Onondaga County Resources

Onondaga County Department of Adult & Long Term Care Services

315-435-2362
Joanne M. Mahoney, County Executive

www.ongov.net/nyconnects
Lisa D. Alford, Commissioner

Revised October 2018
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Moreover any errors, and/or omissions, are unintentional.

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

Please call 315-435-1400 with any updates.
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Quick Guide to Aging Resources

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

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

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

Complaint Lines

Adult Care Facilities 1-866-893-6772
Home Health Care
( Including Certified Home Health Agencies) 1-800-628-5972
Hospice 1-800-628-5972
Hospital Discharge 1-800-804-5447
Hospital or Diagnostic and Treatment Center 1-800-804-5447
Managed Care 1-800-206-8125
Nursing Home 1-888-201-4563
Office of Professional Medical Conduct 1-800-663-6114
Ombudsman Program 315-671-5108
- Advocating for the Rights of Those
  in Skilled Nursing & Adult Care Facilities

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

For Elder Abuse Emergencies Call:

Call 9-1-1 for a life threatening emergency

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

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

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

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

The following is a listing of Senior Centers and other groups offering programs for older adults in Onondaga County. We encourage you to contact the center directly to find out about their programs, availability and possible residency requirements. Please note: Addresses shown are building locations; mailing addresses may be different.

All are air-conditioned facilities

<table>
<thead>
<tr>
<th>Senior Center</th>
<th>Phone</th>
<th>Address</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Camillus Senior Center</td>
<td>672-5820</td>
<td>25 ½ First Street Camillus, NY 13031</td>
<td></td>
</tr>
<tr>
<td>Canton Woods Senior Center</td>
<td>638-4536</td>
<td>76 Canton Street Baldwinsville, NY 13027</td>
<td></td>
</tr>
<tr>
<td>Cicero Senior Center</td>
<td>452-3298</td>
<td>5924 Lathrop Drive Cicero, NY 13039</td>
<td></td>
</tr>
<tr>
<td>Clay Senior Center</td>
<td>652-3800 Ext. 137</td>
<td>4492 Route 31 Clay, NY 13041</td>
<td>622-7259</td>
</tr>
<tr>
<td>Clover Corner Senior Center</td>
<td>410-0231</td>
<td>405 Gifford Street Syracuse, NY 13204</td>
<td>476-3860</td>
</tr>
<tr>
<td>Frank DeFrancisco Eastwood Senior Center</td>
<td>437-4011</td>
<td>401 S. Midler Avenue Syracuse, NY 13206</td>
<td></td>
</tr>
<tr>
<td>DeWitt Parks &amp; Recreation</td>
<td>446-9250 Ext. 9</td>
<td>DeWitt Town Hall 5400 Butternut Drive East Syracuse, NY 13057</td>
<td>449-0620</td>
</tr>
<tr>
<td>Dunbar Association</td>
<td>760-3155</td>
<td>1453 South State Street Syracuse, NY 13205</td>
<td>760-3159</td>
</tr>
<tr>
<td>Fayetteville Senior Center</td>
<td>637-9025</td>
<td>584 East Genesee Street Fayetteville, NY 13066</td>
<td>637-3483</td>
</tr>
<tr>
<td>Jewish Community Center</td>
<td>445-2360</td>
<td>5655 Thompson Road DeWitt, NY 13214</td>
<td>449-4539</td>
</tr>
<tr>
<td>Jordan/Elbridge Community Ctr</td>
<td>689-3431</td>
<td>1 Route 31 Jordan, NY 13080</td>
<td>689-3122</td>
</tr>
</tbody>
</table>

NY Connects of Onondaga County 315-435-1400 Revised October 2018 7
Manlius Senior Centre.......................682-7889
1 Arkie Albanese Avenue......... Fax:682-8119
Manlius, NY 13104
www.manliusseniors.org mscseniors@aol.com

Magnarelli Community Center at
McChesney Park.............................473-2673
2300 Grant Boulevard (Cor. Pond & Grant Blvd.)
Syracuse, NY 13208.................Fax: 473-8377

Northeast Community Center.......472-6343
716 Hawley Avenue.................Fax: 472-8332
Syracuse, NY 13203

Onondaga Senior Center.........469-3464
4834 Velasko Rd..................Fax:469-2816
Syracuse, NY 13215
roorecreation@msn.com

Robert Cecile Community Center.....473-2678
174 West Seneca Turnpike........Fax:498-6385
Syracuse, NY 13205

SAGE/Upstate.........................478-1923
431 E. Fayette Street, Lower Level
CNY Philanthropy Center
Syracuse, NY 13202

Salina Civic Center.................454-0168
2826 LeMoyne Avenue...........Fax:454-0173
Mattydale, NY 13211

The Salvation Army Adult
Community Center................479-1325
749 S. Warren Street.........Fax:479-1127
Syracuse, NY 13202

Skaneateles Community Center.....685-5607
97 State Street..................Fax:685-4022
Skaneateles, NY 13152

Westcott Community Center.......478-8634
826 Euclid Avenue.................Fax:701-0303
Syracuse, NY 13210

Exercise

Senior exercise classes are available throughout
the county. Check with senior centers, city,
town and village recreation departments, as
well as private gyms in your area. Many
shopping malls also open their doors for
walking programs; inquire with the customer
service office of the mall for more
information. Contact the Onondaga County
Office for Aging for Strength and Balance
Exercise Class schedules: 315-435-2362
Neighborhood Advisors

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

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

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

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

A Neighborhood Advisor can help you:

  Complete medical applications and other forms. Locate needed services, such as:
    • Health Care
    • Legal Advice
    • Transportation
    • Housing
    • Nutrition and Exercise
    • Socialization
    • Caregiver Information

Provide information about income stretching programs such as:

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

Property Tax Reduction
### Senior Dining Sites

**Onondaga County Office for Aging**  
**2018**

### Senior Dining Site Information

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

<table>
<thead>
<tr>
<th>P.E.A.C.E. Inc.*</th>
<th>315-470-3331</th>
<th>Meal Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bob Cecile Senior Center, 176 W Seneca Turnpike</td>
<td>315-473-2678</td>
<td>Monday - Friday Noon</td>
</tr>
<tr>
<td>Brighton Towers Apartments, 621 Brighton Ave.</td>
<td>315-424-1831</td>
<td>Tuesday &amp; Thursday Noon</td>
</tr>
<tr>
<td>Camillus Senior Center, 27 First Street, Camillus</td>
<td>315-672-3163</td>
<td>Monday - Friday Noon</td>
</tr>
<tr>
<td>Canton Woods Senior Center, 76 Canton St, Baldwinsville</td>
<td>315-638-4536</td>
<td>Monday, Wednesday, Friday Noon</td>
</tr>
<tr>
<td>Cicero Senior Center, 5924 Lathrop Road, Cicero</td>
<td>315-452-3298</td>
<td>Monday, Tuesday, Friday Noon</td>
</tr>
<tr>
<td>Clover Corner, 405 Gifford St, Syracuse</td>
<td>315-476-3157</td>
<td>Monday - Friday Noon</td>
</tr>
<tr>
<td>Dewitt Community Center, 146 Sanders Creek Parkway</td>
<td>315-446-9250 x127</td>
<td>Tuesday - Wednesday Noon</td>
</tr>
<tr>
<td>Dunbar Center, 1453 South State Street</td>
<td>315-760-3155</td>
<td>Monday, Wednesday, Friday Noon</td>
</tr>
<tr>
<td>Eastside Family Resource Center, 202 S Beech Street</td>
<td>315-470-3325</td>
<td>Wednesday &amp; Friday Noon</td>
</tr>
<tr>
<td>Eastwood Senior Center, 401 S Midler Avenue</td>
<td>315-437-4011</td>
<td>Tuesday, Wednesday, Friday Noon</td>
</tr>
<tr>
<td>Fay Road Baptist Church, 750 Fay Road</td>
<td>315-468-2071</td>
<td>Tuesday Noon (Closed Summers)</td>
</tr>
<tr>
<td>Foster Grandparents, Eastwood Sr. Ctr., 401 S. Midler Ave.</td>
<td>315-437-4011</td>
<td>Monthly</td>
</tr>
<tr>
<td>Heman Street, 121 Heman Street, East Syracuse</td>
<td>315-952-0038</td>
<td>Monday &amp; Wednesday Noon</td>
</tr>
<tr>
<td>Jordan Elbridge Comm.Ctr, 238 E. Main St. Rte 31, Jordan</td>
<td>315-689-3431</td>
<td>Fri. &amp; Every 2nd, 3rd, 4th Tues., Noon</td>
</tr>
<tr>
<td>Limestone Community Center, 7626 Highbridge Rd, Manlius</td>
<td>315-682-7001</td>
<td>Monday &amp; Wednesday Noon</td>
</tr>
<tr>
<td>Liverpool Methodist Church, 604 Oswego Street</td>
<td>315-457-5180</td>
<td>Monday Noon</td>
</tr>
<tr>
<td>Magnarelli Center @ McChesney Park, 2308 Grant Blvd</td>
<td>315-473-2673</td>
<td>Mon &amp; Wed Noon</td>
</tr>
<tr>
<td>Marcellus U Methodist Church, 1 Slocombe Ave., Marcellus</td>
<td>315-673-2533</td>
<td>Thursday Noon</td>
</tr>
<tr>
<td>Meadows Apartments, 3490 Meadowbrook Lane, B'ville</td>
<td>315-635-6125</td>
<td>Tuesday &amp; Thursday Noon</td>
</tr>
<tr>
<td>Norstar Apts Comm Room, 4784 Norstar Boulevard, Clay</td>
<td>315-457-4777</td>
<td>Thursday &amp; Friday Noon</td>
</tr>
<tr>
<td>N. Syracuse Community Ctr, 700 South Bay Rd, N. Syr.</td>
<td>315-458-4763</td>
<td>First Thursday Noon</td>
</tr>
<tr>
<td>Onondaga Senior Center, 4834 Velasko Road</td>
<td>315-469-3464</td>
<td>Monday - Thursday Noon</td>
</tr>
</tbody>
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<tr>
<th><strong>P.E.A.C.E</strong> Inc.</th>
<th>315-470-3331</th>
<th><strong>Meal Times</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Providence House Apartments, 1700 W Onondaga Street</td>
<td>315-424-1804</td>
<td>Monday - Friday Noon</td>
</tr>
<tr>
<td>Ross Towers, 710-712 Lodi Street</td>
<td>315-473-8506</td>
<td>Monday, Wednesday, Friday Noon</td>
</tr>
<tr>
<td>Salina Civic Center, 2826 Lemoyne Avenue</td>
<td>315-424-1810</td>
<td>Monday - Friday Noon</td>
</tr>
<tr>
<td>Skaneateles Comm. Center, 97 State St., Skaneateles</td>
<td>315-685-5607</td>
<td>Wednesday Noon</td>
</tr>
<tr>
<td>Solvay Masonic, 780 Woods Road, Solvay</td>
<td>315-487-0596</td>
<td>Monday Noon</td>
</tr>
<tr>
<td>Toomey Abbott Towers, 1207 Almond Street</td>
<td>315-428-0180</td>
<td>Tuesday &amp; Thursday Noon</td>
</tr>
<tr>
<td>Town of Clay Senior Center, 4948 County Route 31</td>
<td>315-652-3800</td>
<td>Wednesday Noon (Closed Summers)</td>
</tr>
<tr>
<td>Tully United Comm. Church, 5872 Meetinghouse Rd, Tully</td>
<td>315-696-8066</td>
<td>Tuesday Noon</td>
</tr>
<tr>
<td>United Church of Christ, 215 Blackberry Road, Liverpool</td>
<td>315-652-6789</td>
<td>Friday Noon</td>
</tr>
<tr>
<td>Valley Vista Apartments, 122 W. Seneca Turnpike</td>
<td>315-469-4100</td>
<td>Wednesday Noon</td>
</tr>
<tr>
<td>Villa Scalabrini Apartments, 825 East Willow Street</td>
<td>315-472-3142</td>
<td>Tuesday &amp; Thursday Noon</td>
</tr>
<tr>
<td>Vinette Towers, 907 Pond St.</td>
<td>315-473-8504</td>
<td>Tuesday, Thursday &amp; Friday Noon</td>
</tr>
<tr>
<td>Westcott Community Center, 826 Euclid Avenue</td>
<td>315-478-8634</td>
<td>Monday - Friday Noon</td>
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<thead>
<tr>
<th><strong>Salvation Army</strong>*</th>
<th>315-479-1309</th>
<th><strong>Meal Times</strong></th>
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</thead>
<tbody>
<tr>
<td>Senior Adult Center, 749 S Warren Street</td>
<td></td>
<td>No reservation required</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Monday - Friday Breakfast &amp; Lunch</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Jewish Community Senior Center</strong>*</th>
<th>315-445-2360</th>
<th><strong>Meal Times</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>5655 Thompson Rd, Dewitt (Kosher meals)</td>
<td></td>
<td>Reservations required</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Monday - Friday Noon</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Summers Monday @ 5 PM</td>
</tr>
</tbody>
</table>

*Please call main number for reservations

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

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

Joanne M. Mahoney, County Executive  Pete Headd, Executive Director  Revised 3/2018
Home Delivered Meals 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 overwhelming report a better sense of well-being and independence as a result. The Home Delivered Meals Program is a primary access point for other home and community-based services.

