice about civil (non-criminal) legal problems. Please note that we can only help you if you qualify for our services. An intake worker will talk to you first to see if you qualify. In some cases, our services may be limited to advice only. Other cases may be referred to a staff attorney for further action. Consumer Problems, Housing Problems, Divorce and Other Family, Access to healthcare, Elder law.

Hiscock Legal Aid Society hiscocklegalaid.org 315-422-8191
NYS Attorney General's Office - Syracuse Office
615 Erie Blvd. West, Suite 102, Syracuse, 315- 448-4800
Office Hours: 8:30 am to 6:00 pm Monday-Friday.

www.ag.ny.gov, General Helpline: 1-800-771-7755 (For calls made within New York State), TDD/TTY Toll Free Line: 1-800-788-9898
Immigration Fraud Hotline: 1(866) 390-2992
Healthcare Hotline: 1-800-428-9071
Medicaid Fraud Control Unit: 212-417-5397
To contact by mail, please write to:
Office of the Attorney General, The Capitol, Albany, NY 12224-0341

Catholic Charities 1654 West Onondaga St., Syracuse 13204 424-1810
Provides information and referral services, and advocates for those in need of case management and representative payee services (finances).

Onondaga County Commission on Human Rights
Basement Level, Suite 19, Civic Center, 421 Montgomery St., Syracuse
315- 435-3565
Promotes understanding and acceptance of diversity, facilitates intergroup communication, identifies and addresses sources of intergroup tension and conflict, reduces conditions which can lead to discrimination and restrict opportunity, and provides related education, information and referral. The Human Rights Commission especially focuses on addressing prejudice and discrimination on the basis of color, creed, sex, age, religion, nationality/national origin, language used for communication, disability, marital status, sexual orientation or any other arbitrary factors.

The Human Rights Commission staff are also the contact point for the new Jail Oversight Committee. For more information, or to address serious concerns about treatment or conditions at the Onondaga County Jail, please contact the Human Rights Commission staff. Hours: 9:00 am to 6:00 pm. Please call ahead for appointments.

Mental Hygiene Legal Service
The Syracuse Building, 224 Harrison Street, Suite 502, Syracuse, New York 13202-3066, 315- 401-3350
The Mental Hygiene Legal Service (MHLS) provides legal services, advice and assistance to persons receiving care or alleged to be in need of care at inpatient and community-based facilities for the mentally disabled. MHLS represents such persons in judicial and administrative proceedings concerning admission, retention,

transfer, treatment and guardianship. In addition to handling judicial proceedings, MHLS provides advice and representation regarding standards of care and other matters affecting the civil liberties of persons receiving care at facilities for the mentally disabled. MHLS can be assigned as counsel or court evaluator in Mental Hygiene Law Article 81 guardianship proceedings for persons in any type of facility or in the community. Finally, Article 10 of Mental Hygiene Law institutionalizes MHLS as counsel of choice in all sex offender civil management cases.

New Justice Conflict Resolution Services
1153 West Fayette Street, Suite 301 Syracuse 13204
315- 471-4676
Trained mediators resolve conflicts (i.e. custody/visitation, landlord/tenant, consumer/merchant, etc.) in a neutral setting. Services are confidential and are charged on a sliding scale determined by income.

Syracuse University Elder Law Clinic
Dineen Hall, 950 Irving Avenue, Syr., NY 13244, 315-443-4582
The Elder Law Clinic (ELC) provides general practice legal assistance for those aged 60 and over and who are of low or moderate incomes. Areas of practice typically include simple wills, advance directives, health insurance (Medicare, Medicaid, and private insurance), access to medical care, social security issues, consumer law, housing law, real estate, financial abuse and exploitation, and more.

Volunteer Lawyers Project of Onondaga County, Inc.
221 South Warren Street, Suite 320
Syracuse, NY 13202
315- 471-3409
The mission of the Volunteer Lawyers Project of Onondaga County, Inc. is to expand access to justice by identifying and meeting the unmet civil legal services needs of low income people in Onondaga County through increasing the pro bono participation of the legal community.

Definitions

With planning, it is possible to arrange to protect your, or a relative's, assets and well-being as well as include relatives in planning for their own care and protection. Without a will or advance arrangements for physical or mental incapacity, the state has the authority to intervene. The issues covered in this section may require guidance of an attorney.

· **Power of Attorney** - This is a legal device that permits one individual (the principal) to give to another person (a trusted family member, friend, appointed person or the individual's lawyer) the authority to act on his/her behalf. The attorney is authorized to handle a range of financial and legal affairs for a specified period of time unless the principal becomes comatose or mentally incompetent. A power of attorney ceases upon death.

· **Durable Power of Attorney** - This allows a designated person, the attorney, to continue making financial and legal decisions even if the principal becomes physically or mentally incompetent.

· **Durable Power of Attorney for Health Care** - This document permits an individual to decide who should make medical care decisions on his/her behalf in the event of incapacity.

· **Will** - This legal document contains explicit instructions on how the individual wants their assets to be distributed after death. It usually names an executor who will close an individual's affairs after their death.

· **Living Will** - This allows a person to state their wishes regarding the use of life-sustaining procedures during a terminal illness or an irreversible condition. These directions are to be followed in the event that a person becomes incapacitated. State laws vary regarding living wills.

· **Trusts** - These legal documents appoint a trustee to manage the assets placed in the trust for the benefit of the named beneficiaries. It designates how assets are to be used both during one's lifetime and after death. The person placing their

assets in a trust (Settler/Trustor) can oversee the trust or appoint a trustee. The trustee can be instructed to continue handling funds after the trustor's death. Establishing a trust may have tax benefits and consequences. There are different types of trusts for different purposes.

· **Living Trusts** - Assets are placed in a living trust by a well person who appoints a trustee. If the older adult so desires, they can maintain control over the trust while they remain legally competent. If they become legally incompetent, the trustee takes control. This document outlines how the assets should be managed and distributed after death, thus replacing a will. This type of trust avoids probate (a legal process through which the court makes sure that when a person dies, their debts are paid and any property is distributed according to the will.)

· **Revocable Living Trust** - This allows a person to transfer ownership of their property to a separate entity called a trust which is managed according to rules established in the trust document for the benefit of the beneficiaries named in the trust. A revocable trust allows a person to change the terms of the trust. A Power of Attorney becomes void upon death, but a trust need not, and thus provides an alternative to passing property through a will.

· **Irrevocable Living Trust** - This is similar to revocable living trust, except it cannot be revoked (changed or ended) after it is established. In addition to having the same benefits as a revocable trust, an irrevocable trust also may provide savings on estate taxes and may prevent the loss of government benefits for a loved one.

