

2023

**Onondaga County
Department of Adult
& Long Term Care
Services (DALTCS)**

Revised June 2023



J. Ryan McMahon, II
County Executive



Senior Resource Guide

<http://www.ongov.net/adult/>

315-435-2362

421 Montgomery Street, 10th Floor
Syracuse, NY 13202

J. Ryan McMahon, II
County Executive

JoAnne Spoto Decker
Commissioner

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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

<http://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

<https://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 (Adult Homes/Assisted Living)	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
Ombudsman Program	315-671-5108
- Advocating for the Rights of Those in Skilled Nursing & Adult Care Facilities	

New York State Office for Aging Locations

Albany County Department for Aging	162 Washington Avenue Albany, NY 12210	(518) 447-7198
Allegany County Office for the Aging	6085 Route 19 N Belmont, NY 14813-1001	(585) 268-9390
Broome County Office for the Aging	60 Hawley Street, 4th Floor Binghamton, NY 13902-1766	(607) 778-2411
Cattaraugus County Department of Aging	One Leo Moss Drive, Suite 7610 Olean, NY 14760-1101	(716) 373-8032
Cayuga County Office for the Aging	160 Genesee Street Auburn, NY 13021-3483	(315) 253-1226
Chautauqua County Office for the Aging	7 North Erie Street Mayville, NY 14757-1027	(716) 753-4471
Chemung County Department of Aging & Long Term Care	425 Pennsylvania Avenue Elmira, NY 14902-0588	(607) 737-5520
Chenango County Area Agency on Aging	County Office Building 5 Court Street Norwich, NY 13815-1794	(607) 337-1770
Clinton County Office for the Aging	135 Margaret Street Suite 105 Plattsburgh, NY 12901-2966	(518) 565-4620
Columbia County Office for the Aging	325 Columbia Street Hudson, NY 12534	(518) 828-4258
Cortland County Area Agency on Aging	60 Central Avenue Cortland, NY 13045-2746	(607) 753-5060
Delaware County Office for the Aging	97 Main Street, Suite 2 Delhi, NY 13753-1066	(607) 832-5750
Dutchess County Office for the Aging	114 Delafield Street Poughkeepsie, NY 12601-1962	(845) 486-2555
Erie County Dept. of Senior Services		(716) 858-8526

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New York State Office for Aging Locations

	95 Franklin Street Rm 1329 Buffalo, NY 14202-3985	
Essex County Office for the Aging	100 Court Street Elizabethtown, NY 12932-0217	(518) 873-3695
Franklin County Office for the Aging	355 W. Main St., Suite 447 Malone, NY 12953-1826	(518) 481-1526
Fulton County Office for Aging	19 N. William Street Johnstown, NY 12095-2534	(518) 736-5650
Genesee County Office for the Aging	2 Bank Street Batavia, NY 14020-2299	(585) 343-1611
Greene County Department for the Aging	411 Main Street Catskill, NY 12414	(518) 719-3555
Herkimer County Office for Aging	109 Mary Street, Suite 1101 Herkimer, NY 13350-2924	(315) 867-1121
Jefferson County Office for the Aging	175 Arsenal St., 2 nd Floor Watertown, NY 13601-2546	(315) 785-3191
Lewis County Office for the Aging	7660 N. State Street Lowville, NY 13367-0408	(315) 376-5313
Livingston County Office for the Aging	3 Murray Hill Drive Mt. Morris, NY 14510-1601	(585) 243-7520
Madison County Office for the Aging	138 Dominick Bruno Blvd. Canastota, NY 13032	(315) 697-5700
Monroe County Office for the Aging and Adult Services	435 East Henrietta Road, 3 rd Floor, West (Faith Wing) Rochester, NY 14620	(585) 753-6280
Montgomery County Office for the Aging	135 Guy Park Avenue Amsterdam, New York 12010	(518) 843-2300 Ext. 229
Nassau County Dept. of Senior Citizen Affairs	60 Charles Lindbergh Blvd., Suite #260	(516) 227-8900

New York State Office for Aging Locations

	Uniondale, NY 11553-3691	
New York City Department for the Aging	2 Lafayette St., 7th Floor New York, NY 10007-1392	(212) 639-9675
Niagara County Office for the Aging	111 Main St., Suite 101 Lockport, NY 14094-3718	(716) 438-4020
Oneida County Office for Aging and Continuing Care	120 Airline St., Suite 201 Oriskany, NY 13424	(315) 798-5456
Onondaga County Office for Aging	421 Montgomery St., Civic Center 10th Floor Syracuse, NY 13202	(315) 435-2362
Ontario County Office for the Aging	3019 County Complex Dr. Canandaigua, NY 14424-9502	(585) 396-4040
Orange County Office for the Aging	40 Matthews St., Suite 305 Goshen, NY 10924	(845) 615-3700
Orleans County Office for the Aging	14016 Rte. 31 West Albion, NY 14411- 9382	(585) 589-3191
Oswego County Office for the Aging	70 Bunner Street Oswego, NY 13126-3080	(315) 349-3484
Otsego County Office for the Aging	Meadows Office Complex Suite 5, 140 Co. Hwy. 33W Cooperstown, NY 13326	(607) 547-4232
Putnam County Office for the Aging	110 Old Rte. 6, Bldg. A Carmel, NY 10512-2196	(845) 808-1700 Ext. 47105
Rensselaer County Unified Family Services	1600 Seventh Avenue Troy, NY 12180-3798	(518) 270-2730
Rockland County Office for the Aging	Robert L. Yeager Health Ctr. Bldg. B, 50 Sanatorium Rd. Pomona, NY 10970-0350	(845) 364-2110
Saratoga County Office for the Aging	152 West High Street Ballston Spa, NY 12020	(518) 884-4100
Schenectady County Senior &	107 Nott Terrace, Suite 202	(518) 382-8481

New York State Office for Aging Locations

Long Term Care Services	Schaffer Heights Schenectady, NY 12308-3170	Ext. 9313
Schoharie County Office for the Aging	113 Park Place, Suite 3 Schoharie, NY 12157	(518) 295-2001
Schuyler County Office for the Aging	323 Owego St., Suite 165 Montour Falls, NY 14865-9625	(607) 535-7108
Seneca County Office for the Aging	2465 Bonadent Drive, Ste. 4 Waterloo, NY 13165-1681	(315) 539-1765
Seneca Nation of Indians Office for the Aging	28 Thomas Indian Sch. Dr. Irving, NY 14081	(716) 532-5778
St. Lawrence County Office for the Aging	80 St. Hwy 310, Suite 7 Canton, NY 13617	(315)-386-4730
St. Regis Mohawk	29 Business Park Road Hogansburg, NY 13655	(518) 358-2963
Steuben County Office for the Aging	3 E. Pulteney Square Bath, NY 14810-1510	(607) 664-2298
Suffolk County Office for the Aging	H. Lee Dennison Bldg. 3rd Fl., 100 Vet. Mem. Hwy Hauppauge, NY 11788-0099	(631) 853-8200
Sullivan County Office for the Aging	100 North Street Monticello, NY 12701	(845) 807-0241
Tioga Opportunities, Inc.	9 Sheldon Guile Blvd. Owego, NY 13827	(607) 687-4120
Tompkins County Office for the Aging	214 W. Martin Luther King Jr./State Streets Ithaca, NY 14850-4206	(607) 274-5482
Ulster County Office for the Aging	1003 Development Court Kingston, NY 12401	(845) 340-3456
Warren/Hamilton Counties Offices for the Aging	Human Services Building 1340 State Route 9	(518) 761-6347

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New York State Office for Aging Locations

	Lake George, NY 12845	
Washington County Office for the Aging & Disability Resource Center	383 Broadway Fort Edward, NY 12828	(518) 746-2420
Wayne County Department of Aging and Youth	1519 Nye Road, Suite 300 Lyons, NY 14489-9111	(315) 946-5624
Westchester County Department of Senior Programs & Services	9 South First Avenue 10th Fl. Mt. Vernon, NY 10550-3414	(914) 813-6400
Wyoming County Office for Aging and Youth	8 Perry Avenue Warsaw, NY 14569	(585) 786-8833
Yates County Area Agency on Aging	417 Liberty St., Suite 1116 Penn Yan, NY 14527	(315) 536-5515

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Call 2-1-1 (Formerly Helpline)
24-Hour Health and Human Services Information
<https://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/aps/> 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

<https://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.hlalaw.org/>

Phone: 315- 703-6600, 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

<https://www.contactsyracuse.org/hotline/> 315- 251-0600

Contact Community Services, 6311 Court Street Road, Syracuse, NY 13057

Counseling, Crisis and Suicide Hotline

988 Suicide and Crisis Lifeline: Call or Text 988 or chat at 988lifeline.org

Neighborhood Advisor Program

Onondaga County Office for Aging 315-435-2362

<http://www.ongov.net/aging/neighborhood-advisors.html>

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**.

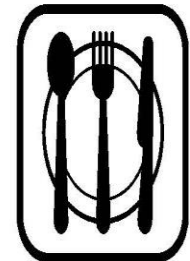
Reservations are requested. Please call the dining site you wish to attend for reservations.

Senior Dining Sites

Onondaga County Department of Adult & Long Term Care Services

Aging · NY Connects · Adult Protective Services

John H. Mulroy Civic Center, 10th Floor
421 Montgomery Street, Syracuse, NY 13202



These 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 \$3.50 (Kosher - \$5.00/Lunch) is returned to the program to help support meal costs and expand services. No one is turned away due to an unwillingness or inability to pay. Guest meals are \$7.00.

All dining sites are open for in-person dining. Please call the site for reservations.

P.E.A.C.E. Inc.

315-470-3331

Meal Times

Bob Cecile Senior Center, 174 W Seneca Turnpike
Brighton Towers Apartments, 821 Brighton Ave.
Camillus Senior Center, 27 First Street, Camillus
Canton Woods Senior Center, 76 Canton St, Baldwinsville
Cicero Senior Center, 5924 Lathrop Road, Cicero
Clover Corner @ Huntington, 405 Gifford Street
Dewitt Senior Center, 148 Sanders Creek Parkway
Dunbar Center, 1453 South State Street
Eastwood Senior Center, 401 S Midler Avenue
Heman Street, 121 East Heman St, East Syracuse
John Carno Recreation Ctr., 823 State Fair Blvd
Jordan Elbridge Comm. Ctr., 1 NY 31, Jordan
Limestone Gardens, 7626 Highbridge Road, Manlius
Liverpool Methodist Church, 604 Oswego Street
Marcellus St. Xavier Church, 1 West Main St, Marcellus
Meadows @ Radisson, 3490 Meadowbriar Ln, Baldwinsville
North Syracuse Comm Center, 700 S. Bay Rd, N. Syracuse
Onondaga Senior Center, 4834 Velasko Road
Providence House, 1700 W Onondaga St, Syracuse
Ross Towers, 710-712 Lodi Street
Town of Salina, 201 School Road
Toomey Abbott Towers, 1207 Almond Street

315-473-2678
315-469-6919
315-672-5820
315-638-4536
315-452-3298
315-476-3157
315-470-3331
315-760-3155 x3
315-437-4011
315-437-3541
315-487-8243
315-689-3431
315-682-7001
315-470-3331
315-470-3331
315-635-6125
315-458-8050
315-469-3259
315-470-3331
315-470-3331
315-470-3331
315-428-0180

Monday-Friday Noon
Tuesday, Wednesday, Thursday Noon
Monday-Friday Noon
Monday, Wednesday, Friday Noon
Monday, Tuesday, Friday Noon
Wednesday, Thursday, Friday Noon
Tuesday & Wednesday Noon
Monday, Wednesday, Friday Noon
Monday, Tues, Wed, Friday Noon
Monday & Wednesday Noon
Tuesday Noon
Tuesday & Friday Noon
Mon, Wed, Thurs Noon
Monday Noon
Second Thursday Noon
Tuesday & Thursday Noon
1st Thursday Noon
Monday-Thursday Noon
Monday & Thursday Noon
Monday, Wednesday, Friday Noon
Thursday Noon
Tuesday & Thursday Noon

Continued on next

P.E.A.C.E. Inc. (continued)

UCC Bayberry, 215 Blackberry Road, Liverpool
Valley Vista Apartments, 122 West Seneca Turnpike
Villa Scalabrini Apartments, 825 East Willow Street
Vnette Towers, 907 Pond St.
Westcott Community Center, 826 Euclid Avenue

315-470-3331

315-470-3331
315-469-4100
315-472-3142
315-422-3846
315-478-8634

Meal Times

Friday Noon
Wednesday Noon
Tuesday & Thursday Noon
Tuesday, Thursday, Friday Noon
Monday-Thursday Noon

Salvation Army - In-Person Dining

Senior Adult Center, 749 S Warren Street

315-479-1125

No reservation required

Meal Times

Monday-Friday Breakfast & Lunch

Jewish Community Center - In-Person Dining

5655 Thompson Rd, Dewitt (Kosher meals)

315-445-2360

Reservations required

Meal Times

Monday - Friday Noon

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 Department of Adult & Long Term Care Services

Office for Aging, Nutrition Department

315-435-2362

<http://www.ongov.net/aging/nutrition.html>

J. Ryan McMahon, II, County Executive

JoAnne Spoto-Decker, Commissioner

Rev. 04/2023

Home Delivered Meals in Onondaga County

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 overwhelmingly 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

P.O. Box 72, Manlius, NY 13104

Serves: Bridgeport, DeWitt, East Syracuse, Minoa, Fayetteville, Jamesville, Kirkville, Manlius, Pompey, Tully/Lafayette Area.

<https://www.moweoc.com/>

Kosher Meals on Wheels

315- 446-9111 ext. 256

4101 East Genesee St, Syracuse, NY 13214

Serves: those who require Kosher. Contact: 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

<https://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

<https://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

Free Meal Sites

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

Assumption Daily Sandwich Program/Soup Kitchen

808 N. Salina St., Syracuse, NY 13208

Lunch Monday-Friday 11:30 am to 1:00 pm

Dinner Monday-Friday 4:00 pm to 4:45 pm

Road to Emmaus Ministry of Syracuse, Inc.