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

Onondaga County Office for Aging contracts with the following programs to deliver meals to the homebound:

Meals on Wheels of
Eastern Onondaga County
315- 637-5446
P.O. Box 72, Manlius, NY 13104
fmjdmealsonwheels@verizon.net
http://www.fm-jdmealsonwheels.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
www.meals.org

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

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

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

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

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

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

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

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

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

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

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

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

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

Food Bank of Central New York  315- 437-1899
7066 Interstate Island Rd, Syracuse, NY 13209 http://www.foodbankcny.org
The core of their work is achieved by partnering with local partner agencies that distribute food to families in need. The key partners that make up their emergency food network are food pantries, soup kitchens and emergency shelters. Other not-for-profit agencies such as day care centers, rehabilitation centers, senior centers and group homes are able to utilize membership as a way to supplement their agency food needs.

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

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

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

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

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

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

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

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

By Telephone: You can request an application by calling 315-435-2700. We 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)

NOEP, 315-437-1899 Extension 224, 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
www.foodbankcny.org 7066 Interstate Island Road, Syracuse, NY 13209
315- 437-1899

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 buying club- you are not required to show proof of income.

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

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

<table>
<thead>
<tr>
<th>Location</th>
<th>Site Details</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Syracuse</td>
<td>Northeast Community Center 716 Hawley Ave</td>
<td>315-472-6343 Ext.231</td>
</tr>
<tr>
<td>Syracuse</td>
<td>St. Mark's Church 1612 West Genesee St.</td>
<td>315-488-8511</td>
</tr>
<tr>
<td>Baldwinsville</td>
<td>Canton Woods Senior Center 76 Canton St.</td>
<td>315-638-4536</td>
</tr>
<tr>
<td>Camillus</td>
<td>Camillus Senior Center 255 ½ First Street</td>
<td>315-672-5820</td>
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<tr>
<td>Mattydale</td>
<td>Castholic Charities, Salina Civic Center, 2826 Lemoyne Ave</td>
<td>315-424-1810 Ext.13</td>
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<tr>
<td>Dewitt</td>
<td>Town of Dewitt 5400 Butternut Dr.</td>
<td>315-446-9250 Ext.9</td>
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<tr>
<td>Tully</td>
<td>St. Leo's Church 10 Onondaga St.</td>
<td>315-696-5092</td>
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Shopping Services

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

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


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

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

Kinney Drug Stores

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

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

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

Senior Companion
315-708-9239

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

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

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

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

Serving Seniors Inc.  
315- 382-4300

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

TymeSavers Concierge Services

This program is offered to seniors, age 60 or older, or the disabled who are homebound and unable to find assistance for grocery shopping. The service will also pick up prescriptions if they are at the same grocery store. Eligibility: Onondaga County residents

Application Process: Call the Onondaga County Office for Aging at 315-435-2362.

Fees: No cost for qualifying individuals; call for information. This is not an income-based program.
Housing

Home Repairs/Modifications
(City and County Programs)

AccessCNY 315- 455-7591

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

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

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

**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.

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

**Arise – Home Access Program 315- 472-3171**

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

**Catholic Charities Project FIX 315-362-7005**
Call for a registry of contractors who handle carpentry, electrical and plumbing jobs.

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

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

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

**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
- Driveway Repair. Fence. Furnace or Hot Water Heater Replacement

**Home HeadQuarters Programs**

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

**Program Details**

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

**Eligibility Requirements**

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

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

**Eligible Repairs**

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

SHAPE-UP Program – 315-435-3558

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:

Limits Effective April 14, 2017

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

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

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

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

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

The Ramp Program – 315-435-3558

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.
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Limits effective April 14, 2017

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

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

**Program Procedures:**
A. Interested individuals contact: Onondaga County Community Development.
B. An application is completed, and eligibility is determined.
C. Ramp and other work specifications are established.
D. The work specifications are competitively bid upon by CD approved contractors.
E. The contractor performs the work under CD supervision.
F. Upon completion of the work, the contractor is paid by CD.
Will There Be a Lien Placed on My Property? -- YES
You must agree to repay the grant if you do not own and occupy the property as your principle residence for following completion of the work (Currently 5 years with the amount declining after time.). Terms are dependent on each funding source and will be discussed at the time of application.

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

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

Home Energy Assistance Program (HEAP)
http://www.ongov.net/dss HEAP/index.html
Onondaga County Office Building, Energy Assistance Unit - 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.

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 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 435-8295 for more information.

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

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

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

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

Care & Share: Care & Share was founded by National Grid in 1981 to help low-income families and individuals with elevated bills meet their monthly payments. This year, HeartShare Human Services of New York was asked to administer the fund. Together, HeartShare and National Grid assist hundreds of families each heating season, which starts in January. For more information about the Care & Share Energy Fund, please call (855) 852-2736.

Help Your Neighbors They ask for your help to provide assistance to your neighbors in need by contributing a donation to the Care & Share Energy Fund Program. The program helps HEAP eligible customers pay their National Grid bills when no other assistance is available. Every dollar contributed goes directly to help a family in need and will make a difference for those who desperately need help to
stay warm. If you would like to help someone in need this winter, make a tax-deductible donation to Care and Share, mail a check, made payable to Care and Share Energy Fund, to: Care and Share, HeartShare Human Services of NY, PO Box 535450, Pittsburgh, PA 15253-5450

**NYSEG Project SHARE Heating Fund**

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

To receive a Project SHARE Heating Fund grant, the customer must have an active account with NYSEG, have an active disconnect notice, meet the current HEAP income guideline and have exhausted all other assistance. Active duty military personnel and well-discharged veterans with an active disconnect notice may qualify regardless of income. Customer Service: 1.800.572.1111

**P.E.A.C.E., Inc., Energy & Housing**

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

Our mission: To help reduce utility bills for families by making households more energy efficient. At our Department of Energy and Housing Services, we have been successfully operating New York State’s Weatherization Assistance Program in Onondaga County for more than 25 years. This program offers a grant to provide energy conservation measures for income eligible homeowners and renters. Our New York State Energy $mart Programs, include:

**The Weatherization Assistance Program, EmPower New York** (Currently not accepting new applications) and the **The Multi-Family Performance Program**. These three programs offer the community expertise in energy reduction programs and a commitment to a healthy environment. For more information click on the links below.

[http://aea.us.org/efficiency-programs/weatherization-assistance-program.html](http://aea.us.org/efficiency-programs/weatherization-assistance-program.html)


Senior Housing

Referral Services

This national service locates housing and other community services available in a specific area. Callers should have the name, address and zip code of the person requesting services available.

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

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

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

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

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

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

3. North Syracuse Housing Authority 315-458-7077

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

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

**Downtown**

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

**University**

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

**West Side**

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

**Eastwood**

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

**North Side**

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

**East Side**

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

**South Side**

| @@   | The Bernardine, 417 Churchill Ave., Syracuse 13205 | 413-3564 |
| @@   | Brighton Towers, 821 & 833 E. Brighton Ave., Syracuse 13205 | 469-6919 |
| @@   | Valley Vista, 122 W. Seneca Turnpike, Syracuse 13205 | 469-4100 |
Onondaga County (All #'s Are Area Code 315)

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

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

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

County West
$@  AHEPA, 37 Apts., 100 Ahepa Circle, Syracuse 13215 475-3818
@&  Applewood Manor, 5554 W. Genesee Street, Camillus 13031 468-4556
$@  Bishop Ludden, 817 Fay Road, Syracuse 13219 468-6043
Brookdale Summerfield, 100 Summerfield Village Ln. Syr., 13215 492-4041
@  Camillus Pointe Senior Apts., 3877 Milton Ave., Camillus 13031 708-0215
+@&  Connelly Acres Apartments, 143 Maple Drive, Camillus 13031 672-5302
$@  Fairmount Gardens, 4913 W. Genesee Street, Camillus 13031 488-1932
$@  Gateway Apartments, 79 Fennel Street, Skaneateles 13152 685-3088
$  Harborsbrook 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

NY Connects of Onondaga County 315-435-1400 Revised October 2018 36
$@ Solvay Senior Apartments, 200 Russet Lane, Syracuse, 13209 468-6590
    The Presbyterian Manor, 49 W. Genesee St., Skaneateles 13152 685-5017
#  Union Free School Conversion, 23 First Street, Camillus 13031 635-6595
$@ Upper Crown Landing, 33 Maple Street, Marcellus 13108 673-9422
$ Village Landing Apartments, 55 Jordan Ave., Skaneateles 13152 685-5632

County East
$   Ahavath Achim Apartments, 4101 E. Genesee St., Syracuse 13214 446-9111
#& Barrett Dewitt Manor, 1400 Kinne Street, E. Syracuse 13057 434-1854
$@ Bennett Manor, 100 Bennett Manor Drive, E. Syracuse 13057 437-4864
@& Colonial Village Apartments, 5890 Bowman Rd., E. Syr. 13057 656-2930
@& East View Gardens, 112 East Avenue, Minoa 13116 656-3385
@& Heman Street Apartments, 121 E. Heman St., E. Syr. 13057 432-5150
## Limestone Gardens, 7626 Highbridge Road, Manlius 13104 682-7001
+ Minoa Estates, 501 Edgerton Street, Minoa 13116 656-7121
    The Nottingham, 1301 Nottingham Road, Jamesville 13078 445-9242
    The Oaks at Menorah Park, 18 Arbor Lane, Dewitt 13214 449-3309
$@ Redfield Village, 380 Salt Springs Road, Fayetteville 13066 637-8280
$@ RJ Barrett Manor, 4615 Southwood Heights Dr., Jamesville 13078 469-1533
$@ St. David’s Court, 99 Deerfield Road, E. Syracuse 13057 434-9406
#+ Springfield Gardens, 76 Caton Drive, Dewitt 13214 446-6140
$@ Tecumseh Road Senior Apartments, 219 Tecumseh Rd, Syr. 13224 299-5677
$@ Wedgewood I 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 1 bedroom apartments and large 1 bedroom apartments, restaurant-style dining, country store, Beauty Salon, activities and transportation.
Sources of Payment: Private Pay, Enriched Assisted Living eligible for long term care insurance. No Medicaid.

Loretto - The Nottingham – Retirement Community, Enriched Living Program and Skilled Nursing
1303 Nottingham Road
Jamesville, NY 13078
(315) 445-9242
Accommodations: 170 apartments with kitchen and combined living/dining room; 8 cottages; 48 enriched living apartments; 40 bed skilled nursing.
Sources of Payment: Private pay.
Maple Downs – Retirement Community
7220 East Genesee Street, Fayetteville, NY 13066
(315) 637-0297
Accommodations: Studios, one and two bedroom apartments, kitchenette with
appliances, living/dining room, restaurant style dining room with three daily chef
prepared meals, exercise room, beauty salon/barber shop, game room, billiard
room, large screen TV lounge, library, chapel, activities and transportation.
Sources of Payment: Private pay.