· **Pooled Trust** - A pooled trust is a special type of trust that allows individuals to become financially eligible for public assistance benefits while preserving their resources in trust for supplemental needs.

· **Joint Ownership** - People use joint ownership of property for many purposes. Joint ownership can have positive or negative effects on access to jointly owned property. Decisions to put property in joint ownership should be based on one's trust in the person with whom he/she holds joint ownership and one's needs and intentions with regard to the property. Joint tenancy with Right to Survivorship (often used in property ownership) can act like a will to avoid probate, but it will not necessarily help avoid estate taxes. Joint ownership can have a very

substantial effect on Medicaid eligibility, depending on the nature of the assets and other factors. For patients who may need long-term nursing home care, joint ownership should not be established or ended without discussion of the effects with someone who is particularly knowledgeable.

· **Representative Payee** – A person appoints someone to receive certain benefits (pension, Social Security or supplemental income) on their behalf.

· **Guardianship -** Guardianship is a legal mechanism by which the court appoints a guardian for a person who has been declared incompetent by at least two physicians. A guardian has the responsibility for making fundamental decisions for the ward (incompetent person) and to manage their assets.

· **Conservatorship -** This is a legal mechanism by which the court appoints a conservator for someone who cannot manage their own financial affairs. Definitions and rules for both guardianships and conservatorship vary by state.

Letter of Instruction

This letter (non-legal document) contains a listing of essential financial and legal information and their locations. The letter should include the location of important documents, such as the name of your bank where your accounts are, as well as account numbers. This letter helps to organize important documents making it easier for a family member to assist you if you need help handling your affairs. The letter of instruction should include:

· Names, addresses and phone numbers of all health care providers and people (family members, clergy) to contact if the person becomes incapacitated.

· Agencies providing in-home services

· Your full name, address, Social Security Number, the date it was prepared as well as who else has copies of the Letter of Instruction.

The following checklist will assist you in compiling your information. Be sure to include all certificate and account numbers as well as where they are physically located.

Personal Records Form

Personal Records

Personal Information

Birth Certificate _____
Divorce/Separation/Annulment _____
Marriage Certificate_____
Other _____

Insurance – Health

Health_____
Long Term Care_____
Medicare_____
Medicaid_____
Supplemental_____
Other_____

Insurance – Other

Auto_____
Disability_____
Homeowners_____
Liability_____
Life_____
Mortgage_____
Other_____

Legal and Financial

Bank Statements_____
Burial Instructions _____
Contracts_____
Durable Power of Attorney_____
Health Care Power of Attorney_____
Last Income Tax Return

· Federal (Date/Location)_____
· State (Date/Location)_____
· Other_____

List of Assets/Household Inventory_____
Living Will_____
Military Discharge Papers_____
Naturalization Papers_____
Notes (Mortgages, Loans, etc.)_____
Organ Donor Certificates _____
Organizational Memberships_____
Passport_____
Pension Records_____
Safe Deposit Box Number_____
Savings Bonds_____
Social Security Cards/Records_____
Stocks and Bonds_____
Trusts_____
Will(s) (original)_____
Other_____

Titles and Deeds

Auto_____
Deed to Burial Plot_____
House_____
Other (Cottage, Boat, etc._____
Bank Name and Location_____
· Savings Account Number_____
· Checking Account Number_____

Senior Centers

The following is a listing of Senior Centers and other groups offering programs for older adults in Onondaga County. We encourage you to contact the center directly to find out about their programs, availability and possible residency requirements. Please note: Addresses shown are building locations; mailing addresses may be different.

All are air-conditioned facilities

Camillus Senior Center………..…...672-5820
25 ½ First Street
Camillus, NY 13031

Canton Woods Senior Center……..638-4536
76 Canton Street
Baldwinsville, NY 13027

Cicero Senior Center…….452-3298
5924 Lathrop Drive
Cicero, NY 13039
https://cicero.recdesk.com

Clay Senior Center……..…652-3800 Ext. 137
4492 Route 31…….....Fax:622-7259
Clay, NY 13041

Clover Corner Senior Center……410-0231
405 Gifford Street…….Fax: 476-3860
Syracuse, NY 13204

Frank DeFrancisco Eastwood Senior Center……….……..437-4011
401 S. Midler Avenue
Syracuse, NY 13206

DeWitt Parks & Recreation…....446-9250 Ext. 9
DeWitt Town Hall……..….Fax:449-0620
5400 Butternut Drive
East Syracuse, NY 13057

Dunbar Association……..…..….760-3155
1453 South State Street…….……..Fax:760-3159
Syracuse, NY 13205

Fayetteville Senior Center……..……...637-9025
584 East Genesee Street…….Fax:637-3483
Fayetteville, NY 13066
www.faysrctr.org
fayseniorcenter2@yahoo.com

Jewish Community Center………..…..445-2360
5655 Thompson Road……..….Fax:449-4539
DeWitt, NY 13214
www.jccsyr.org

Jordan/Elbridge Community Ctr…….689-3431
1 Route 31……...……..Fax:689-3122
Jordan, NY 13080

Manlius Senior Centre……682-7889
1 Arkie Albanese Avenue…… …..Fax:682-8119
Manlius, NY 13104
www.manliusseniors.org mscseniors@aol.com

Magnarelli Community Center at McChesney Park……..…..473-2673
2300 Grant Boulevard (Cor. Pond & Grant Blvd.)
Syracuse, NY 13208……....Fax: 473-8377

Northeast Community Center……472-6343
716 Hawley Avenue……....Fax: 472-8332
Syracuse, NY 13203

Onondaga Senior Center……..……..469-3464
4834 Velasko Rd……..…..Fax:469-2816
Syracuse, NY 13215
toorecreation@msn.com

Robert Cecile Community Center…….473-2678
174 West Seneca Turnpike……Fax:498-6385
Syracuse, NY 13205

SAGE/Upstate……..…….……478-1923
431 E. Fayette Street, Lower Level
CNY Philanthropy Center
Syracuse, NY 13202

Salina Civic Center…….……..454-0168
2826 LeMoyne Avenue……Fax:454-0173
Mattydale, NY 13211

The Salvation Army Adult Community Center……..479-1325
479-1311
749 S. Warren Street……...Fax:479-1127
Syracuse, NY 13202

Skaneateles Community Center…..685-5607
97 State Street……..Fax:685-4022
Skaneateles, NY 13152

Westcott Community Center……..478-8634
826 Euclid Avenue……..Fax:701-0303
Syracuse, NY 13210

Exercise

Senior exercise classes are available throughout the county. Check with senior centers, city, town and village recreation departments, as well as private gyms in your area. Many shopping malls also open their doors for walking programs; inquire with the customer service office of the mall for more information. Contact the Onondaga County Office for Aging for Strength and Balance Exercise Class schedules: 315-435-2362

Lesbian, Gay, Bisexual & Transgender Resources

Agencies and Resources

ACR Health - Access Care and Resources for Health
627 W. Genesee St. Syracuse, NY 13204
315-475-2430
volunteer@aidscommunityresources.com
http://www.aidscommunityresources.com
ACR works to prevent the incidence of HIV infections, enhance the quality of life for people infected/affected by HIV/AIDS, collaborate in communities to address HIV/AIDS related needs, and facilitate access to available resources.