127 E. Glen Ave. Syracuse, NY 13205

Lunch Monday-Saturday 11:00 am to 12:00 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 Daily 7:00 am to 8:00 am

Lunch Daily 1:00 pm to 12:00 pm

Dinner Daily 4:00 pm to 5:00 pm

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 11:00 am to 1:00 pm

St. Lucy's - 432 Gifford Street, Syracuse, NY 13204

Lunch Wednesday 11:00 am to 12:00 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: <https://www.ifccny.org/>

Food Bank of Central New York 315- 437-1899

7066 Interstate Island Rd, Syracuse, NY 13209 <https://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.

<http://www.ongov.net/dss/snap/>

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 \$en\$e - Food Bank of Central New York



ONONDAGA COUNTY

What is it?

Food \$en\$e 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 food 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?

Ten to twelve food items including fresh fruits & vegetables, meats, and grocery staples.

Syracuse	St. Mark's Church, 1612 West Genesee St.	Barry Guinn (315) 488-8511
Syracuse	Café Sankofa, 2323 S. Salina St.	Arlaina Harris (315) 283-0629
Syracuse	Northeast Community Center, 716 Hawley Ave.	Kathie Deaver (315) 472-6343 ext. 230
Baldwinsville	Canton Woods Senior Center, 76 Canton St.	Avis Neupert (315) 638-4536
Camillus	Camillus Senior Center, 25 ½ First St.	Tricia Bacon (315) 672-5820
Liverpool	Church of Christ, 4268 Wetzel Rd.	JoAnne Steeger (215) 219-5056
Salina	Town Justice, 201 School Rd.	Barbara Spears (315) 424-1810
Dewitt	Town of Dewitt, 5400 Butternut Dr.	Shannon Shoff (315) 446-3910 ext. 9
Tully	St. Leo's Church, 10 Onondaga St.	Jeannie Crouse (315) 696-8671



Shopping Services

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

**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.

Syracuse Jewish Family Service at Menorah Park
Hodes Way, 4101 East Genesee Street, Syracuse,
NY 13214 - **315-446-9111 x256**

A Ride 'n' More provides grocery shopping, basic errand services and transportation to family functions, social events, and medical appointments, with or without a patient advocate. Call for fee schedule and details.

TymeSavers Concierge Services
Onondaga County Department of Adult & Long Term Care Services,
Office for Aging: 315-435-2362.

Eligibility: Onondaga County Seniors, age 60 or older with limited income, who are homebound and unable to find assistance for grocery shopping. The service can also pick up prescriptions if they are at the same grocery store.

1) Not able to leave the home due to being frail and/or disabled. At a minimum, meets the following definition:

Disabled - Any person who has a physical or mental impairment which substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such an impairment. This includes alcoholism and drug addiction.

Frail - A person with one or more functional deficits in the following areas:

- Physical functions
- Mental functions
- Activities of Daily Living (eating, bed/chair transfer, dressing, bathing, toileting/ incontinence)
- Instrumental Activities of Daily Living (meal preparation, housekeeping, shopping, medications, telephone, travel and money management)

2) Has no one willing or able to assist in shopping

3) Cannot avail themselves of free delivery services

Fees: No cost for qualifying individuals. Voluntary contributions are accepted to expand the Department of Adult & Long Term Care Services, Office for Aging's services. No one will be denied services if unable or unwilling to contribute. Shopper Services are valued at \$28.50 per trip, however a contribution, in any amount, is welcomed.

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.

STAR eligibility - Eligible types of property: Houses, condominiums, cooperative apartments, manufactured homes, farm houses, mixed-use properties,

Requirements for Basic and Enhanced STAR

Factor	Basic STAR	Enhanced STAR
Residency	The property must be the primary residence of an owner.*	The property must be the primary residence of at least one age-eligible owner.

including apartment buildings (but only the owner-occupied portion)

Age	No age restriction	65 or older. All owners must be at least age 65 as of December 31 of the year of the exemption, except where the property is jointly owned by only a married couple or only siblings, in which case only one owner needs to meet the age requirement. Surviving spouses may be eligible to retain the Enhanced STAR benefit. See Surviving spouse eligibility.**
Income***	\$500,000 or less for the STAR credit. \$250,000 or less for the STAR exemption. The income limit applies to the combined incomes of only the owners and owners' spouses who reside at the property.	For 2023 benefits: \$93,200 or less. The income limit applies to the combined incomes of all owners (residents and non-residents), and any owner's spouse who resides at the property.
Ownership	The property must be owned by the eligible applicant(s). A married couple can receive only one STAR benefit regardless of how many properties they own, unless they are legally separated. Purchaser(s) in possession of the home under an executory contract of sale (aka land contract) are considered owners(s). Corporations, partnerships, and LLCs are not eligible unless it is a farm dwelling.	

Eligible homeowners

*** Determining your primary residence** - Some factors that help determine whether a property is your primary residence include: voting, vehicle registrations, and length of time spent each year on the property. The Tax Department may also request proof of residency.

**** Surviving spouse eligibility** - Normally, to be eligible for Enhanced STAR, all of the property owners must be at least 65 years of age. However, when property is jointly owned by a married couple, only one spouse needs to be at least 65 years of age. A surviving spouse can retain an existing Enhanced STAR benefit that had been granted to an age-eligible spouse if the surviving spouse is at least 62 years of age by December 31 in the year that their age-eligible spouse passed away. Otherwise, the surviving spouse may apply for Enhanced STAR in the year in which they turn 65. Until then, they may receive the Basic STAR benefit as long as they are otherwise eligible.

***** Income eligibility** - Income eligibility for the 2023 STAR credit is based on federal or state income tax return information from the 2021 tax year. Income eligibility for the 2024 STAR credit is based on federal or state income tax return information from the 2022 tax year.

Income for STAR purposes Income means federal *adjusted gross income* minus the *taxable amount* of total distributions from IRAs (individual retirement accounts and individual retirement annuities). To determine your income eligibility, use the table below to identify line references on your federal or state income tax returns: For the 2023 STAR benefit, refer to *2021 income tax form*.

How to calculate your income for STAR

Form number	Title of income tax form	Income for STAR purposes	
		2021 income tax form	2022 income tax form
Federal Form 1040	U.S. Individual Income Tax Return	Adjusted gross income (line 11) minus taxable portion of IRA distributions (line 4b)	Adjusted gross income (line 11) minus taxable portion of IRA distributions (line 4b)
NYS Form	Resident	Federal adjusted gross	Federal adjusted gross

IT-201	Income Tax Return	income (line 19) minus taxable portion of IRA distributions (line 9)	income (line 19) minus taxable portion of IRA distributions (line 9)
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for the 2024 STAR benefit, refer to *2022 income tax form*

Special STAR Eligibility Rules:

Nursing home residents - If you own your home, you're eligible for Basic or Enhanced STAR, as long as no one other than the co-owner or spouse resides there.

Trusts - If you're a trust beneficiary who conveyed your home to trustees but continues to live in the home, you get the STAR benefit. For example, a senior creates a trust and conveys her home to her children as trustees. If she remains in the home as the beneficiary of the trust, she is considered the homeowner and gets the STAR benefit.

Life estates - Under a life estate, one party has a *life tenancy* (ownership for the rest of his or her life) and another party—the remainderman—will become the owner after the life tenant dies. While the deed may appear to convey ownership to the remainderman, the remainderman will not take title until the death of the life tenant. Therefore, for exemption purposes, the life tenant is deemed to own the property, and STAR eligibility is based on the life tenant's qualifications.

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.

Home Repairs (City and County Programs)

AccessCNY - 315- 455-7591

<https://www.accesscny.org/services/emods/>

Environmental Modifications (aka E-Mods) program helps individuals with developmental disabilities make their homes and/or workplaces more accessible. Our adaptive technicians know that the proper accommodations can make daily living easier and allow for maximum independence.

E-Mods staff are available to evaluate a space, design a plan to make it more accessible and then oversee its construction. Past projects have included:

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

To complete larger projects the adaptive technician may work with local contractors. If contractors are involved, the E-Mods staff will oversee the process from start to finish. This includes gathering cost estimates and overseeing construction to make sure the plans are executed safely and correctly

Contact: Lead Property Manager, e-mods@accesscny.org - 315-427-2586

Eligibility/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.

Catholic Charities Project FIX 315-362-7005



PROJECT FIX

HOME REPAIR SERVICES FOR SENIOR CITIZENS

If you **60 years of age or older**, **reside within Onondaga County**, and **in need of small home repairs** to maintain your health and safety, Project Fix is for you.

- **Minor Electrical:** broken lights inside and outside, switches, fuses, plugs, etc.
- **Carpentry:** installation of railings, wooden steps repairs, etc.
- **Minor Plumbing:** leaking pipes, drain unclogging, toilet repairs, and faucets repairs or replacement
- **Accessibility:** installation of grab bars, door knobs, etc.
- **Home Security:** lock repairs for doors and windows, installation of doorbells, mailboxes, and smoke detectors, etc.

WHAT IS THE COST?

Those who receive services are asked to **pay for the materials** for each job.

Whenever possible, a **donation for time and labor** will be accepted, to be used within the general budget of the program.



 **Nancy Roberts: 315-362-7005**

This program is funded by:
Catholic Charities of Onondaga County
New York State Office for Aging
Onondaga County Department of Adult & Long
Term Care Services

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 Plumbing 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 4.99% 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 throughout 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 4.99% 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

SHAPE-UP Program – 315-435-3558

<http://www.ongov.net/cd/shapeUp.html>

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 year
- 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	\$49,800
2	\$56,900
3	\$64,000
4	\$71,100
5	\$76,800
6	\$82,500
7	\$88,200
8	\$93,900

Limits effective April 18, 2022

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 \$15,000. 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.

SHAPE-UP for Veterans

Honorably Discharged Veterans can live anywhere in Onondaga County and have the same income requirements. Call for more details at 315-435-3558.

The Ramp Program – 315-435-3558 <http://www.ongov.net/cd/ramps.html>

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	\$49,800
2	\$56,900
3	\$64,000
4	\$71,800
5	\$76,800
6	\$82,500
7	\$88,200
8	\$93,900

Limits effective April 18, 2022

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.

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

<https://www.nyseg.com/account/waystopay/helpwithbill/project-share>

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

<https://www.peace-caa.org/programs/energyhousing/>

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 Smart 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.

<https://aea.us.org/weatherization-assistance-program/>

<https://hcr.ny.gov/weatherization>

<https://aea.us.org/programs/empower-ny/>

<https://www.nyserda.ny.gov/all-programs/programs/empower-new-york>

<https://aea.us.org/programs/nyserda-multifamily-performance-program-for-existing-buildings/>

<https://www.peace-caa.org/programs/energyhousing/>

Senior Housing Referral Services

CNY Fair Housing

731 James Street, Syracuse, NY 13203

315-471-0420

<https://www.cnyfairhousing.org/>

Investigates rental, sales, insurance, and financial complaints, conducts undercover testing, provides counseling and advocacy on housing rights and provides free legal representation to victims of illegal housing discrimination.

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.

The Greater Syracuse Tenants Network, Inc.

P.O. Box 6908, Syracuse, NY 13217

315-475-8092

<http://www.syracusetenant.org/>

Their mission is to organize, inform and empower primarily low-income tenants to improve the quality of life in their communities and preserve affordable housing.

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 “Housing Choice Voucher Program” (formerly known as Section 8) 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. SECTION 8 has been closed in the City/County – please call the numbers below to see if it is available.

Housing Choice Voucher Program (Formerly known as Section 8)
Syracuse Housing Authority, 300 Burt St., Syracuse 13202 315- 470-4400

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

Many individual senior apartments offer their own subsidizes. Please call them directly. The list is available in this Resource Guide.

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	474-6851x313

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	463-5881
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South Side

#	The Bernardine, 417 Churchill Ave., Syracuse 13205	413-3564
#@	Brighton Towers, 821 & 833 E. Brighton Ave., Syracuse 13205	469-6919
#@	The Gardens at St. Anthony's, 411 West Colvin St., Syracuse 13205	937-4598
#@	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	844-729-3850
\$@	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
#+	Island Hollow I & II, 7800 Lunar Dr., Cicero, NY 13039	699-2670
\$@	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
#@+	Monarch Commons, 8701 Knowledge Ln., Cicero, NY 13039	303-6670
@	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
\$@	Spring Village Apartments, 8700 Knowledge Lane, Cicero 13039	915-4164
@&	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
\$@	The Meadows, 3490 Meadowbriar Lane, Baldwinsville 13027	635-6125
	Red Hill Manor, 4 Syracuse St., Baldwinsville 13027	303-2003

\$@ St. Mary Apts., 100 La Madre Way, Baldwinsville 13027 638-2003

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 Apartments, 23 First Street, Camillus 13031 802-4280
\$@ 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 - Studios, small one-bedroom apartments and large one-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. PACE partner/accepts Medicaid through PACE. 10% discount for all Veterans and Veterans' spouses.

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.

Red Mill Manor – Retirement Community

4 Syracuse Street

Baldwinsville, NY 13207

(315) 303-0406

Accommodations: 55 and over, senior living community. “All-Inclusive Waterfront Living”; everything for one monthly fee and lease with month-to-month agreement; includes meals and biweekly apartment cleaning, 24-hour surveillance. Pets are welcome. They offer 1 bedroom and suites.

Source 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.

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 one-bedroom apartments and large one-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. PACE partner/accepts Medicaid through PACE. 10% discount for all Veterans and Veterans' spouses.

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.

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 315-699-1619, 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.

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.

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- 638-252, 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**

<https://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

<https://aging.ny.gov/long-term-care-ombudsman-program>

In Onondaga County contact Arise at 315-671-5108.