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

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

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

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

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

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

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

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

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

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

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

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

Enriched Housing Program
An enriched housing program is established and operated for the purpose of providing long-term residential care to five or more adults, primarily persons sixty-five years of age or older, in community-integrated settings resembling independent housing units. The program provides or arranges for the provision of room, board, housekeeping, personal care and supervision. Enriched housing programs may be operated by an individual, a partnership, a not-for-profit corporation, a public corporation, a non-publicly traded business corporation or a limited liability company.
The Athenaeum of Skaneateles – Assisted Living
150 Genesee Street
Skaneateles, NY 13152
(315) 685-1400
**Accommodations:** 16 Beds. Private Baths. Accommodations for couples.
**Sources of Payment:** Private pay and long term care insurance.

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

Brookdale Eastside – Assisted Living
7164 East Genesee Street
Fayetteville, NY 13066
(315) 637-5127
**Accommodations:** 84 total rooms. All are private with private baths including 4 deluxe rooms with private baths and 6 two-room suites 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
Accommodations: 71 units - Studios, small 1 bedroom apartments and large 1 bedroom apartments, restaurant-style dining, country store, Beauty Salon, activities and transportation.

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

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

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

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

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

**Sources of Payment:** Long term care insurance, private pay, Assisted Living – private pay.

**Peregrine Senior Living at Onondaga Hill – Enhanced Memory Care**
4701 Peregrine Way (Off Route 175)
Syracuse, NY 13215
(315) 469-8900

**Accommodations:** 60 private apartments; 4 semi-private apartments. Each apartment has a private handicap accessible bathroom with walk/roll in shower. Large and secure community and outdoor spaces. Beauty Spa, transportation, advanced memory care program. Pet Friendly.

**Sources of Payment:** Private Pay, VA Aid and Benefits and Long-Term Care Insurance

**Toomey Abbott Towers - ERIE (Enriched Resources for Independent Elderly)**
1207 Almond Street, Terrace Level, Syracuse, NY 13210, (315) 428-8562

**Residential care for functionally-impaired elderly (non-institutional setting.)**

**Accommodations:** Up to 86, one bedroom apartments with a kitchen and combined living/dining room; typically 55 years or older, but flexible depending on disability. Community dining for breakfast and lunch (included), dinner is provided and taken to private rooms. Have to be able to live independently; Housekeeping, Finance, Medication assistance, Activity Room.

**Sources of Payment:** Private Pay and Medicaid.
Questions to Ask When Selecting a Nursing Home (Skilled Nursing Facility)

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

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

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

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

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

In New York State, you may not be moved out of a nursing home because you have
exhausted your personal resources. Also, your spouse need not spend all his/her personal resources on your care if you are institutionalized.

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

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

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

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

**Facilities: Inside & Outside**

- Are the grounds and building attractive and well-maintained?
- Are there wheelchair ramps?
- Are there unpleasant odors in the building?
- Are there outdoor areas where residents can sit or walk?
- Is there an activity or exercise room?
- Are the rooms well-ventilated and kept at a comfortable temperature?
- Are there individual thermostats in the rooms?
- Is the facility air-conditioned?
- Is smoking permitted?
· Can residents bring their own furniture? Is there ample storage? Can residents have a private phone? A pet?
· Do rooms have windows?
· Are there adjoining bathrooms? Are they private?
· Is a married couple allowed to share a room?
· If the room isn’t private, is there a screen or curtain for privacy?

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

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

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

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

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

The Centers at St. Camillus
813 Fay Road Syracuse, NY 13219 315-488-2951
Fax: 315-488-3255

Accommodations: Private and semi-private rooms - 284 total beds; 224 long term care beds; 20 beds in the brain injury unit; 40 beds in the rehabilitation unit and there are provisions for couples to live together. They also have an Adult Day Program.
Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Central Park Rehabilitation and Nursing Center
116 Martin Luther King E., Syracuse, NY 13205 315-475-1641
Fax: 315-475-4990

Accommodations: Private and semi-private rooms - 160 total beds; 125 long term care beds; 35 rehabilitation beds; private and shared baths; each floor has a dining room; they accept tracheotomy care, bariatric patients, handle wound care and IV therapy and they offer provisions for couples to live together. They also have an Adult Day Program.
Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

The Cottages at Garden Grove
5460 Meltzer Court, Cicero, NY 13039 315-413-3066, Fax: 315-699-7463

Accommodations: 153 total beds; 117 long term care and 36 rehabilitation beds; all rooms are private set up in cottage style homes. 13 beds in a long term care
house and 12 in the rehabilitation houses; private baths with showers in each room. Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

**Elderwood at Liverpool**
4800 Bear Road Liverpool, NY 13088 315- 457-9946
Fax: 315- 457-8290

Accommodations: 160 total beds - 120 long term care beds with private and semi-private rooms; 40 rehabilitation beds; dining room on each floor; provisions for couples to live together.
Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

**Iroquois Nursing Home, Inc.**
4600 Southwood Heights Drive
Jamesville, NY 13078 315- 469-1300
Fax: 315- 469-5545

Accommodations: 160 total beds - 32 private rooms; 64 semi-private rooms; 40 beds for patients who need respiratory care; 40 beds for residents with dementia; 80 beds for patients with general skilled nursing needs; shared baths; common dining room on each unit; provisions for couples to live together.
Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

**Loretto Health and Rehabilitation Center**
Cunningham – Primarily Long Term Care
Fahey – Primarily Rehabilitation
700 E. Brighton Avenue Syracuse, NY 13205 315- 413-3400
Fax: 315- 492-0765

Accommodations: 583 beds of which 93 are rehabilitation beds, 34 are in the dementia unit, 30 on the palliative care floor. Couples are accommodated; private and semi-private rooms.
Sources of Payment: Private pay, Medicaid, Medicare, and private insurance.

**Menorah Park**
4101 E. Genesee Street Syracuse, NY 13214 315- 446-9111
Fax: 315- 449-0497

Accommodations: 132 total beds; all are long term care; facility offers rehabilitation, 44 beds on the Dementia Unit; private and semi-private rooms; provision for couples to live together.
Sources of Payment: Private pay, Medicaid, Medicare and private insurance.
Onondaga Center for Nursing and Rehabilitation
217 East Avenue, Minoa, NY 13116 (315) 656-7277
Fax: (315) 656-2517

Accommodations: 80 total beds; 58 long term care and 22 rehabilitation beds of which 8 are private rooms; 29 semi-private rooms; small kitchenette on each unit; common dining room on each unit; provisions for couples to live together.
Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Sunnyside Care Center
7000 Collamer Road, E. Syracuse, NY 13057 315- 656-7218
Fax: 315-656-7394

Accommodations: Private and semi-private rooms; total number of beds 80, offers long term care and rehabilitation; accommodates wound care and G-Tube/Peg Tube Feeding.
Sources of Payment: Private pay, Medicaid, Medicare, and private insurance.

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

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

Van Duyn Center for Rehabilitation and Nursing
5075 West Seneca Turnpike Syracuse, NY 13215 315- 449-6000
Fax: 315- 449-6440

Accommodations: 513 total beds – Long term care and rehabilitation. The 7th floor is a state of the art short-term rehabilitation floor; private and semi-private rooms, dining on each floor; provisions for couples to live together.
Sources of Payment: Private pay, Medicaid, Medicare and private insurance.
Nursing Home Transition & Diversion Medicaid Waiver

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

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

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

Pathways to Independence

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

#### Area – Clay, Cicero, North Syracuse, Salina

<table>
<thead>
<tr>
<th>Agency/Program</th>
<th>Address</th>
<th>Phone</th>
<th>Day &amp; Hrs.</th>
<th>Fee</th>
<th>Area</th>
<th>Notes</th>
</tr>
</thead>
</table>
| *ANTS (Area North Transportation Service) | Salina Civic Center  
2826 LeMoyne Ave Mattydale, NY 13211 | 424-1810 | Mon. – Fri. 9:00 – 2:00 pm | Donations appreciated | Clay, Cicero, North Syracuse, Salina | To St. Joseph’s Hospital, Dr. appointments, groceries, Rx, bank, lunch at Salina Senior Center |

#### Area – Baldwinsville, Lysander, VanBuren

<table>
<thead>
<tr>
<th>Agency/Program</th>
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<th>Fee</th>
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<th>Notes</th>
</tr>
</thead>
</table>
| *Baldwinsville Express | Canton Woods  
76 Canton Street  
Baldwinsville, NY 13027 | 638-4536 | Mon. – Fri. 8:00 – 4:30 pm | FREE (Volunteers own cars) | Baldwinsville, Lysander, VanBuren | No wheelchairs Provide rides for seniors one trip per week, medical bank, Rx, Post Office, Senior Center |

#### Area – Town of Camillus

<table>
<thead>
<tr>
<th>Agency/Program</th>
<th>Address</th>
<th>Phone</th>
<th>Day &amp; Hrs.</th>
<th>Fee</th>
<th>Area</th>
<th>Notes</th>
</tr>
</thead>
</table>
| Cat FISH Camillus Area Transportation | 25 ½ First Street  
Camillus, NY 13031 | 701-5949 | Tues., Wed., Thurs.  
8:00 – 4:00 pm  
Call for appointments on Mon. & Thurs.  
9:00 – 4:00 pm | Free-will donations appreciated | Town of Camillus | No wheelchairs Must be ambulatory. Transport to medical and dental appointments only |

#### Area – Town of DeWitt

<table>
<thead>
<tr>
<th>Agency/Program</th>
<th>Address</th>
<th>Phone</th>
<th>Day &amp; Hrs.</th>
<th>Fee</th>
<th>Area</th>
<th>Notes</th>
</tr>
</thead>
</table>
| cod/FISH          | P.O. Box 105 DeWitt, NY 13214                     | 463-5158 | Call for cod/FISH Mon.  
9:00 am – 4:00 pm  
Transportation available: Tues. and Thurs.  
8:00 – 5:00 pm | FREE                  | Town of DeWitt | Clients must be ambulatory. Volunteer drivers transport clients to medical and dental appointments |

#### Area – Fayetteville, Minoa, Manlius to East Syracuse

<table>
<thead>
<tr>
<th>Agency/Program</th>
<th>Address</th>
<th>Phone</th>
<th>Day &amp; Hrs.</th>
<th>Fee</th>
<th>Area</th>
<th>Notes</th>
</tr>
</thead>
</table>
| F-M FISH       | P.O. Box 413 Fayetteville, NY 13066                | 637-8158 | Mon. – Thurs.  
9:00 am – 4:00 pm  
Fri. 8:00 – 5:00 pm | FREE Donations appreciated | Fayetteville, Minoa, Manlius to East Syracuse | Medical and dental appointments |

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*Funded by Onondaga County Office for Aging*
## Onondaga County Senior Transportation Services by Area

### Area – Minoa, Bridgeport and Kirkville

<table>
<thead>
<tr>
<th>Agency/Program</th>
<th>Address</th>
<th>Phone</th>
<th>Day &amp; Hrs.</th>
<th>Fee</th>
<th>Area</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Adult Transportation Service (SAT)</td>
<td>246 East Avenue Minoa, NY 13116</td>
<td>454-2740</td>
<td>Mon. – Fri. 9:00 am – 3:00 pm Tues. and Thurs.: free trip to Senior Adult Ministry/ Pick-ups 9:00 am</td>
<td>Free-will donations appreciated</td>
<td>Minoa, Bridgeport, and Kirkville</td>
<td>Medical appointments, shopping. 1st Mon. of month. Those in manual wheelchairs need escort. Senior exercise program &amp; lunch Tues. &amp; Thurs., senior centers. Personal activities. Call one week in advance for reservation</td>
</tr>
</tbody>
</table>