CONNECT
627 W Genesee St. Syracuse, NY 13204
315-475-2430
connect@aidscommunityresources.com
http://www.aidscommunityresources.com
Connects men who have sex with men (MSM) to help build a stronger safer community. The CONNECT program is designed and geared towards promoting self-esteem, healthier understanding of HIV/STDs, and a safer sex environment. It provides answers/support for adults; support groups for both HIV positive and negative. CONNECT also works with men of color; offers HIV testing and STD screenings.

CNY Pride, Inc.
315-254-2386
PO Box 6608, Syracuse, NY 13217
info@cnypride.org
www.cnypride.org
CNY PRIDE serves the Central New York lesbian, gay, bisexual, and transgender community and their allies through celebration, education, and advocacy.

Expressing Our Nature (EON)
315-436-3983, eonsyr@yahoo.com, http://eonsyr.net/
A community service organization for the transgender community in Central New York, offering advocacy and support.

FACES/LGBT Community Liaison
401 South Ave Syracuse, New York 13204
315-671-5844 or 315-558-8597 (cell)
silky@swccsyr.org
FACES is an HIV/AIDS Outreach and Education Program of Southwest Community Center.

Friends of Dorothy House
212 Wayne St., Syracuse NY 13202
315- 471-6853
mdesalv1@twcny.com
The Friends of Dorothy House provides hospice care for people with AIDS. Primary care givers work with Hospice of CNY to provide home care, medical care, and nurse visits for guests.

Central New York Chapter, New York Civil Liberties Union
753 James Street, Suite 8, Syracuse, New York 13203
315-471-2821
bgewanter@nyclu.org
http://www.nyclu.org/regions/central-new-york
The CNY Chapter of the NYCLU works to protect the rights guaranteed by the US Constitution and the Bill of Rights through public education, advocacy, and litigation.

NYS Division of Human Rights
333 East Washington Street, Room 543, Syracuse NY 13202
315- 428-4641
vwoods@dhr.state.ny.us
www.dhr.state.ny.us
Investigates discrimination complaints, bias related crimes, outreach and training on human rights issues.

Parents, Families and Friends of Lesbian, Gay, Bisexual and Transgender Persons (PFLAG) Syracuse
info@pflagsyracuse.org
PFLAG works to promote the well-being of gay, lesbian, bisexual, and transgender persons, their families, and friends through support, education, and advocacy.

Pride and Joy Families
vsgam@twcny.rr.com

www.PrideAndJoyFamilies.org
Pride and Joy Families connects local LGBT families with a listserv for online discussions, family gatherings, and resources. It is a program of the Lesbian and Gay Family Building Project, 124 Front Street, Binghamton, NY 13905.
607.724.4308, LesGayFamBldg@aol.com

Q Law: The LGBTQ Law Association of CNY
315 263-0787
LGBTQLawyersCNY@gmail.com
Works to eliminate homophobia and transphobia in the justice system; promote LGBTQ legal professionals in central New York; educate the legal community and the public on LGBTQ-specific legal issues; and support judges who support equal civil rights for LGBTQ persons. We serve LGBTQ attorneys, paralegals, legal advocates, law students, court employees, and all others in the legal profession throughout Central New York.

Q Center @ ACR
627 W. Genesee St. Syracuse, NY 13204
315-701-2431
qcenter@aidscommunityresources.com
The Q Center serves LGBTQ young people and their allies ages 13 through 22, offering educational and social events, HIV education, a Cyber Center, computer literacy classes, counseling, arts programs, and tutoring.

The Queering Education Research
350 Huntington Hall, Syracuse University, Syracuse, NY 13244
315-443-3343, rsis@syr.edu
www.queeringeducation.org
http://soeweb.syr.edu/academic/cultural_foundations_of_education/projects_institutes
QuERI bridges the gap between research and practice in the teaching of LGBTQ students and the creation of affirming schools and environments for LGBTQ young people. The Reduction of Stigma in Schools (RSIS) is a QuERI program that provides professional development and student programs to area schools in support of LGBTQ students and families. QuERI is an independent faculty program working in collaboration with the SU School of Education.

Sage Upstate
PO Box 6271, Syracuse, NY 13217
315-478-1923, kdill@sageupstate.org

www.sageupstate.org
Sage Upstate Center: 431 E. Fayette St. Syracuse, NY 13202
SAGE/Upstate works to address the needs of lesbian, gay, bisexual and transgender (LGBT) seniors with health and wellness services, educational outreach, and social programs.

Syracuse Cultural Workers
Lodi St., Syracuse NY 13203
315-476-1132400
http://syracuseculturalworkers.com/
An educational and cultural organization founded to help sustain a culture that honors diversity and celebrates community.

Syracuse Gay and Lesbian Chorus
PO Box 6796, Syracuse, NY 13217
315-476-4329
www.syrglc.org
A community choral ensemble of gay, lesbian, bisexual and transgender people and their allies, dedicated to providing and performing quality choral music which reflects the diverse nature of our community and serves to unite us with the wider community around us.

Syracuse University LGBT Resource Center
750 Ostrom Ave. Syracuse, NY 13244
315-443-3983lgbt@syr.edu
http://lgbt.syr.edu
Provides education, advocacy, support, and safe space for LGBT and allied students, staff, faculty, parents, and alumni of Syracuse University.

Syracuse University LGBT Studies Program
315-443-4947
315-443-5067
http://lgbt-studies.syr.edu/index.htm
Offers courses to learn about the LGBT experience, history, and scholarship, and explore fundamental questions about sexualities, bodies, identities, communities, social movements, and liberation politics.

Transgender Health Services Network of Central New York
http://www.transgendercny.org/index.html
The transgender care group was birthed in recognition of the prominence of transgender people in the Syracuse area and surrounding central New York communities. Our team presently consists of an internist, pediatrician, pharmacist/FTM (Female to Male) advisor, psychotherapists, and voice therapist. We subscribe to the WPATH (World Professional Association for Transgender Health) Standards of Care as the framework for our protocol. Our purpose is to provide a network of professional resources in our geographic region, which would allow transgender persons options for care locally.