Nursing Home Transition & Diversion Medicaid Waiver

Arise – 315-671-4655 manages the Nursing Home Transition & Diversion Waiver program (NHTD.)

<https://www.ariseinc.org/nursing-home-transition-diversion-waiver-nhtd/>

It uses Medicaid funding to provide support and services to individuals who are nursing home eligible but would prefer to stay in or return to their homes. Waiver programs are specifically for people who would otherwise be in an institution (nursing home, hospital) for long-term care. The NHTD Waiver program includes additional support services, such as counseling, life skills training, structured day program, transition services, assistive technology, and more. The NHTD Waiver was developed based on the philosophy that seniors and individuals with disabilities have the same rights as others, including the right to remain in control of their own lives and receive care in the least restrictive setting possible.

Regional Resource Development Center (RRDC) - The Nursing Home Transition Diversion (NHTD) Waiver program is administered through a network of RRDCs, each covering specific counties throughout the State. The RRDC at ARISE covers Onondaga, Oneida, Herkimer, Jefferson, Lewis, St. Lawrence, Oswego, and Madison counties. The staff at the RRDC accept referrals, complete intakes, determine eligibility and approve community-based service plans. The RRDC provides oversight to a network of agencies who provide the waiver services to eligible participants. These waivers provide an opportunity for individuals who are Medicaid eligible to receive services in the community rather than in an institution.

NHTD Waiver Eligibility:

- Be eligible for nursing facility level of care & Be a Medicaid recipient
- Be 18 years or older, if between 18-64 documentation of a physical disability is required/ Choose to live in the community rather than a nursing facility
- Have or find a living arrangement which meets the individual's needs
- Be able to be served with the funds and services available under the HCBS/NHTD waiver and New York State Medicaid State Plan
- Not participate in another HCBS waiver

Senior Transportation

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	315-424-1810	Mon. – Fri. 9:00 – 1:00 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	315-638-4536	Mon. – Fri. 8:00 – 4:00 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 DeWitt						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
cod/FISH	P.O. Box 105 DeWitt, NY 13214	315-463-5158	Call for cod/FISH Mon. – Fri. 8:00 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	315-637-8158	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 including physical therapy

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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	315-454-2740	Mon.– Fri. 9:00-3:00 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. 1 st Mon. of month. 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	315-685-3030 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. <u>Call 2 days in advance</u>
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	315-604-1322	Mon. – Fri. 8:00 am – 4:00 pm	Free-will donations appreciated	Jordan, Elbridge, Onondaga County and Auburn	Medical and dental appointments, shopping. Wheelchairs, walkers, escort service. Senior Luncheons Tuesday & Friday at Noon
Area – City and County						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
America's Medical Transportation	130 Reed Avenue Syracuse, NY 13217	315-299-4471	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. Wheelchairs & Stretchers Only. Transport to medical and dental appointments.

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Onondaga County Senior Transportation Services by Area

Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
Empire DM	6500 New Venture Gear Drive, Suite 6500, East Syracuse, NY 13057	315-477-1487. Leave message after 2:00 pm; will call back	Mon.- Fri. 5:00 am – 10:00 pm. Saturday 5:00 am to 5:00 pm	Call for fees	City and County	Private Pay (discount) Medicaid. Medical Dental, errands service. Wheelchairs, ambulatory
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Outbound Transportation Services	421 Montgomery St 5 th Floor Civic Center Syracuse, NY 13202	315-435-2815 Fax#: 315-435-2801	7 days - Mon. – Thurs.: 7 am – 6 pm. Fri.: 7am – 7 pm Sat.: 9 am – 7 pm. Sun: 9:00 am – 7:00 pm	3 round trips per month. \$12 each way. \$24 per round trip.	City and County	Medical, dental appointments. Wheelchairs. Cannot be enrolled in OSCAR or Call-a-Bus.
Area – City – East and West						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*The Salvation Army	677 S. Salina Street Syracuse, NY 13202	315-479-1311	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
Area – City - North						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Syracuse Northeast Community Center	716 Hawley Ave. Syracuse, NY 13203	315-472-6343 ext. 206	Tues./Wed./Thurs. 9 am – 2 pm Appointments Only.	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
*Syracuse Community Connections	401 South Avenue Syracuse, NY 13204	315-766-6005	Mon. – Fri. 9:00 am – 5:00 pm. (Needs 48 Hour Notice)	Free-will donations appreciated	City Southwest	Medical appts. shopping, errands & social events.

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Onondaga County Senior Transportation Services by Area

Area – City and Suburbs						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
Centro Call-A-Bus	P.O. Box 820 Syracuse, NY 13205	Information 315-442- 3434 Daily: 8:00 am – 5:00 pm	Reservations Daily: 8:00 am – 5:00 pm Call 315-442-3420 For Cancellations Daily: 24 hrs./7days Call 315-442-3434	\$2.00	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
Area – County						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
St. Camillus Transportation	813 Fay Road Syracuse, NY 13204	315-488- 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	6327 E. Malloy Road, E. Syracuse, NY 13057	315-254- 6287 office x150	Monday-Friday 7:00 am – 5:00 pm. Call for possible Saturday Transportation	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 Transport	219 S. Center Street E. Syracuse, NY 13057	315-463- 7504	Monday-Saturday 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	315-437- 0058	Mon. – Fri. 7:00 am – 6:00 pm Sat. and Sun. on request	Call for fees	County	72 hr. notice for weekends. Medicaid, wheelchairs, stretchers

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Onondaga County Senior Transportation Services by Area

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	Application: 315-442-3333 M-F; 8-5 Reservation 315-442-3420 2 working days in advance	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
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Native American Outreach Program		Darlene Papineau 315-412-3110	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
Citywide Transportation of Syracuse, Inc.	435 W. Newell Street, Syracuse, NY 13205	304-268-3250	24/7	\$3.00/mile	Greater Syracuse Area	Wheelchairs, Veterans, Disabled, Seniors & Hospital Discharges

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, 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.

Onondaga County Office for Aging, Caregiver Resources 315-435-2362

<http://www.ongov.net/aging/caregiver.html>

Information and support for people caring for older adults, including caregiver family discussions, caregiver training and individual support.

- *I CARE* Institute – Free Classes throughout the year for caregivers or those who will become caregivers.
- Caregiver Discussion Groups

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.

Dementia Training Solutions

8 Adler Drive, Suite 3, East Syracuse, NY 13057, 315-469-1000

<https://dementiatrainingsolutions.com/>

Alzheimer's Association of Central New York, 441 West Kirkpatrick Street, Syracuse 13204 315- 472-4201, <https://www.alz.org/centralnewyork>

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 Navigator™; Attend an education program from the comfort of your desktop or laptop computer at the Marty Manning Online Education Center; Join TrialMatch™, their cutting edge clinical trial database of Alzheimer's research trials.

For additional Caregiver Support visit <https://www.caregiver.org/>



Caregiver Discussion/Support 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/Support Groups**. We are now offering our Caregiver Discussion/Support Group meetings **in-person** AND **virtually** so that caregivers, or other loved ones, can interact, share, and learn from each other in a safe, supportive environment, either in-person, online or through your phone, without geographic restrictions!

Caregivers and loved ones are welcome to join in any group at a time that works best for you. You may join the in-person group or any of the ones on a Zoom platform. Those you can join using a computer, tablet or smart phone. You may join any of the zoom groups by clicking on the following link, at the appropriate time, or by using the number below if you don't have computer access.

Join the meeting online: [Caregiver Group Zoom Link](#) or join the meeting by phone: 646-558-8656. Meeting ID: 357 334-5126. Passcode: 374439

Group Information

1st Wednesday In-Person & Zoom Caregiver Discussion/Support Group Meets the first Wednesday of each month from 12:30-2:00 pm
Community Library of DeWitt & Jamesville, 5110 Jamesville Rd.,
Jamesville, NY 13078 Website: <https://cldandj.org/>

3rd Wednesday Zoom Caregiver Discussion/Support Group
Meets the third Wednesday of each month from 2:30-4:00 pm

2nd & 4th Thursday In-Person & Zoom Caregiver Discussion/Support Group (Call for Location) Meets the 2nd & 4th Thursday of each month from 6:00-7:30 pm **Contact: (315) 435-2362 Ext. 4693**



Onondaga County Department of Adult and Long Term Care Services

John H. Mulroy Civic Center, 10th Floor 421 Montgomery Street, Syracuse NY 13202

Rev. 3/2023

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 Advocates CNY Care Management

Melissa Murphy, CMC, CDP

Aging Life Care Manager and Certified Dementia Practitioner

315-447-2569

melissa@agingadvocatescny.com

www.agingadvocatescny.com

CarePatrol of Rochester-Syracuse

Julie Whitbeck-Lewinski, OTD, OTR/L, CDCS, Senior Care Consultant

585-532-5558

jlewinski@carepatrol.com

<https://www.carepatrol.com/>

CNY Elderplanning

Kate McGahan, Certified Care Manager, Lisa Mitchell, Executive Director

315-673-9876 or 877-243-4436

www.elderplanning.com

Inspire Care of Central New York

Becky Auyer, PT, CMC, CDP

Licensed Physical Therapist, Certified Aging Life Care Manager and
Certified Dementia Practitioner

315-447-3164

info@inspirecarecny.com

bauyer@inspirecarecny.com

www.InspireCareCNY.com

Reflections Management and Care
Lindsay Kratzer MS, CMC, CDP
315-497-7200
info@reflectionsny.com
<https://www.reflectionsny.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
<https://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.

<https://www.acrhealth.org/support-services/care-management-bhee/>

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

Onondaga County Office for Aging

315- 435-2362

<http://www.ongov.net/aging/eisep.html>

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, and meal preparation.
- **Respite Care** – Up to 8 hours per week of **In-Home Respite** aide service **or** 1 day per week of **Social Adult Day Services** is available on an ongoing basis. This allows the caregiver “time off” for shopping, appointments and other activities.

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

Is This Right For You?

- Are you NOT on Medicaid?
- Are you over age 60?
- Do you need or are you currently receiving, personal care services?

Cost Share

The Consumer Directed Personal Assistance Program is a **Cost Share** program. Case Managers will work with the consumer to complete a financial assessment to determine the payment amount. Voluntary contributions are accepted for those not subject to a cost share.



The Consumer Directed Program offers the consumer a choice between receiving their services through a Consumer Directed Care Model or through a traditional model of care.

Onondaga County



J. Ryan McMahon, II
County Executive

J. Ryan McMahon, II
County Executive

JoAnne Spoto Decker
Commissioner,
Department of Adult &
Long Term Care Services
Executive Director,
Office for Aging

Consumer Directed Personal Assistance Program

John H. Mulroy Civic Center
421 Montgomery Street, 10th Floor
Syracuse, NY 13202

Phone: 315-435-2362 Ext. 4691

Fax: 315-435-3129

Website:

www.ongov.net/aging

Revised 7/2022

Consumer Directed Personal Assistance Program



J. Ryan McMahon, II
County Executive

Department of Adult &
Long Term Care Services
Expanded In-Home Services
for the Elderly Program

EISEP

315-435-2362 Ext. 4691

General Information

The Consumer Directed Personal Assistance Program, or CDPAP, is offered by New York State's Office for the Aging and is administered by the Onondaga County Department of Adult & Long Term Care Services, Office for Aging.

Program Goal is to provide services and opportunities to help a person remain in the community and live as independently, as possible, in their home. The services complement ongoing efforts by caregivers and makes best use of the consumer's personal and financial resources.

Program Eligibility Those eligible are consumers age **60, and over**, who need assistance with at least two daily living skills and are at risk of nursing home placement if assistance is not provided. There are income eligibility guidelines for participants. Program services are provided on a sliding scale basis.

Who Can Be a Personal Assistant?

1. Anyone can be a personal assistant including family, friends and neighbors.
2. A personal assistant must complete a background check, health screening, orientation and be on the payroll of an Agency that will act as the **Fiscal Intermediary**.
3. A person's spouse is NOT eligible.
4. A person's Power of Attorney or Designated Representative is NOT eligible.

CDPAP Includes:

- Personal Care
- Housekeeping Assistance

Services Provided

An EISEP Case Manager will be assigned to the consumer for the duration of the program. The Case Manager will assist the consumer in developing a care plan that identifies the services that may assist the individual to remain in their home.

If the consumer is unable to independently oversee the plan, they can select a friend or relative to serve as their **Designated Representative**.

How Do I Get Started?

Call the Onondaga County, Department of Adult & Long Term Care Services, Office for Aging, Expanded In-Home Services for the Elderly Program (EISEP) at:

315-435-2362, Ext. 4691

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.

<http://www.ongov.net/ltc/>

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



- 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.

Keepsake Village at Greenpoint - Social Day Program

138 Old Liverpool Road

Liverpool, NY 13088

315- 451-4567

<https://www.thehearth.net/senior-living/ny/liverpool/old-liverpool-road/adult-day-program>

Open 8:30 to 4:30 Monday through Friday. A Social Day 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. Includes breakfast, lunch, mid-morning, and mid-afternoon snacks. Call for fee schedule, self-pay \$125/day.

Salvation Army Social Day Program

749 S. Warren Street

Syracuse, NY 13202

315- 479-1313

<https://easternusa.salvationarmy.org/empire/syracuse/senior-services/>

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

<https://www.selfdirectinc.com/services/social-adult-day-program/>

Monday-Friday 9 am to 3 pm. Self-Direct, Inc's. Social Adult Day Program is based on the philosophy that each individual has a need for socialization which does not diminish with age. Supportive services in a caring environment can enable people with functional impairments to live their lives more fully. Their goal is to provide a welcoming, home-like setting with a warm, friendly and well-trained staff who support the functioning, safety, and dignity of each individual in their care.