### Area – Skaneateles

<table>
<thead>
<tr>
<th>Agency/Program</th>
<th>Address</th>
<th>Phone</th>
<th>Day &amp; Hrs.</th>
<th>Fee</th>
<th>Area</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laker Limo</td>
<td>75 Fennell St. Skaneateles, NY 13152</td>
<td>685-3030</td>
<td>Mon. – Fri. 9:00 am – 5:00 pm</td>
<td>Free-will donations appreciated</td>
<td>Skaneateles to Auburn and Syracuse</td>
<td>Residents of Town/School District of Skaneateles. Call 2 days in advance</td>
</tr>
<tr>
<td>Skaneateles FISH</td>
<td>24 Jordan St. Skaneateles, NY 13152</td>
<td>685-6679</td>
<td>Mon. – Fri. 8:00 am – 8:30 pm</td>
<td>Free-will donations appreciated</td>
<td>Skaneateles to Auburn (none from Auburn to Skaneateles)</td>
<td>Medical, groceries, hair salons</td>
</tr>
</tbody>
</table>

### Area – Jordan, Elbridge

<table>
<thead>
<tr>
<th>Agency/Program</th>
<th>Address</th>
<th>Phone</th>
<th>Day &amp; Hrs.</th>
<th>Fee</th>
<th>Area</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jordan Elbridge Transportation (JET)</td>
<td>5 Route 31 P.O. Box 568 Jordan, NY 13080</td>
<td>604-1322</td>
<td>Mon. – Fri. 8:00 am – 5:00 pm</td>
<td>Free-will donations appreciated</td>
<td>Jordan, Elbridge, Onondaga County and Auburn</td>
<td>Medical and dental appointments, shopping. Wheelchairs, walkers, escort service. Senior luncheons the 1st and 3rd Tues. of the month &amp; every Fri.</td>
</tr>
</tbody>
</table>

*Funded by Onondaga County Office for Aging*
## Onondaga County Senior Transportation Services by Area

<table>
<thead>
<tr>
<th>Area – City and County</th>
<th>Agency/Program</th>
<th>Address</th>
<th>Phone</th>
<th>Day &amp; Hrs.</th>
<th>Fee</th>
<th>Area</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>America's Medical Transportation</td>
<td>130 Reed Avenue Syracuse, NY 13217</td>
<td>299-4471</td>
<td>Mon. – Sat. 5:00 am – 7:00 pm</td>
<td>City/one-way: $28.00; Outside City: $2.50 a mile; Taxi Service: one-way - $15.00</td>
<td>City and County</td>
<td>Private Pay, Medicaid, Credit Cards. Transport to medical and dental appointments. Ambulatory</td>
</tr>
<tr>
<td></td>
<td>Empire Transportation Services</td>
<td>222 Teall Avenue Suite 106 Syracuse, NY 13210</td>
<td>477-1487</td>
<td>Mon.- Fri. 9:00 am – 2:00 pm</td>
<td>Call for fees</td>
<td>City and County</td>
<td>Private Pay (discount) &amp; Medicaid. Medical, dental appointments, errands service. Wheelchairs, ambulatory</td>
</tr>
<tr>
<td></td>
<td>*Outbound Transportation Services (ABLE Medical Transportation)</td>
<td>421 Montgomery St 5th Floor Civic Center Syracuse, NY 13202</td>
<td>435-2815 Fax#: 435-2801</td>
<td>7 days Mon. – Thurs.: 7 am – 6 pm, Fri.: 7am – 10 pm Sat.: 9 am – 11 pm, Sun: 9:00 am – 7:00 pm</td>
<td>4 rides per month. Free-will donations appreciated for those age 60+. Under age 60/call for fees.</td>
<td>City and County</td>
<td>Private Pay (discount) &amp; Medicaid. Medical, dental appointments. Wheelchairs, ambulatory</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Area – City – East and West</th>
<th>Agency/Program</th>
<th>Address</th>
<th>Phone</th>
<th>Day &amp; Hrs.</th>
<th>Fee</th>
<th>Area</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>*The Salvation Army</td>
<td>677 S. Salina Street Syracuse, NY 13202</td>
<td>479-1311</td>
<td>Monday – Friday 7:30 am – 10:00 am 3:00 pm – 5:00 pm</td>
<td>Free-will donations appreciated</td>
<td>City East and West</td>
<td>Congregate Centers to S.A. Day Care Centers (Long Term only)</td>
</tr>
<tr>
<td></td>
<td>*Westcott Community Center</td>
<td>826 Euclid Ave., Syracuse, NY 13210</td>
<td>315-478-8634</td>
<td>Mon-Friday 9-4</td>
<td>Free-will donations appreciated</td>
<td>City East and University Area</td>
<td>To from the Center for activities &amp; exercise. Grocery Shopping &amp; Dr.'s Appointments</td>
</tr>
</tbody>
</table>

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### Onondaga County Senior Transportation Services by Area

#### Area – City - North

<table>
<thead>
<tr>
<th>Agency/Program</th>
<th>Address</th>
<th>Phone</th>
<th>Day &amp; Hrs.</th>
<th>Fee</th>
<th>Area</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Northeast Community Center</td>
<td>716 Hawley Ave.</td>
<td>472-6343 ext. 206</td>
<td>Mon., Wed., and Fri. 9 am – 2 pm</td>
<td>Free-will donations appreciated</td>
<td>City North</td>
<td>To McChesney, Northeast &amp; Eastwood Senior Centers, Medical appts. Call: Mon., Wed. and Fri.</td>
</tr>
</tbody>
</table>

#### Area – City - Southwest

<table>
<thead>
<tr>
<th>Agency/Program</th>
<th>Address</th>
<th>Phone</th>
<th>Day &amp; Hrs.</th>
<th>Fee</th>
<th>Area</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Syracuse Community Connections (Formerly Known as Southwest Community Center)</td>
<td>401 South Avenue</td>
<td>474-6823</td>
<td>Mon. – Fri. 9:00 am – 5:00 pm. (Needs 48 Hour Notice)</td>
<td>Free-will donations appreciated</td>
<td>City Southwest</td>
<td>Medical appts. shopping, errands &amp; social events.</td>
</tr>
</tbody>
</table>

#### Area – City and Suburbs

<table>
<thead>
<tr>
<th>Agency/Program</th>
<th>Address</th>
<th>Phone</th>
<th>Day &amp; Hrs.</th>
<th>Fee</th>
<th>Area</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Best Comfort Care Transportation</td>
<td>25 ½ First St.</td>
<td>448-9455</td>
<td>Mon. – Sun. 7:00 am – 5:00 pm.</td>
<td>Call for fees</td>
<td>City, Cortland, and suburbs</td>
<td>Wheelchair, stretcher</td>
</tr>
<tr>
<td>Centro Call-A-Bus</td>
<td>P.O. Box 820</td>
<td>Information</td>
<td>Reservations Daily: 8:00 am – 5:00 pm Call 442-3420 For Cancellations Daily: 24 hrs/7days Call 442-3434</td>
<td>5 miles or less - $2.50 6 miles or more - $3.00</td>
<td>City and Suburbs (Call for information on area of service.)</td>
<td>Curb-to-Curb service. Assists with bus entry-exit &amp; with mobility devices. One personal aide rides free with advance notice at reservation</td>
</tr>
<tr>
<td>City Taxi</td>
<td>1371 S. Salina Street</td>
<td>471-3131</td>
<td>7 days a week 24 hrs a day</td>
<td>Seniors get 10% off cab fare</td>
<td>City and Suburbs</td>
<td>Curb-to-curb. No wheelchairs</td>
</tr>
</tbody>
</table>

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## Onondaga County Senior Transportation Services by Area

<table>
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<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>*ABLE Medical</td>
<td>1543 S. Salina Street</td>
<td>472-3393</td>
<td>7 days 24 hrs/day</td>
<td>Call for fees</td>
<td>County</td>
<td>Medicaid, wheelchair, escort services, stretcher, ambulatory</td>
</tr>
<tr>
<td>Transportation</td>
<td>Syracuse, NY 13205</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Camillus</td>
<td>813 Fay Road</td>
<td>488-2951 Ext. 242</td>
<td>Mon. – Fri. 7:00 am – 5:00 pm</td>
<td>Call for fees</td>
<td>County</td>
<td>Wheelchair, ambulatory, door-to-door transportation. 24-hour notice preferred</td>
</tr>
<tr>
<td>Transportation</td>
<td>Syracuse, NY 13204</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>*Highland Patient</td>
<td>20 East Elizabeth St.,</td>
<td>254-6287</td>
<td>7 days 5:00 am – 9:00 pm</td>
<td>Call for fees</td>
<td>County &amp; Central New York</td>
<td>Private pay. Door to door assistance w/entry/exit. Wheelchairs, stretchers</td>
</tr>
<tr>
<td>Transport</td>
<td>Skaneateles, NY 13152</td>
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</tr>
<tr>
<td>Speedy Medical</td>
<td>219 S. Center Street</td>
<td>463-5148</td>
<td>7 days 7:00 am – 5:00 pm</td>
<td>Call for fees</td>
<td>County</td>
<td>Door to door assistance w/entry/exit. Wheelchairs</td>
</tr>
<tr>
<td>Transportation</td>
<td>E. Syracuse, NY 13057</td>
<td></td>
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</tr>
<tr>
<td>Suburban</td>
<td>6327 East Molloy Rd.</td>
<td>437-0058</td>
<td>Mon. – Fri. 7:00 am – 6:00 pm Sat. and Sun. on request</td>
<td>Call for fees</td>
<td>County</td>
<td>24 hr. notice for weekends. Medicaid, wheelchairs, stretchers</td>
</tr>
<tr>
<td>Transportation</td>
<td>E. Syracuse, NY 13057</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>TLC Medical</td>
<td>638 Burnet Avenue</td>
<td>422-0211</td>
<td>7 days 24 hours a day</td>
<td>Call for fees</td>
<td>County</td>
<td>Medicaid, wheelchairs, escort service. Stretcher. Ambulance emergency &amp; non-emergency</td>
</tr>
<tr>
<td>Transportation</td>
<td>Syracuse, NY 13203</td>
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</tbody>
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## Onondaga County Senior Transportation Services by Area

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</tr>
</thead>
<tbody>
<tr>
<td>*OSCAR (Onondaga Senior Call A Ride) (CENTRO)</td>
<td>200 Cortland Ave., PO Box 820</td>
<td></td>
<td>Mon. – Fri. 7:00 am – 7:00 pm Not available on weekends or holidays</td>
<td>Free-will $6.00 round-trip donation is appreciated</td>
<td>County</td>
<td>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</td>
</tr>
<tr>
<td></td>
<td>Syracuse, NY 13205</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Native American Transportation Program</td>
<td>Darlene Papineau 412-3110</td>
<td></td>
<td>Mon. – Fri. For Native Americans 60+, on or near the Onondaga Nation</td>
<td>Free-will donations appreciated</td>
<td>County</td>
<td>Wheelchair accessible. Rides to clinic, doctor, food pantry, bank, store</td>
</tr>
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<td></td>
</tr>
<tr>
<td>Wil-Care Transportation Service</td>
<td>2610 S. Salina St. Syracuse</td>
<td>315-491-8533</td>
<td>Call for Hrs. Of Service</td>
<td>Call for Fees</td>
<td>Greater Syracuse Area</td>
<td>Wheelchairs, Veterans, Disabled, Seniors</td>
</tr>
<tr>
<td></td>
<td>13205</td>
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</tbody>
</table>
Caregiver & Homecare Assistance

Caregiver Support & Discussion Groups

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

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

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

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

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

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

Education and Training Programs: Family caregivers can take part in free education programs with topics including disease progression, communication and behaviors, daily activities and medical and legal planning. Professional organizations can also contract the Chapter to provide customized training to their staff on any number of topics.
Online Services: The Alzheimer’s Association offers a wide variety of services online at their local chapter website: alz.org/cny. Find local events; Read the latest news or connect with them on social media; Link up with other caregivers and individuals with the disease on our ALZConnected® community; Chart your course with the disease on the Alzheimer’s NavigatorTM; Attend an education program from the comfort of your desktop or laptop computer at the Marty Manning Online Education Center; Join TrialMatchTM, their cutting edge clinical trial database of Alzheimer’s research trials.
Caregiver Discussion Groups