Uzuri
PO Box 6271, Syracuse, NY 13217
Sage Upstate Center: 501 James St.
www.sageupstate.org
315-478-1923
Monthly social/support/educational program of SAGE-Upstate for aging LGBTQ people of color.

Vera House
24 Hour Domestic & Sexual Violence Crisis & Support Line
6181 Thompson Rd, Suite 100, Syracuse 13206
315-468-3260
315-425-0818
tbraley@verahouse.org
www.verahouse.org
A comprehensive domestic and sexual violence service agency providing shelter, advocacy, and counseling services for women, children & men, education and prevention programs, and community coordination.

Education, Employment and Volunteering

Education

BOCES - Onondaga, Cortland, Madison
Board of Cooperative Education Services Career Training Center
Administration Building
6820 Thompson Road, Syracuse, NY 13211
315- 433-2600
Provides a variety of educational and vocational programs for the community including persons with disabling conditions. Fees attached to some offerings.

OASIS Syracuse
Sponsored by Upstate University Hospital
6333 Rte. 298, East Syracuse, NY 13057
315- 464-6555
Classes in health and wellness, the arts and humanities.

Onondaga Community College
4969 Onondaga Road, Syracuse, 13215
Phone: 315-498-2000
Persons 60 years of age and older are invited to take advantage of the education law of the state of New York which allows them the opportunity to audit courses at community colleges at no charge and on a space-available basis. Interested individuals should declare audit at the time of registration. Inquiries about enrollment in credit courses may be made through Student Central in person or by calling 315- 498-2000.

Onondaga County Libraries
Telephone Reference Service
315-435-1900
A world of information awaits you at your nearby library. The library isn't just for books anymore; it's your headquarters for what you need to know!

- **eBooks** and **Print** - Books (regular and large print), newspapers, magazines, directories. Many books (except bestsellers) can be taken out.

· **Audiocassette**s - Books and music.
· **DVD's -** Feature films, TV shows, travelogues, how-to information.
· **Compact Discs** - Classical, jazz, popular music.
· **Programs** - Music, travel, books, interesting people, finances.
· **Computers** - Online catalog, internet access, word processing and other software programs. Call your local library or Telephone Reference Service (435-1900) to find out about orientations to the world of computers.
· **"Talking Books"** - Federal program that provides cassette and Braille books free to people who are unable to use conventional books. Call 435-1876.
· **Caregiver Resource Collection-Contains up-to-date books and videos that address issues of aging and caregiving.**

Most materials from other libraries in the Onondaga County Public Library System can be sent to your library for you to check out and return. Ask your librarian how to do it. To get a library card, bring a photo identification with your current address and signature **OR** a combination of identification with a signature and your current address to your local library. If you don't have the necessary identification, ask you librarian how you can get a library card. For more about these and other services, contact your nearby library.

Syracuse University
Part Time Credit Course/Program Study
315- 443-3261
Evening, weekend and daytime courses, plus limited residency (typically one-week) independent study degree programs, plus on-line internet/web courses. Open to everyone with a high school diploma/equivalency. Tuition, senior discount applied.

Syracuse University/University College
Institute of Retired People (IRP)
315-443-4846
The Institute for Retired People (IRP), started at University College of Syracuse University in 1972, provides opportunities for retired people to stay intellectually active, discover new interests and make new acquaintances. Twice each month, members of IRP get together to hear speakers on a variety of topics and share

views. Subjects for programs have included public and community events, political and social issues, fine arts, science, and the environment. Presentations are made by Syracuse University faculty and specialists within the community.
Meetings: Meetings are held on every first and third Thursday of the month from 11:30 a.m. until 1 p.m. Members may bring their own lunches—Syracuse University provides coffee, tea, and cookies. Sessions are held at First Baptist Church of Syracuse, 5833 East Seneca Turnpike, Jamesville. Plenty of adjacent parking is available in the church parking lot. The location is easily accessible from Brighton Avenue and from Route 481.
Special Activities: Several times each year members may take part in special activities such as day trips, tours, and luncheons.
Membership: The Institute welcomes all retired persons and their spouses. The only criteria for membership are an inquisitive mind and an interest in continuing learning. Our members include engineers, marketing consultants, homemakers, administrators of higher education, teachers, salespersons, clerks, librarians, volunteers, architects, chemists, and many others. The result is an interesting and heterogeneous mixture, leading to lively and informative discussions. Guests are welcome at the Institute. Please feel free to extend an invitation to someone who may be considering becoming a member or who is particularly interested in a given program topic. If you would like to attend a meeting or two before you decide on Institute membership, please do so. New members may join the Institute at any time during the year. **For further information, please call or write:**
University College of Syracuse University, 700 University Avenue, Syracuse, New York 13244-2530, 315-443-4846, E-mail: cps@uc.syr.edu

The WISE Women's Business Center
235 Harrison St., Box 44, Syracuse, NY 13202
315- 443-8634 www.wisecenter.org
Assists new and existing businesses, by educating women entrepreneurs as they create economic impact throughout the Central New York region. WISE is a program sponsored by the U.S. Small Business Administration.

Employment and Volunteering

AARP Defensive Driving Course
6726 Townline Road
Syracuse, NY 13211
315-454-0104

Needed – Volunteer Driver Safety Instructors.
The AARP offers defensive driving courses for older persons with an emphasis on compensating for reduced reflexes and reaction time, vision and hearing issues, etc.

Catholic Charities
RSVP – Retired Senior Volunteer Program
315-424-1810

Seniors age 55+ volunteer their time to various organizations such as Meals on Wheels, American Red Cross, A Cappella for the Fellas (a fundraising concert for the homeless) and a pen pal program with children from Dr. King School.

CNY Works, Inc.
960 James Street, First Floor, Syracuse, NY 13203
315-473-8250
info@cnyworks.com

CNY Works helps job seekers and employers find employment solutions, offering a dynamic, full-range of cost-free services, including career planning, job search and resume assistance and basic computer training that empower job seekers in their quest for employment.