Program Benefits Include:

- Individualized services in a supportive environment
- Choice of program activities and goals
- Personal care assistance
- Assistance to individuals with varying physical and cognitive abilities to build on developing additional leisure and recreation skills
- Respite for caregivers
- They accept Managed Long Term Care Insurance, Medicaid, Worker's Compensation, Private Insurance, and Private pay

Activities:

- Educational Programs
- Cooking
- Animal Assisted Therapy
- Daily News and Coffee
- Strategic Board Games
- Memory Games
- Creative Arts and Crafts
- Computer Literacy
- Exercise Programs such as Zumba and Yoga
- Nintendo Wii

Silver Fox Adult Day Centers

Silver Fox West 22 East Genesee Street, Baldwinsville NY 13027 - 315-635-5335

Silver Fox East 240 W. Seneca Street, Manlius, NY 13104 – 315-715-5335

<https://www.silverfoxseniors.org/>

Silver fox is a non-profit Adult Social Day Program that provides functionally impaired older adults with socialization, supervision, personal care, and nutrition in a protective setting. Open Monday-Friday 7:30am-6pm, located in Baldwinsville and Manlius. Membership includes: Socialization, Organized recreational activities, Assistance with personal care, Assistance with transfers, Medication reminders, Homemade meals on-site, Case Coordination and Assistance.

*Assistance may be available through the VA Administration, local county funds or Long Term Care insurance.

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.

Loretto - Daybreak Adult Medical Program

161 Intrepid Lane, Syracuse, NY 13205, 315-498-4405

<https://lorettocny.org/locations/daybreak-adult-day-program>

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 Dietitians, 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 physician in order to complete enrollment. Continue eligibility by attending a minimum of 1 day/week for 5 hours.

Loretto - PACE CNY

<https://lorettocny.org/locations/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 MLTC (Managed Long-Term 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 (Scoring 5 Points or more on a Nursing Assessment called a UAS)

Cost/Payment: Fees are completely covered for individuals eligible for both Medicare and Medicaid benefits. If Medicaid eligible, PACE/Loretto may be able to assist with the Medicaid application. Those eligible for Medicare only are responsible for a monthly fee that may be paid through private payments. 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 approved outside activities when family is not able to transport.

Menorah Park Campus - Rothschild Adult Day Health Services

4101 E. Genesee Street

Syracuse, NY 13214

315- 446-9111 ext. 128

<https://menorahparkofcny.com/programs/>

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. Physician's referral and physical need eligibility. Wheelchair accessible, Interpreters provided as available. Set fee, Medicaid, or self-pay.



Home Health Care

How to Choose a Home Care Provider (The Laws of New York: Consolidated Laws Public Health Article 36: Home Care Services)

1. **Home Care Services** means one or more of the following services provided to persons at home: (a) those services provided by a home care services agency; (b) home health aide services; (c) personal care services; (d) homemaker services; (e) housekeeper or chore services.

2. **Home Care Services Agency** means an organization primarily engaged in arranging and/or providing directly or through contract arrangement one or more of the following: Nursing services, home health aide services, and other therapeutic and related services which may include, but shall not be limited to, physical, speech and occupational therapy, nutritional services, medical social services, personal care services, homemaker services, and housekeeper or chore services, which may be of a preventive, therapeutic, rehabilitative, health guidance, and/or supportive nature to persons at home.

3. **Certified Home Health Agency** means a home care services agency which possesses a valid certificate of approval issued pursuant to the provisions of this article, or a residential health care facility or hospital possessing a valid operating certificate issued under article twenty-eight of this chapter which is authorized under section thirty-six hundred ten of this article to provide a long term home health care program. Such an agency, facility, or hospital must be qualified to participate as a home health agency under the provisions of titles XVIII and XIX of the federal Social Security Act and shall provide, directly or through contract arrangement, a minimum of the following services which are of a preventive, therapeutic, rehabilitative, health guidance and/or supportive nature to persons at home: nursing services; home health aide services; medical supplies, equipment and appliances suitable for use in the home; and at least one additional service

which may include, but not limited to, the provisions of physical therapy, occupational therapy, speech pathology, nutritional services and medical social services.

4. Home Health Aide Services means simple health care tasks, personal hygiene services, housekeeping tasks essential to the patient's health and other related supportive services. Such services shall be prescribed by a physician in accordance with a plan of treatment for the patient and shall be under the supervision of a registered professional nurse from a certified home health agency or, when appropriate, from a provider of a long term home health care program and of the appropriate professional therapist from such agency or provider when the aide carries out simple procedures as an extension of physical, speech or occupational therapy. Such services may also be prescribed or ordered by a nurse practitioner to the extent authorized by law and consistent with subdivision three of section six thousand nine hundred two of the education law and not prohibited by federal law or regulation.

5. Personal Care Services means services to assist with personal hygiene, dressing, feeding and household tasks essential to the patient's health. Such services shall be prescribed by a physician in accordance with a plan of home care supervised by a registered professional nurse. Such services may also be prescribed or ordered by a nurse practitioner to the extent authorized by law and consistent with subdivision three of section six thousand nine hundred two of the education law and not prohibited by federal law or regulations.

6. Homemaker Services means assistance and instruction in managing and maintaining a household, dressing, feeding, and incidental household tasks for persons at home because of illness, incapacity, or the absence of a caretaker relative. Such services shall be provided by persons who meet the standards established by the department of social services.

7. Housekeeper services or "chore services" means the provision of light work or household tasks which do not require the services of a trained homemaker. Such services may be provided for persons at home because of illness, incapacity, or the absence of a caretaker relative by persons who meet the standards established by the department of social services

8. After April first, nineteen hundred eighty-six, no home care services agency which is engaged in providing, directly or through contract arrangement, nursing services, home health aide services, or personal care services shall be operated without a license issued by the commissioner in accordance with the standards set forth in this section; provided however, an agency which provides personal care or home care services exclusively to individuals pursuant to a program administered, operated or regulated by another state agency or an organization licensed and operating exclusively as a nurses' registry pursuant to article eleven of the general business law shall be exempt from the licensure requirements of this chapter. The licensure requirements of this chapter shall not apply to sole practitioners licensed pursuant to sections six thousand nine hundred five and six thousand nine hundred six of the education law.

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

St. Camillus Home Care Agency

813 Fay Rd., Syracuse, NY 13219
(315) 488-2831

HCR Home Care Serving Onondaga County

(800) 270-4904

Kindred at Home

115 Continuum Dr., #2E, Liverpool, NY
(315) 461-0209

Nascentia Health

1050 West Genesee St., Syracuse, NY 13204
(315) 477-4663

St. Joseph's Home Health Care

7246 Janus Park Drive, Liverpool, NY 13088
(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 Health Support (A Div. of St. Joseph's Home Care)

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 Div. of St. Camillus)
813 Fay Road, Syracuse, 13219, 315-468-1484

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

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) 446-9115

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

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

StaffKings
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

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)

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.

Advocates Inc.

290 Elwood Davis Road, Suite 101, Liverpool, NY 13088
(315) 469-9931

Alzheimer's Solutions

8 Adler Drive, Suite 3, East Syracuse, NY 13057
315-469-1000

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

Seniors Helping Seniors

(315) 720-4441

Senior Home Care & Alzheimer's Solutions

8 Adler Drive, Suite 3, East Syracuse, NY 13057
(315) 469-1000

Touching Hearts at Home

290 Elwood Davis Road, Suite 290, Liverpool, NY 13088

Phone: 315-503-4896

Friendly Visitor and Telephone Reassurance

Senior Companion Program

InterFaith Works

315- 449-3552 x224 x110

Volunteer outreach program of friendly visitors/companions offering socialization and advocacy for isolated older adults.

TeleCare

Contact Community Services

315-251-1400 x115

Free: Medication management, reassurance and emotional support and regular connection.



Your Senior Companion is a “friendly visitor” who can help you stay independent, active and socially connected.

Senior Companions are trained volunteers.
They have passed a series of Criminal Background Checks.
They receive monthly training to support their service.

Things My Companion Can Do With Me

- ♦ Have an interesting conversation with me
- ♦ Read with me or to me
- ♦ Take a walk with me
- ♦ Play cards or other games/puzzles
- ♦ Watch TV with me
- ♦ Sing, or listen to music with me
- ♦ Work on a hobby with me
- ♦ Help me prepare a light meal
- ♦ Remind me to take medication
- ♦ Help me do light housework
- ♦ Go with me to a community activity
- ♦ Go shopping with me

Things My Companion Cannot Do With Me

- ♦ House cleaning
- ♦ Personal care
- ♦ Dispense medications
- ♦ Ask for or accept money

Questions, Comments or Concerns?

InterFaith Works of CNY
1010 James Street
Syracuse, NY 13203
315-449-3552
x224/110

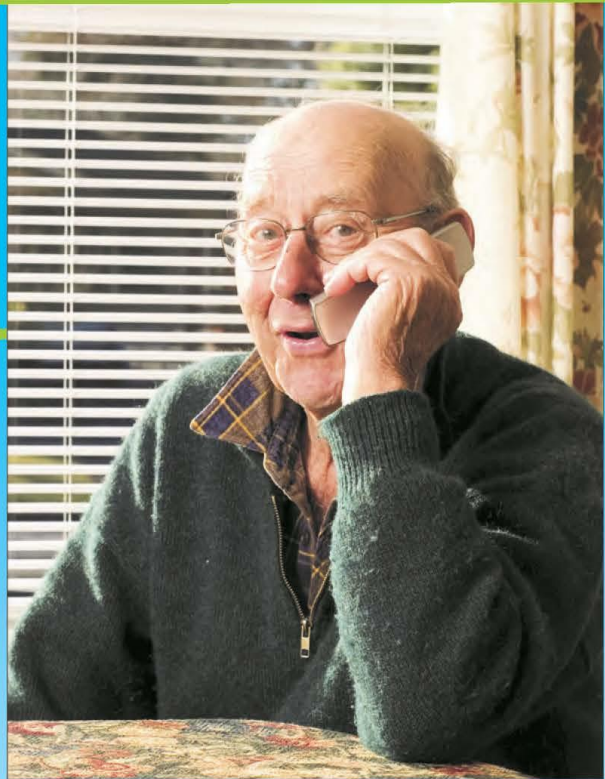


A Note about Transportation

- ♦ Your Companion’s main focus is to provide in-home support.
- ♦ Your Companion can accompany you on outings, errands, and appointments. However, they are not required to do so.
- ♦ If your Companion drives, they may be willing to take you places. However, they are not required to do so.
- ♦ Your Companion may not ask for or accept money for bus fare, gas, or other transportation-related costs.

**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 TeleCare 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
Philips Lifeline	1-800-543-3546
Response4HELP	315- 857-8939
Service Alert Systems	315- 487-6858
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 TRAIID (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.

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, NY 13204
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.

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.

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 <https://www.arcon.org/what-we-do/horizons-clinic/>

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.

Empower Parkinson, Inc.

604 Old Liverpool Road

Liverpool, NY 13088 (Back of Building)

Mailing Address: P.O. Box 353, Tully, NY 13159

315-729-7178

Patrick VanVeveren, DPT

<https://empowerparkinson.org/>

Services for individuals living with Parkinson's disease, their care partners and families to support well-being and improve function including: educational sessions, support groups, nutrition, yoga, dance, boxing and other exercise programs. Conference and Discussion Groups are also offered. housin

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

125 E. Jefferson Street, 1st Floor, Syracuse, NY 13202

315- 424-8118

<https://onmeddocs.org/>

Physician referrals. Monday through Friday, 8:30 am to 4:30 pm.

Onondaga County Health Department:

421 Montgomery Street, Syracuse, NY 13202

<http://www.ongov.net/health/>

Birth and Death Certificates	315-435-3163
Cancer Screening (Breast, Cervical, Colorectal)	315-435-3653
Communicable Disease Reporting	315-435-3252
HIV Testing, PrEP	315-435-3226
Immunization	315-435-2000
Rabies	315-435-3165
Tuberculosis	315-435-3236

Poverello Health Center at Assumption Church

808 N. Salina Street, Syracuse, NY 13208, 315-423-9961

<https://www.assumptionsyr.org/clinic>

Wednesdays: 5:00-7:00 pm

Walk-ins are welcome. Physical examinations for pre-employment and college/vocational schools (available by appointment only.)

- Prescription assistance
- Diabetic care & education
- Dietary counseling
- Social service counseling
- Hypertension monitoring & education
- Physical Therapy

Road to Emmaus**St. Marianne Cope Health Services**

4335 S. Salina Street, Syracuse, NY 13205

315-961-3067

manager@stmariannecopehealthservices.org

<https://emmausministry.org/services-we-provide/dental-and-medical-services/>

Syracuse Community Health Center, Inc.

315-476-7921

<https://syracusecommunityhealth.org/>

Syracuse Community Health Center is a Federally Qualified Health Center (FQHC) with convenient locations across Syracuse, NY. They provide healthcare services to everyone, regardless of their ability to pay. Their services include

- General Medical Care
- Urgent Care
- Substance Use/Behavioral Health
- Family Planning
- Dental Services
- Pediatrics
- Obstetrics and Gynecology
- Eye Care
- Podiatry

St. Joseph's Hospital Health Center Resource Line; 301 Prospect Avenue, Syracuse, 13215, 315-448-5111, 1-888-785-6371, toll-free.

<https://www.sjhsyr.org/about-us/contact-us>

For people needing a new physician or information about St. Joseph's programs and services. M-F, 8 am-4:30 pm.

University Geriatricians, 550 Harrison Street, Suite A, Syracuse 13202, 315-464-6100

<https://www.upstate.edu/geriatrics/healthcare/ug.php>

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.

Upstate Oasis

Sponsored by Upstate University Hospital

6333 Rte. 298, East Syracuse, NY 13057

315-464-6555

<https://upstate.oasisnet.org/>

Classes in health and wellness, the arts and humanities.