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

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

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

Group Locations & Information

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

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

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

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

Contact: Johanna Hannah at (315) 435-2362, Ext.4994
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<tr>
<th>Support Group</th>
<th>Frequency</th>
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| Caregivers Caregivers Support Group  
(Any Caregiver is welcome, Chronic Degenerative or Terminal Illness) | 4th Thursday of every month at 6:30 PM | HOPE for Bereaved, Inc.  
4500 Onondaga Blvd.  
Syracuse, NY 13219  
315-475-9675  
hopeforbereaved.com | |
| Syracuse Cancer Support Group | Every Tuesdays 4-5:30 p.m. | Facilitated by social worker and oncology nurses; for patients and families  
1000 E. Genesee St., Suite 400.  
Sponsored by Hematology-Oncology Associates of CNY. | |
| Syracuse Caregivers Support Group | 2nd Thursdays at noon | Plymouth Congregational Church,  
232 E. Onondaga St., Syr., NY  
315-474-4836 | |
| Alzheimer's/Dementia | 3rd Tuesdays at 2:30 p.m. | Brookdale Bellevue  
4330 Onondaga Blvd.  
Syracuse, NY 13019  
315-277-8019 | |
| General Therapeutic Caregivers Group (Any caregiver can attend) | Every Tuesday 2:30-4:00 PM | Syracuse Jewish Family Service  
1 Hodes Way, 4101 E. Genesee St.  
Syracuse, NY 13214  
315- 446-9111 | |
Care Management Services

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

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

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

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

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

**Syracuse Jewish Family Services – Solutions Care Management**
315-446-9111 x 231
www.sjfs.org
ACR Health – Non-Profit

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

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

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

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

Onondaga County Office for Aging
315-435-2362

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

Services include:

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

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

Anyone can make a referral by calling EISEP at 315-435-2362.
Consumer Directed EISEP
See the full brochure at: http://www.ongov.net/aging/eisep.html

CONSUMER HANDBOOK FOR ONONDAGA COUNTY RESIDENTS

Consumer Directed Care
Long Term Care Resource Center

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

Offers comprehensive assessment and information to anyone in Onondaga County considering home care or other long term care services to achieve appropriate level of care. The completion of a PRI (Patient Review Instrument) can be done if nursing home placement is considered.

The Long Term Care Resource Center also provides nursing assessment and case management for Medicaid funded home care programs such as the Consumer Directed Program and the Personal Care Program.

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

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

**Personal Care Program.** Home Care Services arranged and directed by an agency.
PRI – Patient Review Instrument

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

To obtain a PRI, contact any Certified Home Care agency or the Onondaga County Long Term Care Resource Center 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
315- 435-1400  M-F, 8:30 am-4:30 pm.

- Provides information, assistance and resources on Long Term Care Services and Supports for any age.

- Provides “No Wrong Door” Screens to assist families in choosing appropriate levels of service and support.

- Provides outreach to community groups promoting access to services
Adult Day Programs in Onondaga County

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

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

There are two types of adult day care programs:

- Social Adult Day Care
- Medical Adult Day Care
Social Adult Day Care

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

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

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

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

Open 8:30 to 5:00 Monday through Friday. A Social day care program specially designed to offer the assistance needed to improve daily stimulation of participants with Alzheimer’s disease or memory loss. Caregivers receive peace of mind knowing their loved one is receiving quality care in calm and stress free environment. Open Monday-Friday, weekend days available upon request and availability. Call for fee schedule, self-pay is $90/day.
Social Adult Day Program for the frail isolated elderly. Open 7 am until 5 pm, Monday – Friday. A program of health, social and related support services provided on an individual basis. Program provides an alternative to long term care. It assists the elderly adult to extend their independent living or ability to live with relatives. Age 60+. Call for interview appointment. Wheelchair accessible, interpreter provided when needed. There is a sliding scale, Medicaid, self-pay or Veteran’s Benefits or LTHCP. The program is designed to create a social setting for participants and respite for their at-home caregivers. In order to create an environment that’s both safe and fulfilling for all participants, there is a list of criteria that must be met in order to be admitted to the program: Must be able to benefit from the program.

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

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

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

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

**Salvation Army Social Day Program**

749 S. Warren Street  
Syracuse, NY 13202  
315- 479-1309

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

**Self-Direct Social Adult Day**

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

The Self-Direct, Inc. Social Day Program “Without Walls” provides individually designed services, that take place in the community to improve and maintain the skills and abilities of participants to live as independently as possible in the community. The program will provide assistance, training, and supervision to individuals with varying abilities related to: Self-Care, Task Completion, Communication Skills, Interpersonal Skills, Problem-Solving Skills, Socialization, Sensory/Motor Skills, Mobility, Community Transportation Skills, Challenging Behaviors, and Financial Management. Provides Social Transportation to Community Outings. Nutritious meals planned daily by a licensed nutritionist. Accepts most insurance and private pay.
**Silver Fox Senior Social Club**
22 East Genesee Street  
Baldwinsville NY 13027315-635-5335

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

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

Winds of Agape Social Adult Day Program (SDP) provides services for individuals with Traumatic Brain Injuries (TBI), stroke, mild dementia, and respite care. Their day program offers activities such as arts & crafts, cognitive exercises, games, guest musical artists, choral & dance performances, computer skills, exercise program, outings, volunteering and more.

**Medical Adult Day Care**

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

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

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

Contact: Medical Day Program Case Manager, 315-703-0670.

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

Open Days, 7:00 am – 5:00 pm. Breakfast, lunch and snack, bathing, podiatry, therapy, beauty shop and other facilities are available. It is located in a skilled nursing facility. Adult Day Care Program - Central Park recognizes that family members are the major caregivers for disabled adults, elderly parents, or chronically ill adults. Providing 24-hour care is a difficult task while attending to the needs of loved ones while trying to retain a job outside of the home and the usual daily activities.

Adult Day Care gives the care giver the opportunity to reduce the feeling of stress from trying to do everything and reduces the feelings of guilt, knowing your loved one is cared for while you work, or when having the time to get caught up on the daily errands.

While at Central Park Day Away Program your loved one will enjoy a safe and secure environment while you work, or while you have time to shop, keep your appointments and perform daily errands. Central Park offers the Bridge Program which is designed for the participants who have recently been admitted to the rehabilitation/transitional care unit and who have reached a certain level of independence, but require additional monitoring and supervision of care.

They also offer the Day Away Program which allows for additional time at the
participant's pace, all while living at home and receiving the additional support such as medication administration, wound care or personal care services. Central Park provides enjoyable, supervised recreational activities such as, entertainment, music, daily exercise, cognitive stimulation activities, and creative art programs allowing for a chance to socialize with other adults.

Nursing services are available with a Registered Professional Nurse who, along with a Licensed Practical Nurse and Certified Nursing Assistants, provides medication administration, wound care and personal care such as bathing, toileting assistance and incontinence care.

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

Open 6 days per week 8:00 am – 4:00 pm and all Holidays except for Thanksgiving and Christmas. Services: nursing, medication assistance, skill training and education, rehabilitative therapies, nutritional counseling and hot lunch, personal care, recreational activities including weekly community outings, entertainers, Tai Chi and wellness programs, hair dresser, case management and psychological services. Fees: Medicaid, sliding scale fee, private insurance and self-pay. RNs, LPNs, and Certified Nurse’s aides, Registered Dieticians, Therapists, Case Managers, Recreation staff. It is a community-based day program in a comfortable, safe environment which brings the individual’s primary care doctor, specialists, case managers, and other representatives together to create a comprehensive health service plan.

It focuses on prevention to minimize hospitalizations including: Medication management, insulin shots, etc. through their nursing services, Nutritional services (i.e., daily lunch), Physical, occupational, and speech therapy, Personal care such as assistance with toileting, Pharmacy review of medications, Coordination of transportation. Requirements: Adult 21+ years old with a medical condition in need of assistance. Phone interview to determine type of service needed. There is an assessment day for RN to determine services and eligibility.

Program obtains orders from the Primary Care Physician in order to complete enrollment. Continue eligibility by attending a minimum of 1 day/week for 5 hours. Contact: Christine Tanchak, Executive Director, at 315-413-3708 or ctanchak@lorettosystem.org
Menorah Park Campus - Rothschild Adult Day Health Services
4101 E. Genesee Street
Syracuse, NY 13214
315-446-9111 ext. 137 or 128

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

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

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

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

Nascentia Health
1050 West Genesee St., Syracuse, 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
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

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

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

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

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

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

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

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

Winds of Agape
1414 Grant Boulevard, Syracuse, N.Y. 13208
315-425-0547
Respite Care in Onondaga County

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) in Onondaga County

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.

**Alzheimer's Solutions**  
PO Box 412, Jamesville, NY 13078  
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  
315-438-3168

**Senior Companion** - 315-708-9239

**Seniors Helping Seniors**  
315-720-4441, 315-280-0739
Syracuse Home Care
126 South Terry Road, Syracuse, NY 13219
315- 430-7481

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

Touching Hearts at Home
290 Elwood Davis Road, Suite 290, Liverpool, NY 13088
Phone: 315-503-4896
Friendly Visitor and Telephone Reassurance in Onondaga County

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

Project Chaver - volunteer outreach program of friendly home visits and telephone reassurance. It includes shopping services. Interpreters are available if needed. It is a program for homebound seniors who have little family contact, and are first assessed by Jewish Family Services as someone in need of the program.

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

Are you homebound or living alone?
Ask about a daily call from TeleCare

Our free service provides:
- Medication reminders
- Reassurance and emotional support
- Regular connection

For information about TeleCare call Contact Community Services
315-251-1400 ext. 115

NY Connects of Onondaga County 315-435-1400 Revised October 2018
Personal Emergency Response Systems

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

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


“Project Lifesaver” Onondaga County Sheriff’s Department 315-435-3006.
Assistive Devices & Accessibility Resources

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

Funding for assistive technology can come from a number of sources including Medicaid, Medicare, private insurance etc.

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

**Aurora**  
315- 422-7263, TTY/TDD 315- 422-9746, VP 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, NY13204
315-477-4663

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

Francis House
315-475-5422

This is a private home where custodial care is provided the last six months of life for those with no primary caregiver or whose caregivers cannot provide care. Referrals can come from family members, Hospice or any social service department of a care facility.
Hospice Of Central New York
990 Seventh North St., Liverpool, NY 13088
315-634-1100

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

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

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

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

HOPE for Children and Teens (6 and up)
Death of a sibling or friend, Third Wednesday 6:30 pm – 8:30 pm
Death of a parent, grandparent or caregiver
Third Tuesday 6:30 pm – 8:30 pm
HOPE For Bereaved Parents
HOPE for Parents Death of an infant or child by accident or illness
*Third Wednesday 6:30 pm – 8:30 pm*
Death of infant by miscarriage, stillbirth or newborn death.
*Third Wednesday 6:30 pm – 8:30 pm*
Please call HOPE in advance if you plan to attend this group.

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

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

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

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

Medical Services & Information

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

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

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

ARC Of Onondaga County – Horizons Clinic
600 S Wilbur Avenue, Syracuse, New York 13204
Monday through Friday: 8:00 am – 4:30 pm (By appointment only)
315-476-7441 x1167 horizonss intake@ arcon.org

Horizons Clinic provides therapeutic, clinical services to individuals with developmental disabilities, enhancing their quality of life and helping them achieve their fullest potential. A division of Arc of Onondaga, Horizons is a free-standing, Article 16 Clinic certified by the New York State Office of People With Developmental Disabilities. Licensed, dedicated and professional staff provide all services offered by Horizons under the direction of a Board-certified physician. Horizons staff members are particularly familiar with the special needs of the people they serve. Services Provided by Horizons Clinic include:
• Psychological Evaluation and Testing
  IQ/Adaptive Testing for OPWDD eligibility

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

• Medical and Guardianship Affidavits

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

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

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

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

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

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

Onondaga County Health Department:
Clinic
421 Montgomery St., Room 80 Basement, Syracuse, New York 13202, 315-435-3252
www.ongov.net/health/clinics - for clinic schedule and more information.