CONTACT
315- 251-1400

In order to provide 24-hour service every day of the year, the Contact Hotline relies on volunteers. Hotline volunteers are highly trained in active listening and suicide and crisis intervention. Volunteers come from all walks of life. Many are in "people professions" such as human services, customer service and sales, education

or mental health. Many volunteers are retired. **Basic Training** The required 45 to 50-hour training teaches active (or reflective) listening skills, including reflection of feelings, empathy, and use of questions, focusing, paraphrasing and confrontation. Volunteers are also well prepared to handle suicide and crisis calls and to intervene in an emergency situation. **Classes:** Classroom time includes a lecture, demonstrations of active listening skills and small group activities. **Observation:** During observation shifts, groups of trainees observe as an experienced trainer answers calls. They then discuss the listening skills that the trainer used. It is recommended that observation shifts be completed prior to the weekend trainings. **Apprenticing:** After several weeks of classes and observation, trainees begin apprenticing shifts. An experienced trainer coaches and supports them as they answer hotline calls. **Advanced Training:** All volunteers are required to participate in advanced sessions twice a year. They refresh their skills, review challenging situations, and talk about new call procedures. **Staffing the Hotline:** Each volunteer shift is 4 hours: 7am to 11am, 11am to 3pm, 3pm to 7pm, or 7pm to 11pm. A staff member covers the overnight hours. Volunteers are asked to work a minimum of three shifts (12 hours) in the first six months of their commitment and two shifts (8 hours) a month after that. Staff members are always available to hotline volunteers for advice and support. **Volunteering on Crisis Chat:** Crisis Chat provides online emotional support. Volunteers who successfully complete the basic training and show proficiency on the phones may qualify to answer the chat line. Additional training is required.

Foster Grandparents
401 S. Midler Ave., Syracuse, 13206, 315-295-0719
fostergrandparents@peace-caa.org

The Foster Grandparent Program is a PEACE, Inc. **Senior Corps** service project that gives senior citizens the opportunity to share their lifetime of skills, talents and abilities with children. In improving the lives of the children they serve, Foster Grandparents enhance their own lives. Foster Grandparents experience improved health, welfare and quality of life. PEACE, Inc. has been placing Foster Grandparents in schools, child care and Head Start centers, and other programs for children and youth around Onondaga County since 1972. PEACE, Inc. is actively seeking volunteers age 55 and older to become Foster Grandparents in Syracuse. Volunteers serve a minimum of 15 hours a week, and must complete a thorough criminal history background check. Those meeting eligibility requirements can

earn a tax-free hourly stipend of up to $2,700 a year.

InterFaith Works of CNY (SENIOR COMPANION PROGRAM)
1010 James Street, Syracuse 13203, 315-449-3552

Senior Companion Program- recruits and trains senior Volunteers to provide companionship, friendship and encouragement to primarily frail elderly who are in need of assistance to remain as independent and active as possible. Senior Companion Volunteers must be 55 +, and 200% or below of Federal poverty guidelines, (currently $23,500. for single household), willing to volunteer between 15-40 hours per week, and have a desire and ability to help seniors. There is no cost to clients who receive Senior Companion Services.

Meals on Wheels of Syracuse, NY

Volunteers are always needed and appreciated to help deliver meals to homebound elderly and people of all ages who are unable to prepare their own meals due to illness or injury. Contact the Meals on Wheels program in your area to volunteer.

Baldwinsville Meals on Wheels
315- 638-2171
76 Canton St., Baldwinsville, NY 13027
Serves: Towns of Lysander and Van Buren,
Town of Salina north of John Glenn
ladydm13@yahoo.com

ECHO Meals on Wheels West
315- 487-2878
4600 W. Genesee St., Syracuse, NY 13219
Serves: Camillus, Geddes, Marcellus,
Onondaga and Solvay

Kosher Meals on Wheels
315- 446-9111 ext. 256
4101 East Genesee St, Syracuse, NY 13214
Serves: those who require Kosher.
ellisd@sjfs.org

Meals on Wheels of
Eastern Onondaga County
315- 637-5446
7248 Highbridge Rd., F'ville, NY 13066
Serves: Bridgeport, DeWitt, East Syracuse, Minoa, Fayetteville, Jamesville, Kirkville, Manlius, Fabius, Pompey, Tully/Lafayette.
moweoc@gmail.com
http://mealsonwheelseastonondaga.org

Meals on Wheels of Syracuse, Inc.
315- 478-5948
300 Burt St., Syracuse, NY 13202
Serves: City of Syracuse, Jordan/Elbridge, Onondaga Nation, Nedrow, Skaneateles
mkaufman@meals.org
www.meals.org

North Area Meals on Wheels, Inc.
315- 452-1402
413 Church Street, North Syracuse, NY 13212
Serves: Cicero & North Syracuse school district; Brewerton, Town of Clay and Town of Salina south of John Glenn Blvd. northareamow@verizon.net
www.namow.org

Ombudsman Program (Long Term Care)
1-855-582-6769
Recruits and trains volunteers to visit nursing facilities and senior group homes to ascertain that residents' needs are met, improve quality of life and provide information regarding long term care placement in Onondaga County. Interpreters provided when needed. Service is provided to anyone seeking information or needing ombudsman services. Educating, empowering and advocating for long-term care residents.

The Ombudsman Program is an effective advocate and resource for older adults and persons with disabilities who live in nursing homes, assisted living and other licensed adult care homes. Ombudsmen help residents understand and exercise

their rights to good care in an environment that promotes and protects their dignity and quality of life. The Ombudsman Program advocates for residents by investigating and resolving complaints made by or on behalf of residents; promoting the development of resident and family councils; and informing government agencies, providers and the general public about issues and concerns impacting residents of long-term care facilities. If you are interested in volunteering, please contact the New York State Office of the Long Term Care Ombudsman at 1-855-582-6769 or visit the LTCOP website at www.ltcombudsman.ny.gov for more information. In Onondaga County contact Jeff Parker at 315-671-5108 jparker@ariseinc.org.

Onondaga County Health Department Volunteer Services
421 Montgomery Street, 9th Floor, Syracuse, NY 13202
315-435-5262

Volunteers are an integral part of the Health Department's service to the community. Orientation and training provided by the Volunteer Services Supervisor as well as program directors.

Volunteer Services Office recruits and places volunteers and interns in a variety of professional, paraprofessional, and support services throughout the Health Department. Health Department volunteers and interns make it possible for the county to expand and enhance the scope of the services it provides our community.

Several of the most widely known and publicly used programs are staffed largely by volunteers. Among these are the county's Influenza & Pneumonia Vaccination clinics, Rabies Vaccination clinics, and Blood Pressure Screening clinics. However, the work of the volunteers is not limited to these programs.

Volunteers are recruited, trained, and placed as clerical assistants, education/outreach assistants, graphic artists, interpreters/transliterators, medical records assistants, nurses and nursing assistants, program/project assistants, receptionists, and survey takers in a variety of Health Department programs and projects.

Health Department volunteers come from all walks of life. They are mothers, fathers, grandmothers and grandfathers, students, married and single. More than

55% of the current volunteer workforce has served the Health Department for 10 or more years.

They do it out of a desire to serve, to give back to the community, to help others, to hone skills, to learn new skills, and to meet and work with people who care about public health. Some serve once a year for a few hours: some serve as much as 20 hours per week.