Upstate University Hospital- Upstate Connect

750 E. Adams St., Syracuse, NY, 13210

(800) 464-8668 or 315-464-8668

<https://www.upstate.edu/hospital/connect/>

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.

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.

Road to Emmaus Ministry

Free Dental Clinic

4335 S. Salina Street, Syracuse, NY 13205
315-961-3067

<https://emmausministry.org/services-we-provide/dental-and-medical-services/>

Cleanings, x-rays, restorations, extractions, root canals and denture adjustments.
Appointments: Monday 1:00 – 4:00 pm and Friday 10:00 – 4:00 pm.

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

PACE CNY 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

Amaus Vision Services

259 E. Onondaga Street, Syracuse, NY 13202 (Cathedral Parish Center)

315-314-7004

<https://www.amaus-vision.org/>

Comprehensive free eye exams and eyeglasses for those without insurance.

Aurora of CNY

518 James Street, Suite 100, Syracuse, NY 13203

315- 422-7263

Assistive visual and hearing equipment.

Liberty-Aurora Eye Center

1045 James Street, Syracuse, NY 13203

315-413-7693

Eye exams/low vision evaluations; patient support and education.

Lions Club of New York State

315- 478-3131

Help with vision needs; for low income.

PACE CNY 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.

New Eyes for the Needy

<https://new-eyes.org/>

Assists low-income individuals with eyeglasses.

Syracuse Community Health Center, Inc.

315-476-7921

Eye Care Services Medicaid, private insurance, self-pay.

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 aids for low income.

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

Podiatry

PACE CNY 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 and Loan Closets



Medical Equipment/Assistive Technology Loan Closets in Onondaga County

ACCESS CNY TR Aid Center

315-410-3335

<https://www.accesscny.org/services/traid-center-adults/>

The **Technology Related Assistance for Individuals with Disability (TRAID) Center** is AccessCNY's assistive technology lending library. The TRAID Center's primary mission is to increase access to assistive technology and durable medical equipment such as wheelchairs, walkers and augmentative communication devices.

TRAID accomplishes this goal by providing *short term equipment loans at no cost*; individuals simply borrow items, use them and then return the items to the TRAID Center for others to utilize. Services are available to individuals with disabilities of all ages, their family members, service providers, employers, and others who are interested in disability issues and/or assistive technology.

In addition to short term equipment loans, AccessCNY's TRAID Center also:

- Does demonstrations to compare different devices
- Facilitates trainings on assistive technologies & durable medical equipment
- Provides information and referrals
- Raises public awareness at events, conferences, etc.

TRAID Center staff know that a short term loan of the right equipment can make a huge difference in someone's life and even help a person with a disability stay in their home.

ARISE/Medical Equipment Loan Closet

635 James Street, Syracuse, N.Y. 13203

315-472-3171

Advocacy and Accessibility

(315) 671-2927

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, 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.

MULTIPLE SCLEROSIS SOCIETY RESOURCES

6743 Kinne Street, E. Syracuse, N.Y. 13057

315-438-4790

Eligibility: Must be a client of the Multiple Sclerosis Resources. Call to enroll.

Makes available, for loan: wheelchairs, commodes, walkers, crutches, walkers etc.

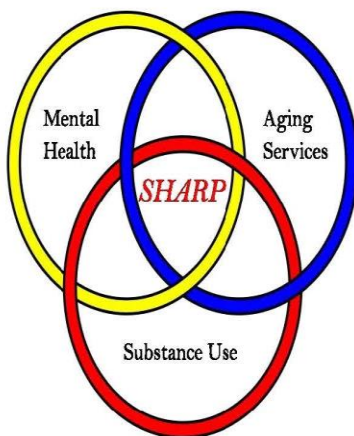
Loan free of charge. Support groups and newsletters are available.

Senior Mental Health Services

Onondaga County Department of Adult & Long Term Care Services
SHARP “Senior Health and Resource Program”

SHARP

SHARP is an Onondaga County Department of Adult & Long Term Care Services Program designed to assist adults, 60 years of age and older, with counseling and community-based services that promote physical and emotional well-being.



The **S**enior **H**ealth **A**nd **R**esource **P**rogram



Onondaga County Department of
Adult & Long Term Care Services
John H. Mulroy Civic Center
421 Montgomery Street, 10th Floor
Syracuse, NY 13202
315-435-2362
www.ongov.net/adult



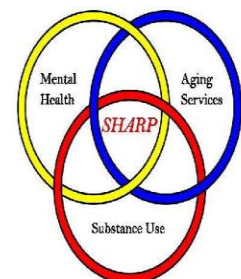
J. Ryan McMahon, II
County Executive

JoAnne Spoto Decker
Commissioner

Contact: **SHARP**
315-435-5600
Ext. 5636
<http://www.ongov.net/aging/sharp-project.html>

Are you age 60, or older?
Are you worried about
addiction, depression or
aging issues?

SHARP Can Help!
The
Senior
Health
And
Resource
Program



The **S**enior **H**ealth **A**nd **R**esource **P**rogram

Contact: **SHARP**
315-435-5600 Ext. 5636

05/2023



What **SHARP** Does

SHARP offers:

- Aging Assessments & Services
- Mental Health Referrals
- Substance Use Counseling Referrals

The goal of **SHARP** is to provide appropriate supports and services that will enable older adults to remain safely in their homes and participate in family and community life.

SHARP is sensitive to the needs of older adults and respects individual choice.

Contact: **SHARP**

315-435-5600 Ext. 5636

SHARP

Can Help With:

- ⇒ Aging Assessments & Services
- ⇒ Mental Wellness Assessments & Counseling Referrals
- ⇒ Substance Use Assessments & Counseling Referrals

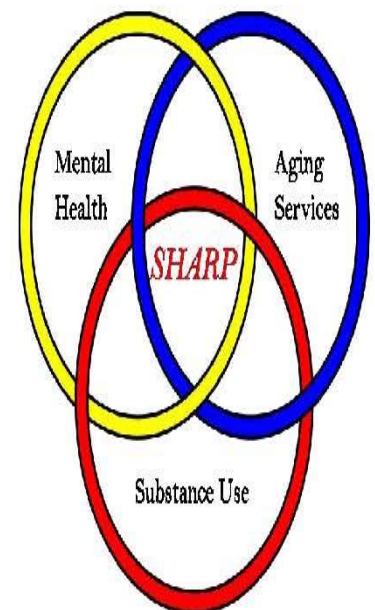
Make a Referral at:

<http://www.ongov.net/aging/sharp-project.html>

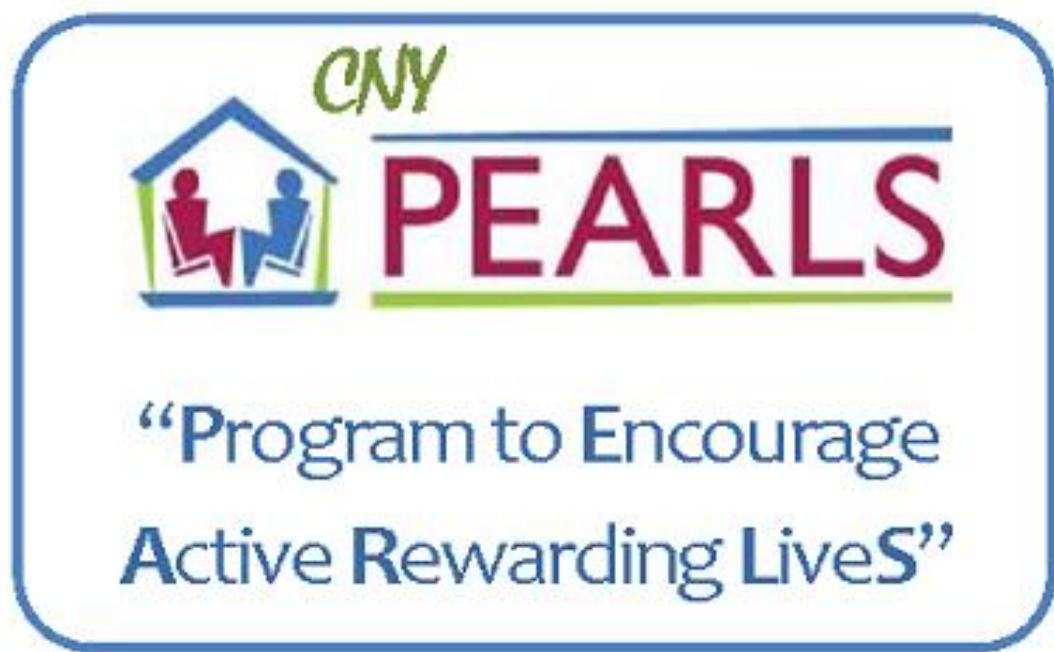
Phone: 315-435-5600, Ext. 5636

Fax: 315-435-5615

Website: <http://www.ongov.net/aging/sharp-project.html>



The **S**enior **H**ealth **A**nd **R**esource **P**rogram



PEARLS “Program to Encourage Active Rewarding Lives”

Syracuse Jewish Family Service at Menorah Park

(Supported by Onondaga County Department of Adult & Long Term Care Services
and the Richard S. Shineman Foundation)

4101 E. Genesee Street

Syracuse, NY 13214

315-446-9111 x234

<https://sjfs.org/>

This free evidence-based program may help if you are over 60 and feeling down.

- In-home
- One-on-One meetings with a Pearl Counselor
- Learn to manage unpleasant feelings
- Identify and solve problems that create a downward spiral
- Become more physically and socially active
- Feel better and improve your quality of life

Mental Health, Substance Use & Developmental Disabilities Services

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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
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.	AccessCNY 1603 Court Street Syracuse, New York 13208	315-455-7591 http://www.accesscny.org
	Unique Peerspectives offers the services of peer support staff who promote self-help, natural supports, and alternatives to the mental health system.	Unique Peerspectives 466 South Salina St., Syracuse, NY 13202	Unique Peerspectives 315-475-1994
ACR Health	Drug User Health HUB: Providing Acute Medical Care, Medication Assisted Therapy (excluding methadone), Hepatitis C Treatment, Narcan Training , PrEP, Mental Health Counseling, Crisis intervention, Linkage and navigation to treatment and other medical services, insurance navigation, and Syringe Exchange to individuals that identify as a substance user.	627 West Genesee St, Syracuse New York 13204	315-475-2430 www.ACRHealth.org
Arise*	<u>Outpatient Mental Health Services</u> All ages. Individual & Group Therapy: -Child Abuse Prevention Services -Cognitive Behavioral Therapy -Crisis Intervention -Domestic Violence Counseling <u>Integrative Care</u> -Medication Evaluation & Management -Mental Health Assessment -Post-Traumatic Stress Disorder (PTSD) -Substance Use treatment	635 James St., Syracuse, NY 13203	315-472-3171 http://www.ariseinc.org
Belvedere Addictions Center	<u>Addiction Center</u> - 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

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Bright Path Counseling Center	<u>Counseling Center</u> - Alcohol/Substance Use/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	<u>Family Counseling</u> -Out-Patient Counseling -Respite Program -Medicaid Service Coordination	1654 West Onondaga St., Syracuse, NY 13204	315-424-1800 http://www.ccoc.us
Circare	<u>Adult Services:</u> <u>Health Home Care Management (HHCM)</u> Comprehensive Care Management for adults, on Medicaid, with 2 chronic health conditions, mental health, or substance use disorder. <u>Assisted Outpatient Treatment Team (AOT)</u> <u>Non-Medicaid Care Management (NMCM)</u> <u>Forensic Case Management (FCM)</u> Adults with mental illness who are transitioning from a correctional facility into the community. <u>Assertive Community Treatment (ACT)</u> Community based treatment and rehab. For adults with serious & persistent psychiatric disability. <u>Peer Mentor Program</u> Current and former recipients of mental health services partner with peers. <u>Children & Family Services</u> <u>Case Management</u> Provides clinical, community based services to families with a seriously emotionally disturbed child or adolescent. <u>Healthy Families</u> Youth ages 10-18 enrolled at a participating Syracuse City School. Short term/home based intervention. <u>Integrated Children's Intervention Service (ICIS)</u> Works with Families who have been referred by the Probation Dept. <u>Home Based Crisis Intervention</u> 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	<u>Outpatient Clinic</u> Adults & Adolescents, Alcohol and Chemical Dependency Treatment.	526 Old Liverpool Road, Liverpool, NY 13088	315-453-3911 http://www.coniferpark.com/syracuse-outpatient-clinic

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CPEP (Comprehensive Psychiatric Emergency Program)	<p><u>A Licensed Psychiatric 24/7 Emergency Room.</u> Provides evaluation and treatment/all ages who are suffering from an acute mental health crisis.</p> <p>-Emergency Room Evaluation and Treatment -9 Extended Observation Beds (EOB) max 72 hrs.</p> <p>-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.</p> <p><u>Crisis Residence</u> 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.</p>	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	<p><u>Adult & Adolescent Outpatient and Day Treatment Programs for Alcohol & Chemical Dependency.</u> Special Population Programs for Pregnant and Postpartum Women, Latinos and the OARS Program for Older Adult Recovery Services for adults age 55+.</p> <p><u>Opioid Treatment Program (Methadone Maintenance)</u> - Adults age 18 & Older</p> <p><u>Recovery Challenge Intensive Program (RCI) Day Treatment</u> - Adults who meet criteria for outpatient rehab., substance use treatment and present with one or more of the following conditions: - Traumatic brain injury - Learning disability - Developmental disability - A history of special education</p> <p><u>Commonwealth Place Residential Program</u> 40-bed residential center treating adults age 18+ with chemical dependency who benefit from 24/7 treatment in a supervised setting.</p>	<p>410 S. Crouse Ave. 1st Floor, Syracuse, NY 13210</p> <p>Commonwealth Place 6010 E. Molloy Rd. Syracuse, NY 13211</p>	<p>Main/Outpatient Programs 315-470-8304 http://crouse.org/services/chemical-dependency</p> <p>Opioid Treatment Program 315-470-8334</p> <p>RCI Day Treatment 315-480-8340</p> <p>Commonwealth Place 315-434-2470</p>
Exceptional Family Resources	<u>C.A.R.E.E.R.S.</u> assists adults with developmental disabilities who have previously experienced significant barriers to employment identify their own career path and reach their personal	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.