Hypertension Screening
315-435-3287
The Onondaga County Health Department provides free blood pressure screenings at numerous sites throughout the county. Screenings are conducted by licensed volunteer nurses trained to provide education and referral. Call to locate a blood pressure screening site.

Influenza (Flu) and Pneumococcal Vaccine Immunization Clinics
315-435-3287
Onondaga County Health Department offers a weekly flu clinic, from October to May, for the public every Wednesday, from 9:00am - 12:00 noon in room 30 (basement level) of the Civic Center. The clinic provides flu vaccine for Onondaga County residents 6 months of age and older, while supplies last. Please call 435-2000 for availability. This is a walk-in clinic, no appointments are necessary. The fee for the flu vaccine is based on a sliding fee scale, family income, and family size. The cost for the flu vaccine will range from $0 - $30. Cash, check, Medicaid, and Medicaid managed care are all accepted. Nobody will be turned away from receiving a flu shot due to their inability to pay.

Cancer Services
315-435-3653 is a preventative health program providing education, screening, referral, and follow-up for breast, cervical and colorectal cancer. The program is for women 40-64 and men 50-64. It is for those without health insurance.

Syracuse Community Health Center, Inc.
Syracuse Community Health Center is a network of 16 locations centrally located throughout Onondaga County. Five primary health centers serve as important sources of health services for key neighborhoods in and around Syracuse. SCHC's main location in downtown Syracuse houses administrative offices and SCHC Total Care Inc., the largest Medicaid Managed Care plan in Central New York. In addition, SCHC supports eight school based health centers and 3 satellite locations. Each site offers health care services staffed by professional providers. Each location is convenient to bus lines and free parking is available.

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

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

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

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

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

**Upstate University Hospital- Upstate Connect**
750 E. Adams St., Syracuse, NY, 13210
(800) 464-8668 or 315-464-8668
Your Connection to Upstate: Free, Confidential, and Around-the-Clock
Contact a professional staff of RNs for the most up-to-date health information—available 24 hours a day—on a wide variety of diagnoses and health issues. Nurses can provide information over the phone or even mail it to you free of charge. And, if you have an immediate health problem, they can help you to decide what to do. Staffed by Registered Nurses. Upstate Connect also has an extensive computerized data base of physicians and health care services from which to choose. Staffed by registered nurses nationally certified in telephone triage.

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

Dental Services

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

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

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

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

Vision

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

**Lions Club of New York State**
315- 478-3131
Help with vision needs; for low income.
McAuliffe Health Center – Loretto
115 Creek Circle, East Syracuse, NY 13057, 315- 492-6430
Provides a full spectrum of vision services. Medicaid, private insurance, self-pay.

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

Hearing

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

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

Lions Club of New York State

The Centers at St. Camillus
Audiology Services, 315- 488-2951 ext. 316
Fully equipped modern testing facility with experienced Audiologists.
Medicare, Medicaid, private insurance, self-pay

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

Podiatry

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

Syracuse Community Health Center, Inc. 315- 476-7921 Podiatry Services
Medicaid, private insurance, self-pay.
Medical Equipment/Assistive Technology Loan Closets in Onondaga County

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

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

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

The ARISE Medical Equipment Loan Closet allows you to borrow and test wheelchairs, walkers, and a variety of other adaptive devices on a short-term basis. Borrowing equipment can help you select the best option before purchasing your own equipment. It also fills the gap during temporary periods of need. They have a variety of walkers, crutches, canes, wheelchairs, shower and tub benches of different designs, shower chairs, and other specialized types of medical equipment.

To find out if they have a specific item you need to call. All you need to do is contact them and fill out a simple form. The Medical Equipment Loan Closet is free of charge for people with a disability and there are no eligibility requirements.

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

**Female Charitable Society of the Village of Baldwinsville**
10 River Street, Baldwinsville, N.Y. 13027
315-638-6277, Open 10:00 am to 2:00 pm Monday-Friday

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

**Multiple Sclerosis Society**
6743 Kinne Street, E. Syracuse, N.Y. 13057
315-438-4790

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

**Muscular Dystrophy Association**
100 Elwood Davis Road, N. Syracuse, N.Y. 13212
315-451-8269

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

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

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

- 211 CNY: Dial 2-1-1 for referrals to community, social or government services. [https://211cny.com](https://211cny.com)
- Al-Anon/Alateen: For families and friends of alcoholics. 12 Step Program 315-471-0191, [http://www.syracuseais.org](http://www.syracuseais.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](http://www.contactsyracuse.org)
- Family Support and Education Center: Crisis and ongoing supports and advocacy. AccessCNY 420 E. Genesee St., Syracuse, NY, 315-478-4151
- Hiscock Legal Aid Society: 351 S. Warren St. Syracuse, NY 13202, 315-422-8191 info@hiscocklegalaid.org
- Hope Connections: Peer Led Coaching Program at Catholic Charities advocating recovery in the community, 315-362-7629, [www.ccoc.us](http://www.ccoc.us)
- NAMI (National Alliance on Mental Illness) Syracuse: Support and Sharing Meeting for family/friends of those with mental illness diagnoses. 3rd Tuesday each month at 7 pm. AccessCNY420 E. Genesee St., Syracuse, 315-487-2085
- National Helpline: 1-800-662-4357, TTY 1-800-487-4889
- National Suicide Prevention Lifeline: 1-800-273-8255, TTY 1-800-799-4889
- 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 Perspectives: Peer led support, 315-475-1994
- Veterans Crisis Line: Available 24/7 at 1-800-273-8255, https://www.veteranscrisisline.net
Helpful Links

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

Common signals of drug or alcohol abuse in people over 65 include:
- Falls or accidents
- Poor nutrition
- Inadequate self-care
- Social isolation

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

Crouse’s Outpatient Older Adult Recovery Service (OARS) is staffed by specialists with experience in the treatment of chemically-dependent older adults. It provides an affordable and accessible program that takes into account the special treatment needs related to:
- Physical health
- Nutrition
- Spirituality
- Family and social relationships

**Cost/Coverage**  Most private insurance, Medicare and Medicaid are accepted. A sliding fee scale is available for those without insurance.

**Location**  410 S. Crouse Ave., just down the hill from the main hospital. **How to Access the Program:** 315-470-8304 or 1/800-727-6873 For more information on the OARS Program, contact: Ellen Gerace, LMHC, NCC, CASAC, Clinical Supervisor CD Outpatient Services - Admissions, Adult/Adolescent Outpatient Program 315-470-8340.
Health Benefits

Health Insurance Counseling
HIICAP (Health Insurance Information Counseling and Assistance Program)
315-435-2362 HIICAP counseling provides Medicare beneficiaries, their representatives, and people planning to retire with unbiased information and assistance relating to health insurance. This is a free and confidential service offered by volunteers trained by the Onondaga County Office for Aging. HIICAP Counselors can also help consumers understand their medical bills and health insurance policies; provide information on Long Term Care Insurance, Medicare, Supplemental Insurance, and Medicare Managed Care. Call 315-435-2362 to arrange for a free, convenient consultation.

Long Term Care Insurance
New York State Partnership for Long Term Care Insurance
1-866-950-7526
http://www.nyspltc.org

The NYS Partnership for Long-Term Care (NYSPLTC) is a unique Department of Health program combining private long-term care insurance and Medicaid Extended Coverage (MEC). Its purpose is to help New Yorkers financially prepare for the possibility of needing nursing home care, home care, or assisted living services someday. The program works by allowing an individual or couple who purchases a Partnership insurance policy and keeps it in effect to hold onto all or part of their assets (depending on the type of policy purchased) under the Medicaid program if their long-term care needs extend beyond the period covered by their policy.

What does this mean to you? If you buy NYSPLTC insurance and use the benefits according to the conditions of the program, you can apply for MEC, which may assist in paying for your on-going care. Unlike regular Medicaid, MEC allows you to protect some or all of your assets, depending on whether you select a Dollar for Dollar Asset Protection plan or a Total Asset Protection plan. However, MEC does require that you contribute your income to the cost of your care according to Medicaid income rules.

How is the NYS Partnership a win-win situation? NYSPLTC helps New Yorkers pay for their long-term care without having to “spend down” their assets, as they would have to do if they relied totally on Medicaid to pay for their long-term care. By allowing New Yorkers to keep what they've worked hard to acquire, and reducing Medicaid costs for the State, NYSPLTC provides a win-win scenario for everyone.
Medicare
(Courtesy of Myrna Koldin – Onondaga County Office for Aging Senior Services Specialist & HIICAP Counselor)

Medicare Part A & B

You are eligible for Medicare if…
You are a U.S. citizen or have your resident visa and have lived in the U.S. for 5 consecutive years and
- you are 65 years and older; or
- you have been getting disability benefits for at least 24 months; or
- you have kidney failure; or
- you have ALS (Lou Gehrig’s disease).

You can apply for Medicare three months before you turn 65, the month you turn 65 or the three months after the month of your 65th birthday by contacting the Social Security Administration at 800-772-1213.

If you are already collecting Social Security, you will automatically be enrolled into Medicare.

There are four Parts of Medicare
- Part A – Hospital Insurance
- Part B – Medical Insurance
- Part C – Medicare Advantage Plans
- Part D – Prescription Insurance

Medicare Part A (Hospital Insurance)
• What it Covers:
  - Inpatient Hospital Care
  - Post Hospital Skilled Nursing Facilities (not unskilled or long-term care) - Medicare doesn’t cover long-term or custodial care in this setting
  - Hospice Care for people with a terminal illness. A Medicare-approved hospice usually gives hospice care in your home (or other facility like a nursing home).
  - Some Home Health Care - Limited to medically-necessary part-time or intermittent skilled nursing care, or physical therapy, speech-language pathology, or a continuing need for occupational therapy.
  - Coverage is the same from State to State
• What You Pay:
  - FREE if you or your spouse have worked at least 10 years (40 quarters) in the U.S. (Up to $421 (est.) monthly premium for those who do not get premium-free Part A.)
  - $1,352 (est.) deductible and no coinsurance for days 1-60 of a hospital stay in a benefit period.
  - $338 per day in the hospital for days 61 – 90 each benefit period.
  - No co-payment for the first 20 days in a Skilled Nursing Facility after a 3 day inpatient hospital stay. You pay $169 (est.) per day for days 21 – 100 and all costs after the 100 days.

Medicare Part B: (Medical Insurance)
  There are two kinds of Part B covered services:
  - Medically-necessary services - Services or supplies that are needed to diagnose or treat your medical condition and that meet accepted standards of medical practice
  - Preventive services – Health care to prevent illness or detect it at an early stage

• What it Covers:
  - Physician Services
  - Outpatient Hospital Care
  - Durable Medical Equipment
  - Ambulance Services, on a limited basis
  - Lab and Diagnostic Testing
  - Some Physical & Occupational Therapy
  - Some Home Health Care
  - Preventive Services
    • “Welcome to Medicare” physical exam
    • Yearly Wellness visit
    • Bone mass measurement
    • Colorectal screenings
    • Diabetes screenings
    • Glaucoma tests
    • Mammograms
    • Pap test
    • Influenza & pneumococcal shots
    • Smoking cessation
• Prostate cancer screening
  - Coverage the same from State to State

• What You Pay:
  - $134 (est.) per month if you file an individual tax return and your income is $85,000 or less or if you file a joint tax return of $170,000 or less. (For 2018 it is based on your 2016 annual income). Premiums increase on a sliding scale for individuals in higher income brackets.
  - $183 (est.) deductible.
  - 20% of the Medicare approved amount after the deductible is met
  - 20% for outpatient mental health care after the deductible is met
  - $1,980 limit for speech & physical therapy; $1,980 limit for occupational therapy.
  - If you don’t sign up for Part B when you are first eligible, you may have to pay a late enrollment penalty.