Anyone interested in lending his or her heart and hands to preventing disease and improving public health in our community is welcome.

Onondaga County Office for Aging
HIICAP (Health Insurance Information, Counseling & Assistance Program)
315- 435-2362

Trained volunteers provide Medicare beneficiaries with free, unbiased information and assistance relating to Medicare, supplemental insurance and prescription options.

Onondaga County Office for Aging
Senior Community Service Employment Program
315-435-2362

The **Senior Community Service Employment Program** is a state and federally funded, temporary employment and training program for mature workers age 55 or over who meet income eligibility requirements. Employers value older workers and what they bring to the workplace in terms of experience, loyalty, dependability and flexibility. Particularly successful are individuals who are willing to update job skills, especially their basic knowledge of computers.

The Senior Employment Program provides **20 hours of paid training** and work experience at not-for-profit agencies and local, state and federal government offices. These opportunities are designed to lead to employment outside of the program. Participants, through these community service assignments, practice old skills, learn new ones, build self-confidence and increase their income.**They are paid minimum wage, currently $9.00 per hour.**

Each year participants perform over 10,000 hours of work at community service sites throughout Onondaga County. A large percentage of this work is performed for organizations that serve older persons. At the same time, and with assistance from Office for Aging staff, they develop job search skills used to obtain regular employment outside of the program, either full or part-time. Out staff provides job search assistance to any mature job seeker, regardless of program eligibility.

There are a variety of positions available through the program, including receptionist, general office, computer support, food service and related positions, child care, customer service, general maintenance and program assistance.

P.E.A.C.E., Inc.
People's Equal Action and Community Effort, Inc.
217 South Salina Street, 2nd Floor, Syracuse, NY 13202
315- 470-3300
Hours: Monday – Friday 8:30 a.m. – 5:00 p.m., www.peace-ca

There are many ways for you to become involved in PEACE, Inc.'s fight against poverty. PEACE, Inc. offers programs for people of all ages around the county, and volunteers can help in a variety of roles. PEACE, Inc. is always looking for enthusiastic individuals who are eager to help by volunteering their time. PEACE, Inc. empowers people by providing them with the tools to overcome poverty, live with dignity, and achieve their full potential. They could not provide the services they do without the help of their dedicated volunteer Volunteers are also needed to help with taxes. PEACE, Inc. offers free tax preparation assistance for people with low to moderate incomes. Volunteers are needed to help prepare tax returns.

Person to Person: Citizen Advocacy
329 N. Salina Street, Suite 300, Syracuse, NY 13203
315- 472-9190

Recruits and provides volunteer Citizen Advocates to individuals with a disability. Citizen Advocates may become a spokesperson, friend, ally, helper or advisor. Some assume more formal roles like becoming a guardian, trustee, or adoptive parent.

Syracuse Jewish Family Service at Menorah Park

4101 East Genesee Street, Syracuse, 13214
315-446-9111

Project Chaver - volunteer outreach program which provides friendly visits or telephone reassurance and also provides shopping services. Interpreters are available if needed. It is a program for homebound seniors with little family contact.

US Small Business Administration – Syracuse District Office
SCORE
224 Harrison Street 5th Floor, Syracuse, NY
315-471-9393
Syracuse SCORE is composed of volunteers who help small business with one-on-one counseling and workshops on business plans, etc. Members include retired and active business owners, executives and managers. SCORE covers specialized skills and industries.

WCNY-Read Out
PO Box 2400, Syracuse 13220
Phone: 315-453-2424
Radio reading service for print handicapped (legally blind, visually impaired, physically unable to hold reading material and learning disabled). There is no fee for this service and volunteers are needed.

Veterans Services

Veterans Agencies and Resources

Clear Path for Veterans
1223 Salt Spring Road, Chittenango, NY 13037
315-687-3300
Business Hours: 9a–4:30p M-F, 10a–2p Saturday

Assists Veterans, military members and their families. They provide a myriad of programs and services to make this happen. Each program and service relies on one of three methods:
Self-empowerment
Peer-to-Peer support
Community involvement

NYS Division of Veterans Affairs
333 East Washington Street, Room 430, Syracuse, NY 13202-1422
315- 428-4046

Provides information on benefits, offers counseling and acts as an advocate for veterans.

Onondaga County Veterans Service Agency
10th Floor Civic Center, Syracuse, NY 13202
315- 435-3217
8:30 am- 4:30 Pm, Monday-Friday

A one-stop advocacy agency for assistance in filing claims for all veterans benefits on a local, state and federal level. Assistance is provided to all veterans, their dependents and survivors. The agency also does the Pre-registration and Registration for burial in the County Veterans Memorial Cemetery. Some of the benefits are Real Property Tax Exemption, Disability, Pension, Home Loan Guarantee, Insurance, Medical Care, Education, Burial, Civil Service, Recording of Discharges, NYS Veterans Nursing Home, and State Parks Access Pass.

Syracuse University College of Law's Veterans Legal Clinic
315-443-4582

Support to our veterans is deeply ingrained in the history of Syracuse University. With one of the country's largest military bases, Ft. Drum, a reserve unit from every military branch in Onondaga County, and the Syracuse VA Medical Center directly next-door, Syracuse Law is uniquely positioned to establish New York State's first comprehensive Veterans Legal Clinic.
The Clinic benefits our veterans and community by assisting with VA claims, representing clients in VA Claim appeals, and helping veterans in upgrading discharges. Priority status will also be given to veterans in existing Clinics, such as Family Law, Bankruptcy, Criminal Defense, Disability Law, Elder Law, Tax Law, and Consumer Law.

Veterans Administration Medical Center
800 Irving Avenue, Syracuse, NY 13210-2716
315-476-7461
Telcare: 1-888-838-7890
Automated Prescription Refill: 477-4885

Provides medical and psychiatric care for veterans and their families.

Veterans Memorial Cemetery
4069 Howlett Hill Road
315-484-1564

All Honorable Discharged veterans, legal spouses and dependent children under the age of 18 or a child who became totally disabled prior to age 18, are eligible. Must be a current Onondaga County resident or former resident for at least 5 years. Grave marker is provided at no charge by the VA and spousal information may be included at no charge. Apply at the Veterans Service Agency.

Services for People with Disabilities

For Information on the Americans with Disabilities Act Call 1-800-514-0301

Agencies and Resources

AccessCNY
1603 Court Street, Syracuse, NY 13208
315- 455-7591
AccessCNY offers home care through its **Self-Direction** program. Self-Direction is an option that embraces AccessCNY's key principles of choice, inclusion, empowerment, and family involvement. This program gives individuals with disabilities their choice of services, empowering them to make their own decisions and have control over their own lives.