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	<p>objectives to employment. <u>Family Directed Supports</u> provides direct financial assistance to support the needs of a family member living with a disability. <u>Family Education & Training</u> provides training opportunities to caregivers of individuals who are eligible for this Medicaid Waiver service. <u>First Step</u> helps establish initial links to services and support to families new to the developmental disabilities service system. <u>Friends Connection</u> pairs youth and adults with developmental disabilities with volunteer companions to share community recreation opportunities. <u>Habilitation Services</u> helps people with disabilities acquire skills, expand their interests and increase independence. <u>Medicaid Service Coordination</u> assists individuals with developmental disabilities and their families with access appropriate supports and services. <u>Project Explore</u> provides a half-day summer program of recreational activities for students with developmental disabilities. <u>Recreation</u> provides recreation opportunities at various community locations. <u>Respite</u> provides care and supervision to individuals with a developmental disability. <u>Senior Caregivers</u> serves families in which a caregiver 55 or older lives with and cares for someone with a developmental disability. <u>Specialized Resources</u> provides families with information and referrals to disability-related programs and services.</p>		
Forensic Consultants, Ltd	A private psychotherapy & counseling practice for individuals/families. Includes, depression, anxiety, marital difficulties, and alcohol/substance use/addiction.	319 East Water St., Syracuse, NY 13202	315-472-1212 http://www.forensicconsultantsltd.com
Helio Health	<p>Services include withdrawal and stabilization services.</p> <p><u>Substance Use Disorder Inpatient Detoxification at The Willows</u> Provides medically monitored and medically supervised withdrawal and stabilization services. The average length of stay ranges from 3-5 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.</p>	<p>555 East Genesee St., Syracuse, NY 13202</p> <p><u>Inpatient at The Willows</u> 847 James St., Syr., NY 13203 329 N. Salina Street, Syracuse, NY 13203 Suite 101 for <u>Outpatient</u>, Suite 100</p>	<p>315-471-0568 24 Hour Helpline 315-474-5506 Main Telephone http://www.sbh.org</p> <p>Inpatient at The Willows 315-701-1516</p>

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	<p>Individual/group counseling combined with medical care and bed rest in a safe, comfortable environment.</p> <p><u>Substance Use Disorder Inpatient Rehabilitation at The Willows</u> Providing intensive programs for people who need a highly structured, supportive environment. Individual/group counseling and patient education. The average stay is 14-20 days and is dependent on the individual treatment plan. A 40 bed licensed facility. Offers medical management supports. Priority placement is given to pregnant IV drug users, pregnant women, IV drug users and those who are at risk of losing custody of their children. Special accommodations are available for pregnant women and those with newborns up to 3 months old.</p> <p><u>Mental Health Outpatient Clinic</u> 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.</p> <p><u>Substance Use Disorder Outpatient Clinic</u> 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 24/7. Patients seeking service will be meeting with a Revenue Specialist and one of our Registered Nurses to complete an initial assessment.</p> <p><u>Gambling Outpatient Clinic</u> 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.</p>	<p>329 N. Salina Street, Syracuse, NY 13203 Suite 101</p>	<p>Rehabilitation at The Willows 315-492-1184</p> <p>Mental Health Clinic 315-373-0361</p> <p>Substance Use Disorder Clinic 315-471-1564</p>
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	<p><u>Community Residences, Support Living & Permanent Housing</u></p> <p><u>Clinical Programs</u> - Outpatient services – individual/group settings for those with co-occurring disorders, primary mental health concerns/chemical dependency issues. Include licensed clinics.</p> <p><u>Dual Recovery Program (DRP)</u> 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 use or dependency. Walk-in intakes Monday – Thursday 8:00 a.m. on a first come, first served basis.</p> <p><u>Personalized Recovery Oriented Services (PROS)</u> A comprehensive recovery-oriented model of care for individuals with severe and persistent mental health conditions, substance use 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.</p> <p><u>Housing Programs</u> - Housing options range from supportive apartment living to Shelter Plus Care to fully supervised residences. Housing can be transitional or long term.</p> <p><u>Financial Programs</u> - Person-centered Representative Payee service for Onondaga County residents.</p>	<p>Dual Recovery Program (DRP) 321 West Onondaga Street, Syracuse, NY 13202</p> <p>Personalized Recovery Oriented Services (PROS) 321 West Onondaga Street, Syracuse, NY 13202</p>	<p>Residential Services 315-472-9964</p> <p>Dual Recovery 315-478-0610</p> <p>PROS 315-478-2030</p> <p>Supportive Housing 315-478-2453</p> <p>Financial Management Unit 315-435-8207</p>
Hutchings Psychiatric Center	<p><u>Adult Inpatient</u> (Ages 18-65+) 105 inpatient beds.</p> <p><u>Adult Outpatient</u> Clinical, residential, social rehabilitation and vocational rehabilitation services.</p> <p><u>Child/Adolescent (under age 18)</u></p> <p><u>Inpatient & Outpatient</u>- Integrated inpatient, day treatment/clinic programs.</p>	620 Madison St., Syracuse, NY 13210	<p>315-426-3600</p> <p>https://www.omh.ny.gov/omhweb/facilities/hupe</p>

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Liberty Resources Inc. Integrated Health Care - Offers Behavioral and Traditional Primary Care Services	<p><u>Clinic Services</u> Largest provider of outpatient mental health services in CNY; individual/family/group therapy; co-occurring substance use/mental health treatment; psychiatric evaluation/ medication management services.</p> <p><u>Residential Services</u> -Alcohol and Substance Use OASAS (Office of Alcohol and Substance Use 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</p> <p><u>Disability Services</u> -Brain Injury -Early Intervention -Intellectual Disability Services -Community Habilitation -Day Habilitation -Individualized Residential Alternative (IRA) -Supports for Employment <u>Child, Youth & Family</u> - Prevention, intervention, rehab. /after-care services to children/families. Crisis therapy, case management, counseling, substance use treatment/mental health services, life skills education & foster, shelter and 24/7 residential housing.</p> <p><u>Individuals & Adults</u> - Services/support to special needs adults; & those with HIV/AIDS, severe/persistent mental illness, developmental disabilities, chemical dependence, traumatic brain injury, and physical disabilities.</p>	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	<p><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</p>	John H. Mulroy Civic Center, 8th Floor 421 Montgomery St., Syr. New York 13202	http://www.ongov.net/cfs 315-435-7707

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	<p>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.</p> <p><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.</p> <p>The program operates year round. Family participation and collaboration are an integral part of the Day Treatment Program.</p> <p>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 services will meet the child/adolescent's needs. Evaluations are scheduled when an opening is available.</p> <p>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.</p>		<p>315-435-7706 Day Treatment Program</p>
Prevention Network	<p>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 use prevention education, information and referral services, life</p>	<p>906 Spencer Street Syracuse, NY 13204</p>	<p>315-471-1359 www.preventionnetworkny.org</p>

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	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.		
Professional Counseling Chemical Dependency Treatment Center	<u>Professional Counseling</u> -Alcohol Treatment Center -Substance Use 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	<u>Mental Health Services:</u> <u>Inpatient Services</u> at 301 Prospect Ave. The following services are at 742 James Street. <u>Adult Outpatient Clinic</u> <u>Continuing Day Treatment</u> 315-703-2773 <u>Rehab Services</u> 315-448-2750 <u>Children Services</u> 315-703-2800 <u>Personalized Recovery Oriented Services Program (PROS)</u> 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.	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
SPOA	<u>Adults</u> <u>Onondaga County SPOA</u> 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	Onondaga County 10 th Floor, 421 Montgomery Street, Syracuse, NY 13203	315-435-7711

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	<p>Services accessed through SPOA:</p> <ul style="list-style-type: none"> • OMH congregate Residential and Supported Housing programs • Assertive community treatment (ACT) • Non Medicaid Case Management (NMCN) for individuals with serious mental illness who are not Medicaid eligible. <p><u>Children and Youth</u> <u>ACCESS Team SPOA</u> 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.</p>		Access Team (315) 463-1000
Syracuse Community Health Center, Inc.	<p><u>Individual and Family Services (IFS)</u> 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.</p> <p><u>OAS (Alcohol & Substance Use)</u> <u>Treatment & Counseling Services -</u> <u>Counseling, Addiction & Psychological</u> <u>Services (CAPS)</u> -Substance UseTreatment -Mental Health Services -Case Management -Adolescent Intervention</p>	810 S. Salina Street Syracuse, NY 13202	315-476-7921 http://www.scheny.com
Syracuse Recovery Services	<p><u>Outpatient Alcohol Programs</u> -DWI /DMV Evaluations -Medication Management <u>Outpatient Substance Use Programs</u> -Substance UseTreatments -Suboxone Medication Management <u>Mental Health Services</u> -Psychiatric Consulting -Medication Management -Treatment for Co-Occurring Disorders -Trauma Recovery</p>	109 S. Warren St. Suite 806 Syracuse, NY 13202	315-475-1771 www.syracuserecoveryservices.net

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Tully Hill Chemical Dependency Treatment Center	<p><u>Inpatient Treatment</u> -Medically Supervised Detoxification -Inpatient Rehabilitation -Inpatient Rehabilitation – Relapse Prevention</p> <p><u>Outpatient Treatment</u> -Professionals Group: Group members address specific/unique issues/problems faced by many professionals. -Young Adult Group: 16 years up to 20. -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. <u>Specialized Services</u> -Medically Supervised Detoxification -Interventions</p>	5821 Route 80, Tully, NY 13159	315-696-6114 http://www.tullyhill.com
Upstate Medical University	<p><u>Inpatient Psychiatry - Community</u> 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.</p> <p><u>Inpatient Adult Psychiatry</u> The University Hospital Inpatient Psychiatric Unit (4B) admits both voluntary/involuntary patients 18 years and older with a wide variety of psychiatric and substance use/dependence disorders.</p> <p><u>Psychiatric Addiction Dual Diagnosis Service</u> -Outpatient Detoxification -Extended Evaluation/Referral -Psychiatric Pain Consultation -Buprenorphine Maintenance for Opioid-Dependent Pregnant Women</p> <p><u>Psychiatric Consultation Service (Adult/Child)</u></p> <p><u>Psychiatric Clinics</u> <u>Adult Psychiatry Clinic</u></p>	<p>Upstate University Hospital - Community Campus 4900 Broad Road Syracuse, NY 13215</p> <p>Upstate University Hospital - Downtown Campus, 4B, 750 East Adams Street Syracuse, NY 13210</p> <p>Psychiatry and Behavioral Sciences Building Rm. 205, 713 Harrison Street Syracuse, NY 13210</p> <p>Upstate University Hospital - Downtown Campus, Rm. 1702 750 East Adams St., Syracuse, NY 13210</p> <p>Psychiatry and Behavioral Sciences Building, Rm. 100</p>	<p>315-492-5635</p> <p>315-464-9096 http://www.upstate.edu/psych/healtheare/index.php</p> <p>315-464-3130 http://www.upstate.edu/psych/healtheare/psych_addiction/index.php</p> <p>315 464-5631</p> <p>http://www.upstate.edu/psych/healtheare/psychclinics/adult.php 315-464-3165</p>

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	<p>Individual/Group Therapy and Specialties:</p> <ul style="list-style-type: none"> -Eating Disorders Program -Dialectical Behavioral Therapy -Cognitive Behavioral Therapy -Anxiety Disorders -Medication Management <p><u>Child and Adolescent Psychiatry Clinic</u> Interdisciplinary, outpatient training facility providing diagnostic evaluation and treatment services to children and adolescents (through the age of 18) and their families.</p> <p><u>Center for Emotion and Behavior Integration</u> Provides intensive, time-limited outpatient treatment for adolescents and young adults (17-45 years of age) suffering from complex behavioral problems.</p> <p><u>Attention Deficit/Hyperactivity</u> Children, adolescents, and adults referred to this program for evaluation undergo a comprehensive protocol of behavior rating scales, interviews, and psychological testing.</p>	<p>713 Harrison Street, Syracuse, NY 13210</p> <p>Psychiatry and Behavioral Sciences Building Rm. 126 713 Harrison Street, Syracuse, NY 13210</p> <p>Psychiatry and Behavioral Sciences Building 713 Harrison Street, Syracuse, NY 13210</p> <p>Psychiatry and Behavioral Sciences Building, Rm. 126 713 Harrison Street, Syracuse, NY 13210</p>	<p>315-464-3145</p> <p>315-464-3120</p> <p>315-443-9450</p>
VA Medical Center	<p>For VA enrolled Veterans & Eligible Family Members. Mental Health/PTSD Counseling & Treatment, Substance Use Disorder Treatment.</p> <p>The Behavioral Health Care Line serves Veterans in inpatient/outpatient settings to help them achieve a full/meaningful life.</p> <p><u>Behavioral Health Outpatient Clinic</u> 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, <u>Intensive Outpatient Behavioral Health Services</u> 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.</p> <p><u>Inpatient Behavioral Health Care</u> is available for Veterans who require more intervention than can be provided in the community. Acute inpatient psychiatry</p>	<p>VA Main Campus 800 Irving Avenue, Syracuse, NY 13210</p> <p>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.</p>	<p>315-425-4400 VA Main Number http://www.syracuse.va.gov VA Main Website</p> <p>315-425-4400 Ext. 53463 Behavioral Health http://www.syracuse.va.gov/services/behavioral_health.asp</p>

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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@hiscocklegalaids.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.
AccessCNY 420 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: Office for Aging (315-435-2362) Adult Protective Services (315-435-2815) NYConnects and the Long Term Care Resource Center (315-435-1400)
- **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) 435-7711 with any updates.