What is Not Covered by Medicare:
• Acupuncture
• Cosmetic surgery
• Dental care
• Eyeglasses *
• Hearing Aids
  * Some exceptions apply

Medicare Summary Notice (MSN)
• Mailed once every 90 days
  - For ASSIGNED claims (provider accepts Medicare approved amount)
  - Combined Part A and Part B MSN
• Contains:
  - Dates of service
  - Procedure codes
  - Provider’s name and address
  - Payment information
  - Beneficiary’s responsibility

To keep track of your claims, you may wish to set up a personal account on MyMedicare.gov.
Protect Yourself

• Identity Theft
  - Keep your personal information safe
  - In most cases, your Medicare claim number is your Social Security number.
  - Changes will be made in the next few years to change the claim numbers.
  - Remember, Medicare does not make house calls

• Billing Fraud
  - Fraud happens when Medicare is billed for services and supplies not provided
  - Check your Medicare Summary Notice
  - Special NYS Number to report Medicare Fraud 1-877-678-4697.

• New Medicare cards will be mailed April 2018 – April 2019 which will have random letters and numbers. There will be no change in benefits but beneficiaries will need to notify their health care providers of their new Medicare claim number.

Ways to Supplement Original Medicare Coverage

• Through a current or former job or union (employer or retiree insurance coverage)

• By buying it from an insurance company that sells Medigap supplemental policies
  • A health insurance policy that helps pay out-of-pocket costs after Medicare has made a payment for the balance not covered by Medicare (the “gaps”)
  • Government administers your Medicare benefits (original Medicare)
  • Sold by 10 private insurance companies, “lettered” plans (A-N.)
  • You pay a monthly premium ($53-$391.91) for the Medigap plan
  • You must have Medicare Parts A & B
  • On-going open enrollment

• From the state through Medicaid if very low income – dual eligibles:
  • Individual Income- $845 (includes $20 disregard)
  • Couple Income - $1,229 (includes $20 disregard)
  • There are also resource limits
Medicare Part C: Medicare Advantage Plans (MA plans)

- Plans include:
  - Medicare HMOs – Health Maintenance Organizations
    - Must stay within their network of providers
  - Medicare PPOs – Preferred Provider Organization
    - Stay within the network for the lowest copayments, out of network would cost more
  - Medicare PFFS – Private Fee-for-Service
    - Can go to any provider within their network or any provider who will accept the plan
  - Special Needs Plans – These are plans which limit their membership to people who live in certain institutions (nursing homes) or who are eligible for both Medicare and Medicaid.

- Private insurance companies administer your Medicare instead of the government
- Plans must cover at least what Original Medicare covers, but may include additional benefits such as vision, dental and/or wellness and health programs
- Very strict marketing rules apply to these plans
- Some plans offer prescription coverage, while others do not
- Original Medicare covers Hospice care even if you are in a Medicare Advantage plan
- For 2018, in Onondaga County, there are 29 plans from 8 different companies with monthly premiums ranging from zero to $150.70. There are also one Medicare Savings Account and six Special Needs Plans (institutionalized and dual eligible).

Medicare Part D: Prescription Drug Coverage

Medicare prescription drug coverage is available to everyone with either Medicare Part A or B or both. To get Medicare drug coverage, you must join a Medicare drug plan offered through a private insurance company. Plans vary in cost and drugs covered.

- Outpatient prescription drugs
- Different from Parts A and B
  - Part D is through a private insurer
- Two ways to get Medicare drug coverage:
- If you have **Original Medicare:**
  Stand-alone prescription drug plan (PDP)
- If you have a **Medicare Advantage Plan:**
  Must join the Part D Plan offered by your Medicare Advantage Plan.
  Some exceptions apply.
  - Very strict marketing rules apply to these plans
  - For 2018, there are 20 plans from 10 different companies, ranging in monthly premium from $12.60 - $91.20.
  - Each Medicare PDP has its own formulary (list of covered drugs), which may include both brand name and generic drugs
  - Medicare PDPs must offer at least 2 drugs under each drug class. In addition, each plan must cover a majority of drugs in the following classes:
    - Antidepressants
    - Anti-psychotics
    - Anticonvulsants
    - Anti-retrovirals
    - Anticancer
    - Immunosuppressants
  Some groups of medications are excluded from Medicare Part D plans:
    - Most prescription vitamins and minerals (with the exception of prenatal vitamins and fluoride preparations)
    - Prescription drugs used for - anorexia, weight loss or weight gain; fertility; cosmetic purposes or hair growth; relief of symptoms of colds

If you have drug coverage that is equal to or better than Medicare Part D, you have “creditable coverage” and will not need to enroll in Part D. Your employer/former employer or insurance company will let you know. You should get written proof of this and keep it in case you need it in the future. **ALWAYS** check with your employer/retiree plan before you enroll in a Part D plan so as not to jeopardize your coverage!
**2018 Part D Standard Plan Features**

- **Catastrophic Coverage**
  - 5% or $3.35 for generics
  - $8.35 for brand name
  - whichever is greater

- **Coverage Gap**
  - [Donut Hole]

- **Initial Coverage Zone**
  - 25% ($836.25)

- **Deductible**
  - 100% ($405)

**Beneficiary responsibility**

**Medicare responsibility**

- **Out of Pocket**
  - Threshold: $5000 (includes 100% during coverage gap)

- **Coverage Gap is met**
  - when total prescription costs reach $3750

- **Beneficiary pays 44%/35%**

- **95%**
  - 80% Paid by Medicare
  - 15% Paid by Insurance Plan
Other Prescription Resources

- Generic Drugs
- Tier Exception
- Preferred Pharmacies
- Mail Order
- EPIC
  - New York State’s prescription benefit
  - Eligibility:
    - NYS Resident
    - Age 65 or older
    - Meet Income Guidelines (based on previous year’s income)
      - $75,000 for an individual; $100,000 for a couple
  - Works with Medicare prescription drug plans
  - Payer of last resort; may help with premium cost as well as prescription costs
- Extra Help Low Income Subsidy
  - Reduces cost of Part D premium and copayments ($3.35/$8.35)
  - Low Income Subsidy through Social Security Administration
  - Individual Income- $1,528; Resources-$13,820 (includes burial exclusion)
  - Couple Income - $2,050; Resources -$27,600 (includes burial exclusion)
- Medicare Savings Programs
  - Administered by the local Medicaid Office
  - Pays Part B premium; may offer other benefits
  - Beneficiary automatically becomes “deemed eligible” for Extra Help
    - Individual Income - $1,377; Couple Income - $1,847 - no resource limits in NYS
      - Incomes can be higher as there may be medical disregards
- Charity Programs
- Patient Assistance Programs
- Discount Programs & Cards
Some are available through local stores
Onondaga County offers the ProAct card
NYRx Card

Important Dates:

Annual Open Enrollment October 15 – December 7
Medicare Advantage January 1 – February 14
Disenrollment Period

Part B Annual January 1 – March 31 (eff. July 1)
Enrollment Period

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
Medicaid

Medicaid – Chronic Care Medicaid

Onondaga County Office Building, 600 S. State St. 6th Floor,
Syracuse, New York 13202
Hours: 8:00 AM- 4:30 PM (Monday-Friday)
Telephone: 315- 435-2928 Fax: 315- 435-8530

The Medicaid Chronic Care Unit processes Medicaid applications for those individuals who are seeking help in paying for nursing home or long term home health care services.

Financial eligibility is determined based on the income and resource standards governing the Medicaid Program. A Supplemental Security Income recipient is granted Medicaid based upon his/her certification for SSI Benefits.

The amount of assistance that the Medicaid program will pay toward the cost of nursing home and/or home care services is determined using a comparison of the available income and resources of the applicant against the cost of the medical services needed. Since each financial and medical circumstance is unique, the regulations and policies governing what assets are exempt and what assets are used in the determination of eligibility vary, therefore, income and resource standards are not listed here. Anyone who needs financial assistance in paying for nursing home or long term home health care services is encouraged to contact the Medicaid office for consultation regarding their specific need for benefits.

Applications may be mailed. A face to face interview is not required. A pre-screening interview appointment is a courtesy service but is not required.

In Onondaga County, if you need to apply for Medicaid for a person who is already in a hospital or a nursing home or is receiving services from a Home Care provider, someone on the staff of one of these organizations usually can help you with getting a prescreening appointment with Medicaid. If they can't help, you can call the Medicaid Chronic Care office at 315-435-2928. The office is located on the 6th floor of the County Office Building, 600 S. State Street, Syracuse, NY.

When you request a Medicaid Chronic Care prescreening appointment, an application form will be provided to be completed and brought back at the time and date of the prescreening. The application will be asking questions regarding the income and resources of the person who is in need of Medicaid benefits. Documentation of income and resources will be required and should be brought with you to the prescreening interview along with the completed Medicaid

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application. The agency can accept legible photocopies, but if originals are provided they will be copied and returned.

If the person who's in need of Medicaid can't attend the interview, the interview may be attended by someone who has Power of Attorney or who has written authorization enabling them to represent the applicant. The Power of Attorney papers, written authorization to represent, and identification of the authorized representative must be provided at the interview.

The law requires that you provide documentation to verify your sources of income, your assets, birth date, marital status, and citizenship, as well as some other items. Below is a list of some of the items that will be required. You will receive a detailed list when you receive the application to complete and a prescreening appointment date and time.

- Birth certificates for the applicant and spouse
- Social security cards for the applicant and spouse
- Alien registration card / I-94 card / Naturalization papers for the applicant and spouse
- Marriage certificate or separation papers or divorce papers
- Death certificate(s) of spouse(s)
- Veteran Discharge papers for applicant and /or spouse
- Power of Attorney Papers
- Written Authorization to Represent the Applicant
- Medicare and other health insurance cards and verification of monthly premiums
- Verification of ALL sources of income for the applicant and the spouse, such as but not limited to: wages, social security, pensions, veterans and military benefits, interest and dividend income. The gross amounts must be verified, with all deductions, and the frequency with which the income is received.
- Verification of ALL the assets of both the applicant and spouse MUST be documented.

If you are seeking nursing home services, monthly statements for all financial accounts for the 60 months prior to the date of application must be provided. This includes accounts currently closed but that were active at any time in the 60 month look back period. If the applicant or spouse set up a trust or are the beneficiaries of a trust, the trust document must be provided and all assets owned by the trust must be documented for the 60 months prior to the date of application. Examples of some types of assets that must be documented are (but not limited to): checking & savings accounts, CDs, stocks, bonds, mutual funds, retirement funds, annuities, life insurance policies, burial spaces, burial funds, all properties owned, vehicles, mobile homes and RVs.

At the prescreening interview, the application, as well as the necessary documentation, will be reviewed with you in detail. If, as a result of that review,
there are more documents required to determine eligibility, a list of these outstanding documents will be given to you, and a length of time, usually two weeks, will be given to provide them. This is called the “pending period”.

If you cannot obtain the required documentation within the time frame given by the Agency, you can request an extension of time which will be granted only if the agency feels there is justification that additional time is necessary.

After all the necessary documentation needed to determine Medicaid eligibility has been provided, a decision will be rendered by the Medicaid Office and a formal written notice will be mailed to the applicant, their representative, and the facility or home care provider involved.

If you are found eligible for ongoing Medicaid benefits or another Public Health Insurance Program you will be required to re-establish your eligibility at regular intervals as determined by the New York State Social Welfare law. This is called “Renewal”. You will receive notification of your renewal and a renewal form by mail. It must be returned by the date in the notice for your benefits to continue. Social Services law requires that you report any changes in your income, resources, third party health insurance, family composition and residence to the Medicaid office. You may also be contacted by the department if a computer income match indicates a change in your circumstances.

If you have any questions, you may contact the Medicaid Chronic Care Unit at 315-435-2928.