It is a person-centered approach that focuses on all aspects of service planning. Self-Direction gives participants and their families the power to use resources in ways that make sense in their lives.

A Self-Direction Broker brings together the most important people in a person's life in a circle of support to help plan a better lifestyle that allows them to contribute as equal citizens in their community. Participants then have more power in hiring support staff, choosing which services to receive, and allocating money from their budget. AccessCNY's Self-Direction approach helps participants manage their services and staff through initial and ongoing training.

The Self-Direction program manager will co-manage with the person to ensure that quality services are provided and help with conflict resolution. The program manager will work with the person towards the goal of increased control over their supports and services. Self-Direction offers traditional options for support, but strongly encourages people to be creative with their services. To qualify for SDPS, individuals must live in Onondaga County, and be enrolled in Medicaid, and the Home and Community Based Services Waiver.

ARC of Onondaga
600 Wilbur Avenue, Syracuse, NY 13204
315- 476-7441

Arc of Onondaga offers **day habilitation** at eight sites throughout Onondaga County five days a week. Participating individuals must be HCBS (Home and Community-Based Services) Waiver enrolled, 18 years of age or older, and diagnosed with a developmental disability. Arc supports 20 **residences** in the community and views each resident as an adult who possesses, to the greatest extent possible, the same rights and privileges as any other adult. **Horizons Clinic** A division of Arc of Onondaga, Horizons is a free-standing, Article 16 Clinic certified by the New York State Office of People With Developmental Disabilities. **Respite Reimbursement Program** is designed to provide funds in order to assist individuals and their families access to respite services and goods deemed appropriate to meet the needs of the person being served. The program is designed to assist family members by giving them some relief from full-time caregiving and may also potentially increase social interactions for individuals with developmental disabilities. Funding is intended to complement, not supplement, other support and assistance programs. **Medicaid Service Coordinators** (MSCs) assist individuals with developmental disabilities in obtaining the services and supports necessary for them to lead successful, independent lives in the community. MSCs develop, implement and maintain Individualized Service Plans (ISPs) which reflect the informed choices of the individual by outlining the personalized goals he/she wants and needs to achieve. MSC's use a person-centered approach; focusing on the needs and desires of the individuals and helping them to create a vision of a desirable future. The person-centered approach builds on an individual's abilities and skills - concentrating on achieving goals and outcomes. MSCs assist individuals in exploring and achieving what they want and need in their daily lives by targeting specific activities and community services. To be eligible to receive Medicaid Service Coordination a person must:

• Have a documented diagnosis of a developmental disability

• Be enrolled in Medicaid

• Demonstrate a need for ongoing, comprehensive service coordination

• Give consent, or have a person authorized to give consent, to receive Medicaid Service Coordination

• Not be enrolled in any other comprehensive Medicaid long-term service coordination program.

ARISE
635 James Street, Syracuse, NY 13203
315-472-3171

Arise is a non-profit, community-based organization that works to ensure that everyone, regardless of disability, has the power to make life choices and achieve their dreams. Navigating the world of disability services can often be confusing and overwhelming for many families. Whether you have a simple question or have no idea where to start, they can help. Since 1979, they have provided opportunities so that people with disabilities can live freely and independently in the community. Everything they do is based on the independent living philosophy, the belief that people with disabilities have a right to self-determination – the freedom to make choices and work toward achieving personal goals and systems change. As a designated non-residential Independent Living Center, they are organized and directed by people with disabilities. Many of their services are available to people of all ages who have all types of disabilities. All their programs are consumer directed, maximizing choice and opportunities for the people they serve.

Aurora of CNY
518 James Street, Syracuse, NY 13203-2219
315- 422-7263, TDD: 422-9746

Offers a wide range of services to individuals and their families who are blind, visually impaired, deaf or hard of hearing in Onondaga and surrounding counties. Services include: Instruction in daily living skills, safe and independent travel training, instruction in adaptive technology for people with vision loss, information and referral, counseling, outreach, volunteer services (assessment and training), the Marjorie Clare interpreter referral services, and alcohol and substance abuse/prevention services geared to the cultural and linguistic needs of the deaf community.

ERIE (Enriched Resources for the Independent Elderly)
Toomey Abbott Towers, 1207 Almond Street, Terrace Level, Syr., NY 13210
(315) 428-8562

Residential care for functionally-impaired elderly (non-institutional setting).
Accommodations: Up to 86-bedroom apartments with a kitchen and combined living/dining room; provisions for couples to live together.
Sources of Payment: Private pay, Medicaid

Exceptional Family Resources
1820 LeMoyne Avenue, Syracuse, NY 13208
315- 478-1462

Exceptional Family Resources provides services to individuals with developmental disabilities who live in Onondaga County. Their staff works to ensure that all people, regardless of their abilities or disabilities, lead full, active and productive lives in the community. They offer: C.A.R.E.E.R.S. assists adults with developmental disabilities who have previously experienced significant barriers to employment identify their own career path and reach their personal objectives to employment. Family Directed Supports provides direct financial assistance to support the needs of a family member living with a disability. Family Education & Training provides training opportunities to caregivers of individuals who are eligible for this Medicaid Waiver service. First Step helps establish initial links to services and support to families new to the developmental disabilities service system. Friends Connection pairs youth and adults with developmental disabilities with volunteer companions to share community recreation opportunities. Habilitation Services helps people with disabilities acquire skills, expand their interests and increase independence. Medicaid Service Coordination assists individuals with developmental disabilities and their families with access appropriate supports and services. Project Explore provides a half-day summer program of recreational activities for students with developmental disabilities. Recreation provides recreation opportunities at various community locations. Respite provides care and supervision to individuals with a developmental disability. Senior Caregivers serves families in which a caregiver 55 or older lives with and cares for someone with a developmental disability. Specialized Resources provides families with information and referrals to disability-related programs and services.

Huntington Family Centers, Inc.
405 Gifford Street, Syracuse, NY 13204
315- 476-3157
Senior Services

The goal of each of Huntington Family Centers' senior programs is to reduce isolation and loneliness through outreach, linkages, and support services so that each individual is able to experience their highest degree of independence. Huntington's Neighborhood Advisor program provides intensive outreach and referrals to persons 60 years of age and older to services and support networks, which lessen feelings of isolation and enables them to experience their highest degree of independence. Onsite assistance for residents living at Brighton Towers with information and referral to needed services. A "lending closet" of mobility aids, as well as a small food pantry for emergency assistance is provided. Clover Corner senior program is a multipurpose program designed to offer adults 60 years of age and older of all abilities daily options for socialization, information, education, and leisure time activities. This program provides contact with other seniors in the community by providing peer support, fostering friendships and lessening feelings of isolation.