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

<https://www.crouse.org/services/chemical-dependency-treatment-services/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 2775 Erie Blvd. East, Syracuse

How to Access the Program: 315-470-8304

Health Benefits

Understanding Your Medical Benefits

Health Insurance Counseling

HIICAP (Health Insurance Information Counseling and Assistance Program)

<http://www.ongov.net/aging/medhelp.html>

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 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 <https://nyspltc.health.ny.gov/>

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 has in the past purchased (as of 1/1/2021 NYS Partnerships Policies are no longer being sold) 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.

Medicare

(Courtesy of Myrna Koldin – Retired Onondaga County Office for Aging Senior Services Specialist & Volunteer HIICAP Counselor)

COVID 19

- Vaccine will be covered at 100% under Part B; not subject to deductible or coinsurance
- Test to diagnose or rule out COVID 19 will be covered at 100%; not subject to deductible or coinsurance
- Antibody test to check if developed immune response and may not be at immediate risk of re-infection; will be covered at 100%; not subject to deductible or coinsurance

Medicare will begin covering acupuncture for chronic low back pain

- Up to 12 visits in 90 days with an additional 8 sessions for patients demonstrating improvement
- No more than 20 acupuncture treatments covered annually

Prior Authorization for certain Outpatient Department services

- For services provided starting July 1, 2020
- Includes blepharoplasty, eyelid surgery, brow lift and related services; Botulinum toxin injections; Rhinoplasty and related services; Vein ablation and related services; Panniculectomy, excision of excess skin and subcutaneous tissue (including lipectomy) and related services

Competitive Bidding for certain Durable Medical Equipment (DME)

- Beneficiaries must use Contracted Supplier who must accept Medicare assignment
- - Non-contracted Supplier must notify beneficiary and have an Advanced Beneficiary Notice signed
- Categories of Equipment include: Commode chairs; Continuous positive airway pressure (CPAP) devices and respiratory assist devices (RADs); Enteral nutrition; Hospital beds; Nebulizers; Negative pressure wound therapy (NPWT) pumps; Off-the-shelf (OTS) back braces; OTS knee braces; Oxygen and oxygen equipment; Patient lifts and seat lifts; Standard manual wheelchairs; Standard power mobility devices; Support surfaces (Group 1 & 2); Transcutaneous electrical nerve stimulation (TENS) devices and Walkers

Advanced Beneficiary Notice (ABN)

- New form must be completed for services which may not be covered by Medicare
- Must list service and date of service
- If claim is denied by Medicare, beneficiary is not liable for cost UNLESS a valid ABN was signed
- Still retains right to appeal
- Always liable for non-covered (excluded) services

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; going on-line to ssa.gov or by going to your local SSA office.

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 \$506 monthly premium for those who do not get premium-free Part A.)
 - \$1,600 deductible and no coinsurance for days 1-60 of a hospital stay in a benefit period.
 - \$400 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 \$200 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:**
 - \$164.90 per month if you file an individual tax return and your income is \$97,000 or less or if you file a joint tax return of \$194,000 or less. (For 2023 it is based on your 2021 annual income). Premiums increase on a sliding scale for individuals in higher income brackets.
 - \$226 deductible.
 - 20% of the Medicare approved amount after the deductible is met
 - 20% for outpatient mental health care after the deductible is met
 - 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 | Routine Vision/Refraction |
| • Cosmetic surgery | Routine foot care* |
| • Dental care | Routine physical examination* |
| • Eyeglasses * | Services outside of the USA* |

- Hearing Aids
* *Some exceptions apply*

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.

Medigap Supplement Plans

- Works as a supplement to Original Medicare Parts A & B to reduce out of pocket costs
- May cover all co-payments after Medicare makes their payment
- Does not cover any non-Medicare Parts A & B services
- Does not cover prescriptions
- Standardized plans are available through private insurance companies
- Open enrollment all year in New York State
- Anyone who becomes eligible for Medicare after 12/31/19 will not be able to enroll into Plans C, F or the high deductible F.

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 2023, in Onondaga County, there are 46 plans from 8 different companies with monthly premiums ranging from zero to \$155.00. There are also one Medicare Savings Account and ten 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 2023, there are 19 plans from 7 different companies, ranging in monthly premium from \$10.90 - \$116.80.
- 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

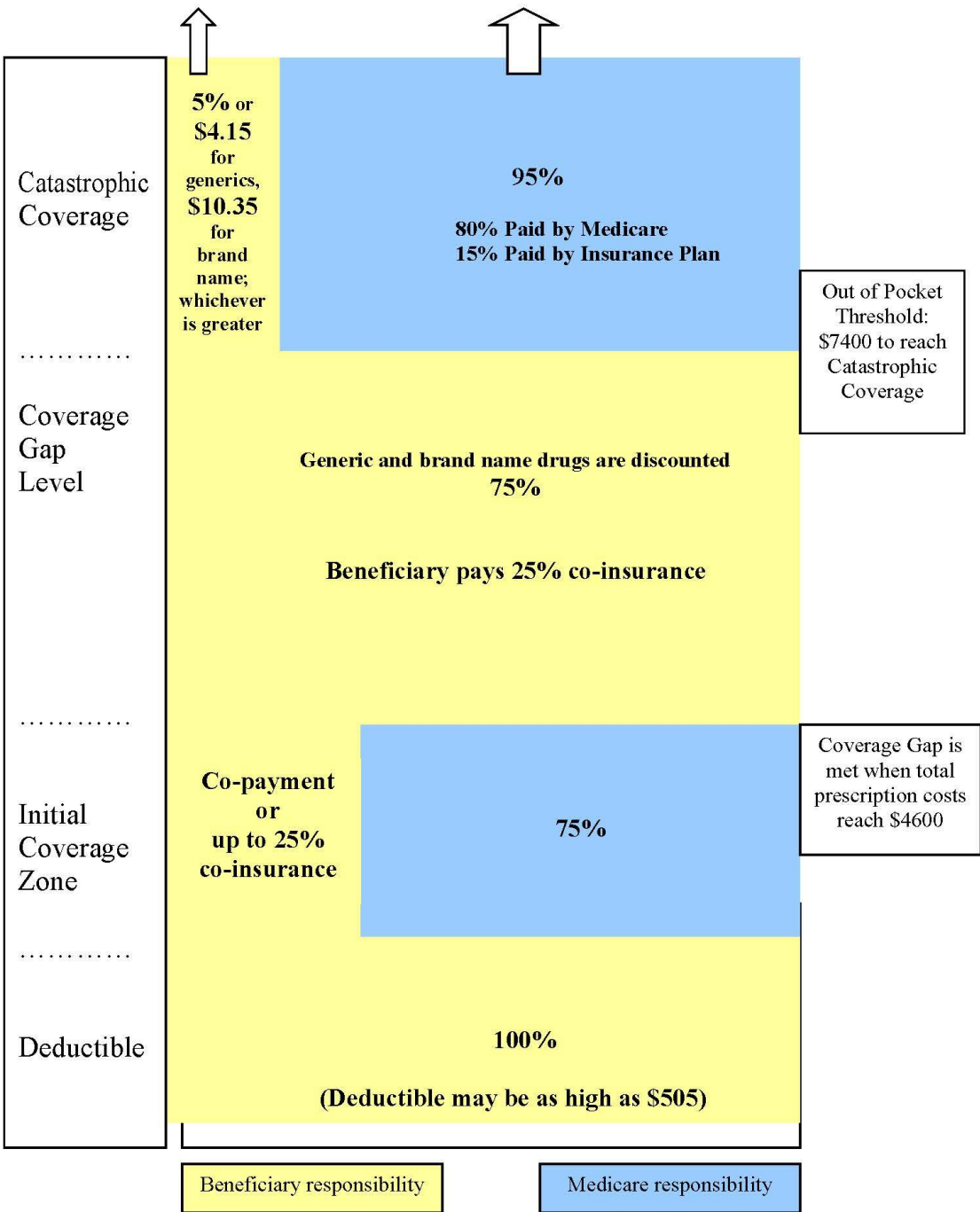
- Anticancer
- Immunosuppressants

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!

2023 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 (\$4.15 / \$10.35 for 2023)
 - Low Income Subsidy is through the Social Security Administration
 - Individual Income- \$1,843; Resources-\$16,660 (includes burial exclusion)
 - Couple Income - \$2,485; Resources -\$33,240 (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 - \$1,697; Couple Income - \$2,288- 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

<http://www.ongov.net/dss/medicalassistance/apply.html#chronic>

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

<http://www.ongov.net/dss/medicalassistance/apply.html#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 <https://mybenefits.ny.gov/mybenefits/begin>.

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 Possibly:

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

Syracuse Financial Empowerment Center

<https://www.syr.gov/Departments/NBD/Syracuse-FEC>

538 Erie Blvd. West, Suite 100, Syracuse, NY 13204

315-474-1939

One-on-one financial counseling; free, private and professional either on-line or in-person. Spanish speaking counselors are available

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/benefits-checklist-for-older-adults/>

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](https://www.ncoa.org/) (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](https://www.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.

For information on financial issues or for representative payee services please contact the following.

ARISE

1065 James Street, Syracuse, NY 13202
315- 472-3171

Catholic Charities, 1654 West Onondaga Street, Syracuse, NY 13204
315- 424-1810

Helio Health

Financial Management Unit, 518 James Street, Suite LL07 Syracuse, NY 13203
315-435-8207

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.

Syracuse Financial Empowerment Center

<https://www.syr.gov/Departments/NBD/Syracuse-FEC>

538 Erie Blvd. West, Suite 100, Syracuse, NY 13204
315-474-1939

One-on-one financial counseling; free, private and professional either on-line or in-person. Spanish speaking counselors are available.

Syracuse Jewish Family Services – AgeWise Solutions Care Management

315-446-9111 x 234

<https://sjfs.org/agewise-care-solutions/>

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

Legal Referral Services

Onondaga County Bar Association Lawyer Referral Services at 315-471-2690.

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: 1-877-873-7283

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 315-424-1810

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- 473-9495

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.

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.

Mediation Services

Elder Transitions Mediation Program

New Justice Conflict Resolution Services
400 Leavenworth Avenue, Suite 100, Syracuse, 13204
315-489-3015 (Elder Transitions)
315-471-4676 (Main Office)

The Elder Transitions program is designed to support collaboration, reduce stress, and preserve or repair relationships among elders, their adult children, and community members. Mediation is a confidential, informal, problem-solving process guided by trained, impartial mediators. Participants identify issues, develop options, consider alternatives, and work together toward decisions about future actions and outcomes. Common elder mediation issues include living arrangements, financial management, and estate and end-of-life planning. Fees, which include a two-hour mediation meeting, range from \$0-\$100 and are charged on a sliding scale based on annual income.

New Justice also offers mediation, arbitration, and process facilitation services as alternatives to litigation for resolving other types of disputes, including custody/visitation, landlord/tenant, and customer/merchant.

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

Onondaga County



J. Ryan McMahon, II
County Executive

Senior Centers

The following is a listing of Senior, and Community Centers, 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.....315-672-5820 27 First Street Camillus, NY 13031	Dunbar Association.....315-760-3155 1453 South State Street Syracuse, NY 13205
Canton Woods Senior Center.....315-638-4536 76 Canton Street Baldwinsville, NY 13027	Fayetteville Senior Center.....315-637-9025 584 East Genesee Street Fayetteville, NY 13066
Cicero Senior Center.....315-452-3298 5924 Lathrop Drive Cicero, NY 13039	Huntington Family Centers Senior Center.....315-476-3157 405 Gifford Street Syracuse, NY 13204
Clay Senior Center.....315-652-3800 Ext. 137 4948 Route 31 Clay, NY 13041	Jewish Community Center.....315-445-2360 5655 Thompson Road DeWitt, NY 13214
Frank DeFrancisco Eastwood Senior Center.....315-437-4011 401 S. Midler Avenue Syracuse, NY 13206	Jordan-Elbridge Community Ctr.....315-689-3431 1 Route 31 Jordan, NY 13080
DeWitt Parks & Rec.....315-446-9250 Ext. 134 DeWitt Town Hall, 5400 Butternut Drive East Syracuse, NY 13057	John Carno Recreation Center.....315-487-8243 823 State Fair Blvd. Syracuse, NY 13209

Senior Centers Continued

Manlius Senior Activity Centre.....315-682-7889 1 Arkie Albanese Avenue Manlius, NY 13104	Town of Salina.....315-457-6661 201 School Road Liverpool, NY 13088
Magnarelli Community Center at McChesney Park.....315-473-2673 2308 Grant Boulevard (Cor Pond & Grant Blvd.) Syracuse, NY 13208	The Salvation Army Senior Center.....315-479-1156 749 S. Warren Street Syracuse, NY 13202
Onondaga Senior Center.....315-469-3464 4834 Velasko Rd Syracuse, NY 13215	Skaneateles YMCA & Community Center.....315-685-2266 97 State Street Skaneateles, NY 13152
Robert Cecile Community Center.....315-473-2678 174 West Seneca Turnpike Syracuse, NY 13205	Syracuse Northeast Community Center.....315-472-6343 716 Hawley Avenue Syracuse, NY 13203
SAGE/Upstate.....315-478-1923 431 E. Fayette Street, Lower Level CNY Philanthropy Center Syracuse, NY 13202	Westcott Community Center.....315-478-8634 826 Euclid Avenue Syracuse, NY 13210

Prepared by the Onondaga County Office for Aging
(315) 435-2362 www.ongov.net/aging



J. Ryan McMahon, II
County Executive

JoAnne Spoto Decker Commissioner, Adult & Long Term Care Services
Executive Director, Office for Aging

Revised: 06/2023

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

<https://www.acrhealth.org/>

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.

CNY Pride, Inc.