Onondaga County Public Library Special Services for the Disabled
315-435-1876; TDD: 315-435-1872
Talking books program, large print collections, described videos, reference and referrals.

Person to Person: Citizen Advocacy
329 N. Salina Street, Suite 300, Syracuse, NY 13203
315- 472-9190
Recruits and provides volunteer Citizen Advocates to individuals with a disability. Citizen Advocates may become a spokesperson, friend, ally, helper or advisor. Some assume more formal roles like becoming a guardian, trustee, or adoptive parent.

Grandparents/Relatives Raising Grandchildren/Children

As a grandparent, or non-parental relative, if you are thinking of taking over the care of your grandchildren or other family children, or already have, it is important to first review the legal rights and responsibilities of all the family members involved. This can help protect you and the child legally and financially. For free or discounted legal services, please refer to the Legal section of this directory.

Glossary

Adoption - A legal process to permanently transfer all parental rights to the adoptive parents, ending the relationship between natural parents and the child. Few grandparent caregivers choose to adopt a grandchild in their care because of the loss of financial benefits and the potential negative impact on the relationship with their own child.

AFDC - Aid to Families with Dependent Children is a joint federal/state program that provides cash assistance to needy families with children, including those headed by grandparents retaining grandchildren, enabling them to meet their basic needs.

TANF - Temporary Assistance to Needy Families provides cash and medical assistance to children under the age of eighteen.

Custody - An arrangement granted by a court to give a grandparent or other caregiver certain legal rights and responsibilities including registering the child in school, making medical decisions, allowing the child to visit relatives and family friends, and making other decisions about a child's life. Even when a transfer of custody occurs, the child's parents retain certain rights, such as visiting the child. Custody does not have to be permanent; if circumstances change, one or both parents may ask the court to return custody to them.

Guardianship - A formal legal arrangement that gives the grandparent or other caregiver legal responsibility for the child in the parent's absence, allowing the caregiver to enroll the child in school and consent to medical care. Guardianship is

not necessarily permanent and lasts as long as necessary to meet the needs of the child, remaining in effect until the child turns 18 years old or it is terminated by a court order.

Standby Guardianship - A formal legal arrangement where a person is appointed by the court to care for a minor and/or the minor's property upon the incapacity or death of the child's parent or upon consent of the parent.

Kin - Any relative by blood or marriage, or any person with close personal, emotional or familial ties to another.

Kinship Care - Any form of residential caregiving provided to children by kin, whether full-time or part-time, temporary or permanent, and whether initiated by private family agreement or under the custodial supervision of the child welfare agency. Kinship care includes kinship foster care and private kinship care as defined below.

Kinship Foster Care - Kinship care provided for a child who is in the legal custody of the State. Relatives (kin) become the foster parents of the child who was removed from his or her parent's home due to abuse or neglect. The State makes all decisions regarding the child's health and welfare. Also called formal foster care.

Private Kinship Care - Kinship care entered into by private family arrangement. Also called informal kinship care.

Skipped Generation Family - A family in which a grandparent, or other older kin, is raising a child because the child's parents are unable to perform this responsibility.

Relatives Acting As Parents Program (RAPP)

If you live in Onondaga County and are age 55, or older and a relative; grandparent, uncle or aunt and you are raising a family member, this group may be right for you!

R.A.P.P.
Relatives Acting as
Parents Program

Goal
To serve grandparents, and other relatives, age 55 or older who live in Onondaga County and are raising a minor relative by providing help and support to the families & children.

Group Support
Dinner & Conversation the 3rd Monday of the month 5:00 to 6:30 p.m.
Coffee & Conversation the 4th Wednesday of the month 10:00 to 11:30 a.m.

Other Activities
Picnics, Amusement Parks, NYS Fair, Rosamond Gifford Zoo & More

All Events and Activities are **FREE**

Contact: 315-470-4375
Funded in part by the Onondaga County Office for Aging

Helpful Telephone Numbers

Onondaga County Dept. of Social Services	315-435-2526
Exceptional Family Resources	315-478-1462
Food Stamps (SNAP)	315-435-2928
Head Start	315-470-3300
Legal Services	315-475-3127
Medicaid	315- 435-2928
NYS Kinship Navigator	1-877-454-6463
Website: www.nysnavigator.org	
Onondaga County Office for Aging	315-435-2362
Syracuse Housing Authority	315-475-6181

Parenting Classes

Parenting Classes
These classes can help brush up your parenting skills or assist you in dealing with a child who is having trouble coping with the separation from their parents.

Catholic Charities
315- 424-1840

Cornell Cooperative Extension
315- 424-9485

Grandparent Websites
Grandparents Raising Grandchildren
www.aarp.org

Grandparents and Special Other Raising Children
www.grandsplace.com

Intergenerational Connections "Grandparents Raising Grandchildren"
www.nnfr.org/igen/GRG

New York State Kinship Navigator
Www.nysnavigator.org

Onondaga County Office for Aging
315-435-2362 www.ongov.net/aging
Resources for Older Adults

Caregiver Services
Information and Consultation for people caring for older persons.

- Caregiver training, support & mediation
- Institute for Caregivers (I Care) Free Classes on a variety of topics related to caregiving
- Parkinson's Support & Education and Caregiver Discussion Groups

HIICAP
Health Insurance Information, Counseling & Assistance

- Free, unbiased information on supplemental health insurance, Medicare and prescription coverage options.

EISEP
Expanded In-Home Services for the Elderly Program. Sliding Scale Fee

- In-home, non-medical care to help frail individuals age 60+
- In-home assessments & personal care services
- Respite/Social Adult Day Programs
- Consumer Directed Options

HEAP
Home Energy Assistance Program

- Utility subsidy to those 60+ & income eligible

Senior Employment
20 hours/week PAID training & work experience for those 55+ & income eligible.

Community Service Programs
- Home Repairs/Housing Counseling
- Legal Services/Neighborhood Advisors
- Senior Center Activities
- Social Work Services
- Referrals for Transportation Options

New York Connects
Information & Assistance On:

- Long-Term Care services & supports - any age
- Provides "No Wrong Door" Screens to assist families in choosing appropriate levels of service & support

Long-Term Care Resource Center
- Provides on-going, medically based care management for adults & children with disabilities
- Works with Adult Protective to provide nursing assessments
- Works with Medicaid Waiver Programs to provide personal & consumer directed home care services

Nutrition Services
- Nutrition Counseling & Education
- 38+ County Dining Sites for age 60+
- Home Delivered Meals
- Senior Farmers Market Nutrition Program & Coupons

Notes

Resource Guide

315- 435-2362 www.ongov.net/aging

Joanne M. Mahoney, County Executive Lisa D. Alford, Commissioner