315-254-2386

PO Box 6608, Syracuse, NY 13217

info@cnypride.org

<https://www.cnypride.org/>

CNY PRIDE serves the Central New York lesbian, gay, bisexual, and transgender community and their allies through celebration, education, and advocacy.

F.A.C.E.S. LGBT Community Liaison

401 South Ave Syracuse, New York 13204

315-474-6823

An HIV/AIDS Outreach and Education Program of Syracuse Community Connections.

NYS Division of Human Rights

333 East Washington Street, Room 543, Syracuse NY 13202

315- 428-4633

vwoods@dhr.state.ny.us

<https://dhr.ny.gov/location/syracuse>

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

<https://pflag.org/get-support/>

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

<https://www.binghamton.edu/prideandjoyfamilies/>

Pride and Joy Families connects local LGBT families with a listserv for online discussions, family gatherings, and resources.

NYS Bar Association

<https://nysba.org/committees/lgbtq-law-section/>

Q Center @ ACR

617 W. Genesee St. Syracuse, NY 13204
315-475-2430

<https://www.acrhealth.org/youth-programs/q-centers/>

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

<https://www.queeringeducation.org/>

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

<https://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

<https://www.syracuseculturalworkers.com/>

An educational and cultural organization founded to help sustain a culture that honors diversity and celebrates community.

Syracuse Gay and Lesbian Chorus

232 E. Onondaga Street, Syracuse, NY 13202

<https://www.syrglc.org/>

Board@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

132 Schine Student Center, Syracuse, NY 13244

315-443-0228

<https://experience.syracuse.edu/lgbtq/>

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

<https://thecollege.syr.edu/degree-programs/lesbian-gay-bisexual-and-transgender-lgbt-studies-minor/>

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.

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

<https://www.ocmboces.org/>

Provides a variety of educational and vocational programs for the community including persons with disabling conditions. Fees attached to some offerings.

Onondaga Community College
4969 Onondaga Road, Syracuse, 13215
Phone: 315-498-2000

<https://www.sunyocc.edu/>

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! 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 your librarian how you can get a library card. For more about these and other services, contact your nearby library. The Onondaga County Public Libraries (OCPL) offer

thousands of opportunities for patrons to participate in a variety of programs at one of 32 locations. Join a book club, color with your friends, learn how to quilt, explore the many things our Makerspaces offer or get tips for starting a small business. Come and discover how you can learn, explore, and create at your local library.

Book Clubs

Many OCPL locations host regular Book Club meetings. Discuss the classics, the latest hot titles or branch out and read something unusual. A great way to read and make new friends.

Caregiver Resource Collection

Contains up-to-date books and videos that address issues of aging and caregiving.

Compact Discs

Classical, jazz, popular music.

Computer Classes

Whether you need to keep a competitive edge in the job market, or just want to connect online with family and friends, computer literacy is important now more than ever. OCPL offers many computer training resources.

DVD's

Feature films, TV shows, travelogues, how-to information.

eBooks and Print

Books (regular and large print), newspapers, magazines, directories.

English as a Second Language

OCPL offers a variety of resources to help adults learn English and improve reading, writing and speaking skills.

High School Equivalency

Some OCPL locations offer GED / TASC study groups or classes.

Literacy

Includes Adult Literacy, ESOL, GED/TASC and more.

Programs

Music, travel, books, interesting people, finances.

Syracuse University

Part Time Credit Course/Program Study

315- 443-3261

<https://www.syracuse.edu/admissions/part-time/>

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.

Upstate Oasis

Sponsored by Upstate University Hospital
6333 Rte. 298, East Syracuse, NY 13057
315- 464-6555

<https://upstate.oasisnet.org/>

Classes in health and wellness, the arts and humanities.

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

A4TD



Senior Community Service Employment Program (SCSEP)

A jobs training program for unemployed, low-income older adults

The *Senior Community Service Employment Program (SCSEP)* is a community service and work-based job training program for older Americans. Authorized and funded by *Title V of the Older Americans Act*, the program provides training for low-income, unemployed seniors.

SCSEP participants gain work experience in a variety of community service activities at 501(c)(3) non-profits and public facilities, including schools, hospitals, day-care centers, and senior centers. These agencies provide job skills training and help participants in their job search efforts. Participants train 20 hours per week while earning minimum wage.

Participants are trained in career tracks that serves as a bridge to unsubsidized employment opportunities. Career tracks include: home health aide, food service, customer service, office administration, stock clerk, and retail sales.

In addition to on-site training, SCSEP services may also include career assessment, Individual Employment Plan development, supportive services, and specialized skill training.

Who qualifies for SCSEP?

- Individuals aged 55+
- Income <125% of federal poverty guidelines
- Unemployed

Associates for Training and Development

is a private non-profit that serves as a national sponsor for SCSEP. Founded in 1983, the company has a proven track record of helping place participants in jobs.

"The Senior Community Service Employment Program helped me to update my work skills, get my confidence back, and get the job I love. I never could have done this on my own. I believe this program changed the direction of my life for the better. I am so grateful."

Testimonial from a former SCSEP Participant

For more information on the SCSEP, contact:

Associates for Training and Development

Syracuse, NY 13205

607-766-1437

www.a4td.org



Like a snowflake, every worker is unique!

We are an Equal Opportunity Employer/Program. Know your rights: workplace discrimination is illegal.

Auxiliary aids and services are available upon request to individuals with disabilities.

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it.

Funding Sources:

The total cost of A4TD's Program Year 2022 (7/1/22 to 6/30/23) **Senior Community Service Employment Program** is \$13,282,490. \$11,954,241 (90%) is funded through U.S. Department of Labor – Employment and Training Administration grants. The other \$1,328,249 (10%) is funded through State and Local resources.

Catholic Charities
RSVP – Retired Senior Volunteer Program
315-424-1810

<https://www.ccoc.us/volunteer>

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

<http://www.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 Community Services

315- 251-1400

<https://www.contactsyracuse.org/volunteer/>

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

<https://www.peace-caa.org/programs/fostergrandparent/>

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.

Home Delivered Meals

Meals on Wheels of Eastern Onondaga County

315- 637-5446

P.O. Box 72, Manlius, NY 13104

Serves: Bridgeport, DeWitt, East Syracuse, Minoa, Fayetteville, Jamesville, Kirkville, Manlius, Pompey, Tully/Lafayette Area.

<https://www.moweoc.com/>

Kosher Meals on Wheels

315- 446-9111 ext. 256

4101 East Genesee St, Syracuse, NY 13214

Serves: those who require Kosher. Contact: ellisid@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

<https://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

<https://namow.org/>

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

InterFaith Works

Senior Companion Program

315- 449-3552 x224 x110

Volunteer outreach program of friendly visitors/companions offering socialization and
advocacy for isolated older adults.



Senior Services

Senior Companions



**AmeriCorps
Seniors**

Would You Enjoy:

- Engaging an older adult in stimulating conversation?
- Helping to prepare light meals?
- Providing meal and medication Reminders?
- Running errands or shopping?
- Taking a walk, or sharing hobbies?

If you are over the age of 55, meet income criteria, and are available a minimum of 5-40 hours a week, Senior Companionship is right for you!

Making Independence a Reality

It's not work. It's friendship!

Volunteers Needed!

Senior Companions receive:

- * A Tax-Exempt Stipend
- * Mileage Reimbursement
- * Monthly In-Service Training

To learn more about this gratifying opportunity, contact InterFaith Works' Senior Companion Department at (315) 449-3552, ext. 224 or 110

Please note

ALL Senior Companion candidates must pass a background screening and fingerprinting.

Ombudsman Program (Long Term Care)

315-671-5108

<https://www.ariseinc.org/services/accessibility-disability-aging-services/ombudsman-program/>

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

Onondaga County Office for Aging

HIICAP (Health Insurance Information, Counseling & Assistance Program)

315- 435-2362

<http://www.ongov.net/aging/medhelp.html>

Trained volunteers provide Medicare beneficiaries with free, unbiased information and assistance relating to Medicare, supplemental insurance and prescription options.

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.

<https://www.peace-caa.org/get-involve/volunteer/>

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

7000 E. Genesee Street, D Building, Lower Level, Fayetteville, NY 13066
315- 445-7902

<http://www.ppcadvocacy.org/>

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 x 256

<https://www.sjfs.org/page/view/volunteering-46.html>

Many opportunities are available; canine visits, assist with fun activities, visit thoses in assisted living/skilled nursing, teach a class and more.

US Small Business Administration – Syracuse District Office SCORE

224 Harrison Street 5th Floor, Syracuse, NY, 315-471-9393

<https://www.score.org/page/volunteer-score>

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

PO Box 2400, Syracuse 13220, Phone: 315-453-2424

<https://www.wcny.org/support-wcny/volunteer/>

Volunteers are needed for special events and much more.

Looking for a **JOB?**



SERVICES

- Resume & cover letter help
- Career advancement
- Connect with educational & training programs
- Job search assistance
- Interview Skills



LOCATION

- Syracuse Community Connections
- 401 South Ave.
- Family Planning
- Public Library
- Neighborhood Advisor Program



CONTACT

- Dexter Green
- 315-726-4293
- dgreen@smnfwcc.org



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

<https://www.clearpath4vets.com/>

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- 435-3219

8:30 am- 4:30 Pm, Monday-Friday

<http://www.ongov.net/veterans/>

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

<https://law.syracuse.edu/academics/experiential-courses-clinics-externships/clinics/betty-and-michael-d-wohl-veterans-legal-clinic/>

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

<https://www.accesscny.org/>

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
<https://www.arcon.org/>

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

<https://www.ariseinc.org/>

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

<https://www.auroraofcny.org/>

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

<https://contactefr.org/>

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.

Onondaga County Public Library Adaptive Technologies

<https://www.onlib.org/find/available-technology/adaptive-technologies>

- ZoomText computer screen magnifying software
- JAWS computer screen reading software
- DRAGON Naturally Speaking voice recognition software
- SARA Scanning and Reading Appliance
- Braille embosser
- Topax XL HD video magnifier
- Assortment of lighted magnifiers
- American Printing House 4-track cassette player/recorders
- Digital talking book machines
- Talking Typer keyboard instruction software
- Pocket-Talker assistive listening device

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Person to Person: Citizen Advocacy

7000 E. Genesee Street, D Building, Lower Level, Fayetteville, NY 13066
315- 445-7902

<https://www.ppcadvocacy.org/>

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.

Grandparent Websites

<https://www.helpguide.org/articles/parenting-family/grandparents-raising-grandchildren.htm>

Intergenerational Connections "Grandparents Raising Grandchildren"

<https://www.nfrchelp.org/>

New York State Kinship Navigator

<https://www.nysnavigator.org/>

Adult Protective Services

315-435-2815

www.ongov.net/aps



1. At-Risk Individuals, 18 and Older, Who Have a Physical/Mental Impairment
2. Services to Keep Them Safe Due to Their Inability to Care for Themselves or Because of Neglect/Abuse by Others
3. In-Home Investigations
4. Case Management
5. Legal Interventions
6. Referrals to Community Services

JoAnne Spoto Decker

Commissioner
Executive Director,
Office for Aging

**Onondaga County
Department of Adult &
Long Term Care Services**



J. Ryan McMahon, II
County Executive

**Onondaga County Department of
Adult & Long Term Care Services**

John H. Mulroy Civic Center
421 Montgomery Street, 10th Floor
Syracuse, NY 13202
315-435-2362
www.ongov.net/adult

**Onondaga
County**



Department of Adult & Long Term Care Services

Mission: To Provide Support to
Improve the Quality of Life and Overall
Well-Being for Adults and Those With
Long-Term Care Needs.

- Office for Aging
- NY Connects
- Long Term Care
Resource Center
- Adult Protective Services

315-435-2362

www.ongov.net/adult

6/2023



Office for Aging

315-435-2362

www.ongov.net/aging

- **Information and Assistance**
 - Assess Caller Needs and Discuss Available Office for Aging Program and Service Options
 - Explain Eligibility Requirements
 - Offer Information/Contact Numbers for Other Community Resources
- **Caregiver Services**
 - Caregiver Information & Assistance
 - Caregiver Discussion Groups
 - Public Education by the Institute for Caregivers (Virtual 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
 - Social Adult Day Programs
 - In-Home Respite
 - Consumer Directed Options

Office for Aging

315-435-2362

www.ongov.net/aging



- **HEAP**
 - Home Energy Assistance Program
 - Utility Subsidy to those 60+ and Income Eligible
- **HIICAP (Health Insurance Information, Counseling & Assistance Program)**
 - Free, Unbiased Information On: Supplemental Health Insurance Medicare Prescription Drug Coverage
- **Community Service Programs**
 - Home Repairs/Housing Counseling
 - Neighborhood Advisors
 - Legal/Social Work Services
 - Senior Centers
 - Transportation Options
 - Senior Shopping Services
- **Nutrition Services**
 - Nutrition Counseling & Education
 - Senior Dining Sites
 - Home Delivered Meals
 - Senior Farmers Market Nutrition Program Coupons



NY Connects
Your Link to Long Term
Services and Supports

of ONONDAGA COUNTY

(800) 342-9871 (315) 435-1400

New York Connects

315-435-1400

www.ongov.net/nyconnects

1. Provides Information and Assistance with Long Term Care Services—Any Age and Any Payer Source
2. Certified Staff Will Provide Options Counseling to Assist Families in Choosing Appropriate, Person-Centered Services



Long Term Care Resource Center

315-435-5600 www.ongov.net/ltrc

1. Provides Ongoing, Medically Based, Care Management—Adults and Children With Disabilities
2. Works With Adult Protective Services to Provide Nursing Assessments
3. Works With Medicaid Waiver Program to Provide Personal and Consumer Directed Home Care Services

Notes



J. Ryan McMahon, II
County Executive

Senior Resource Guide

315-435-2362
J. Ryan McMahon, II
County Executive

<http://www.ongov.net/adult/>
JoAnne Spoto Decker
Commissioner