**Medicaid - Community Medicaid**

Onondaga County Office Building, 7th Floor,
600 South State St., Syracuse., NY 13202
**Hours: 8:00 AM- 4:30 PM Monday through Friday**
**Telephone: 315- 435-2928 Fax: 315- 435-3938**

The Medicaid Community Unit processes applications for a variety of public health insurance programs including Medicaid, Prenatal care services (Presumptive Eligibility), Family Planning Benefit Program and the Medicare Savings Program. **Financial eligibility** is determined based on the income and resource standards governing the Public Health Insurance Programs. A Supplemental Security Income recipient is granted Medicaid based on his/her certification for SSI benefits. A separate application for Medicaid is not needed for SSI recipients. Persons eligible for Medicaid may be required to enroll in a managed care plan. Managed Care information and options will be provided upon application. **You can obtain more information online at www.mybenefits.ny.gov.**
Individuals may apply for Medicaid in the following ways:
NY State of Health, The Official Health Plan Marketplace (855) 355-5777
Online at nystateofhealth.ny.gov. Managed Care Organization (MCO)
Navigators and Certified Application Counselors. Local District Social Services
Offices.
WHERE individuals apply for Medicaid will depend on their category. The
Marketplace determines eligibility using Modified Adjusted Gross Income
(MAGI) rules.

The Following individuals apply with New York State of Health Marketplace:

Adults (not pregnant) and aged 19-64, NOT eligible for Medicare
Pregnant Women and Infants
Children ages 1-18
Parents and caretaker relatives

THE FOLLOWING INDIVIDUALS APPLY WITH THEIR LOCAL
DEPARTMENT OF SOCIAL SERVICES (LDSS)
- Individuals age 65 and older, who are not parents or caretaker relatives,
  when age is a condition of eligibility
- Individuals whose eligibility is based on being blind or disabled or who
  request coverage for community based long term care services (CBLTC)
- Medicare Savings Program (MSP)
- Medicaid buy-in for Working People with Disabilities enrollees (MBI-
  WPD)
- Residential treatment center/community residences operated by the
  Office of Mental Health (OMH)
- Presumptive Eligibility (PE) for pregnant women apply with provider,
  processed by the LDSS

WITH THE APPLICATION THE FOLLOWING DOCUMENTATION MUST
BE PRESENTED:

- Birth Certificates for all persons who are applying
- Social Security Card for all who are applying
- Proof of citizenship status
- Veteran Discharge papers (if applicable.)
- Verification of ALL income, including but not limited to: wages, Social
  Security, pensions, veteran’s benefits and interest or dividends.
- Depending on your circumstances you may be asked to verify ALL your
  resources, including but not limited to: bank accounts, trust funds, insurance,
  CDs, burial accounts, burial spaces, vehicles and property.
- Medicare and other health insurance cards and verification of premium cost
After all the necessary documentation needed to determine eligibility has been received, a decision will be rendered by the Medicaid office and a formal written notice will be mailed to the applicant and to their representative.

If the applicant does not agree with the written decision the notice includes information on how to apply for a Fair Hearing through the New York State Department of Health.

APPLICATIONS FOR THE MEDICARE SAVINGS PROGRAM MAY BE OBTAINED BY CALLING 315-435-2928

If you are found eligible for ongoing Medicaid or another Public Health Insurance Program you will be required to re-establish your eligibility at regular intervals as determined by the New York State Social Welfare law. This is called a “Renewal”. You will receive notification of your renewal and a renewal form by mail. It must be returned by the date in the notice for your benefits to continue.

Social Services law requires that you report any changes in your income, resources, third party health insurance, family composition and residence to the Medicaid office. You may also be contacted by the department if a computer income match indicates a change in your circumstances.

If you have any questions, you may contact the Medicaid Community Unit at 315-435-2928.
Financial Issues

What Do I Qualify For?

Services Determined by Age
(Eligibility depends on program)

Contact the Onondaga County Office for Aging 315-435-2362

Prior to age 60:

Health Insurance Information, Counseling, and Referrals (HIICAP)
Medical Assistance (MEDICAID)
Medicare Coverage
Medicare Savings Program
Supplemental Nutrition Assistance Program (SNAP) benefits
Telephone Lifeline Discount

In addition to above, at age 60 for:
Expanded In-Home Services for Elderly (EISEP)
Free Tax Preparation
Home Energy Assistance Program (HEAP)
Home Delivered Meals
Information about Transportation Programs
Meals at Senior Dining Sites

In addition to above, at age 62 for:
Retirement Social Security Payments (see program requirements)

In addition to above, at age 65 for:
EPIC Pharmaceutical Coverage
Real Estate Tax Exemption
Supplemental Security Income (SSI) No payment back to Social Security for income from working
Legal Services

Referral Services

Onondaga County Bar Association Lawyer Referral Services at 471-2690.
If you are in need of a referral, call the Onondaga County Bar Association (OCBA) Lawyer Referral Service, your call will be answered by a Referral Specialist who will connect you with an attorney who is familiar with your type of legal issue. The attorney will provide a telephone consultation and further advise how the attorney will charge for his/her services. The lawyers are licensed and members in good standing with the OCBA. LRS staff is available between 9:00 am – 4:00 pm, Monday through Friday, except for holidays. The LRS staff are NOT attorneys and cannot provide you with legal advice. The attorneys who participate in this service are private attorneys who charge regular rates as determined by them.

If you are looking for an attorney at no charge, you may want to try contacting one of these legal services organizations:

Legal Services of Central New York lscny.org 315-703-6600
A non-profit law firm founded in 1966 to provide free, civil legal assistance to low-income families and individuals in thirteen counties of Central New York. We provide our clients legal assistance with 34 lawyers and 5 paralegals. Call Toll Free: 1-877-777-6152. If you have an emergency involving a hearing date or legal papers, please contact us immediately. Do not wait until the hearing date or deadline to answer legal papers has passed. By calling the Central New York Legal HelpLine, you can get free legal advice about civil (non-criminal) legal problems. Please note that we can only help you if you qualify for our services. An intake worker will talk to you first to see if you qualify. In some cases, our services may be limited to advice only. Other cases may be referred to a staff attorney for further action. Consumer Problems, Housing Problems, Divorce and Other Family, Access to healthcare, Elder law.

Hiscock Legal Aid Society hiscocklegalaid.org 315-422-8191

NYS Attorney General’s Office - Syracuse Office
615 Erie Blvd. West, Suite 102, Syracuse
315- 448-4800 Office Hours: 8:30 am to 6:00 pm Monday-Friday.
www.ag.ny.gov General Helpline: 1-800-771-7755
(For calls made within New York State)
TDD/TTY Toll Free Line: 1-800-788-9898
Immigration Fraud Hotline: 1(866) 390-2992
Healthcare Hotline: 1-800-428-9071
Medicaid Fraud Control Unit: 212-417-5397
To contact by mail, please write to:
Office of the Attorney General
The Capitol
Albany, NY 12224-0341

Catholic Charities 1654 West Onondaga St., Syracuse 13204 424-1810
Provides information and referral services, and advocates for those in need of case
management and representative payee services (finances).

Onondaga County Commission on Human Rights
13th Floor, Civic Center, 421 Montgomery St., Syracuse
315 - 435-3565
Promotes understanding and acceptance of diversity, facilitates intergroup
communication, identifies and addresses sources of intergroup tension and conflict,
reduces conditions which can lead to discrimination and restrict opportunity, and
provides related education, information and referral.

The Human Rights Commission especially focuses on addressing prejudice and
discrimination on the basis of color, creed, sex, age, religion, nationality/national
origin, language used for communication, disability, marital status, sexual
orientation or any other arbitrary factors.

The Human Rights Commission staff are also the contact point for the new Jail
Oversight Committee. For more information, or to address serious concerns about
treatment or conditions at the Onondaga County Jail, please contact the Human
Rights Commission staff. Hours: 9:00 am to 6:00 pm. Please call ahead for
appointments.

Mental Hygiene Legal Service
The Syracuse Building, 224 Harrison Street, Suite 502, Syracuse, New York
13202-3066
315- 401-3350
The Mental Hygiene Legal Service (MHLS) provides legal services, advice and
assistance to persons receiving care or alleged to be in need of care at inpatient and
community-based facilities for the mentally disabled. MHLS represents such
persons in judicial and administrative proceedings concerning admission, retention,
transfer, treatment and guardianship.

In addition to handling judicial proceedings, MHLS provides advice and
representation regarding standards of care and other matters affecting the civil
liberties of persons receiving care at facilities for the mentally disabled. MHLS can
be assigned as counsel or court evaluator in Mental Hygiene Law Article 81 guardianship proceedings for persons in any type of facility or in the community.

Finally, Article 10 of Mental Hygiene Law institutionalizes MHLS as counsel of choice in all sex offender civil management cases.

**New Justice Conflict Resolution Services**
1153 West Fayette Street, Suite 301 Syracuse 13204
315- 471-4676
Trained mediators resolve conflicts (i.e. custody/visitation, landlord/tenant, consumer/merchant, etc.) in a neutral setting. Services are confidential and are charged on a sliding scale determined by income.

**Syracuse University Elder Law Clinic**
Dineen Hall, 950 Irving Avenue, Syr., NY 13244, 315-443-4582
The Elder Law Clinic (ELC) provides general practice legal assistance for those aged 60 and over and who are of low or moderate incomes. Areas of practice typically include simple wills, advance directives, health insurance (Medicare, Medicaid, and private insurance), access to medical care, social security issues, consumer law, housing law, real estate, financial abuse and exploitation, and more.

**Volunteer Lawyers Project of Onondaga County, Inc.**
221 South Warren Street, Suite 320
Syracuse, NY 13202
315- 471-3409
The mission of the Volunteer Lawyers Project of Onondaga County, Inc. is to expand access to justice by identifying and meeting the unmet civil legal services needs of low income people in Onondaga County through increasing the pro bono participation of the legal community.
Veterans Services

Veterans Agencies and Resources

Clear Path for Veterans
1223 Salt Spring Road, Chittenango, NY 13037
315-687-3300
Business Hours: 9a–4:30p M-F, 10a–2p Saturday

Assists Veterans, military members and their families. They provide a myriad of programs and services to make this happen. Each program and service relies on one of three methods:
Self-empowerment
Peer-to-Peer support
Community involvement

NYS Division of Veterans Affairs
333 East Washington Street, Room 430, Syracuse, NY 13202-1422
315-428-4046

Provides information on benefits, offers counseling and acts as an advocate for veterans.

Onondaga County Veterans Service Agency
10th Floor Civic Center, Syracuse, NY 13202
315-435-3217
8:30 a.m- 4:30 Pm, Monday-Friday

A one-stop advocacy agency for assistance in filing claims for all veterans benefits on a local, state and federal level. Assistance is provided to all veterans, their dependents and survivors. The agency also does the Pre-registration and Registration for burial in the County Veterans Memorial Cemetery. Some of the benefits are Real Property Tax Exemption, Disability, Pension, Home Loan Guarantee, Insurance, Medical Care, Education, Burial, Civil Service, Recording of Discharges, NYS Veterans Nursing Home, and State Parks Access Pass.

Syracuse University College of Law’s Veterans Legal Clinic
315-443-4582

Support to our veterans is deeply ingrained in the history of Syracuse University. With one of the country's largest military bases, Ft. Drum, a reserve unit from
every military branch in Onondaga County, and the Syracuse VA Medical Center
directly next-door, Syracuse Law is uniquely positioned to establish New York
State's first comprehensive Veterans Legal Clinic.
The Clinic benefits our veterans and community by assisting with VA claims,
representing clients in VA Claim appeals, and helping veterans in upgrading
discharges. Priority status will also be given to veterans in existing Clinics, such as
Family Law, Bankruptcy, Criminal Defense, Disability Law, Elder Law, Tax Law,
and Consumer Law.

Veterans Administration Medical Center
800 Irving Avenue, Syracuse, NY 13210-2716
315-476-7461
Telcare: 1-888-838-7890
Automated Prescription Refill: 477-4885

Provides medical and psychiatric care for veterans and their families.

Veterans Memorial Cemetery
4069 Howlett Hill Road
315-484-1564

All Honorable Discharged veterans, legal spouses and dependent children under
the age of 18 or a child who became totally disabled prior to age 18, are eligible.
Must be a current resident or former resident for at least 5 years. Grave marker is
provided at no charge by the VA and spousal information may be included at no
charge. Apply at the Veterans Service Agency.
Services for People with Disabilities

For Information on the Americans with Disabilities Act Call 1-800-514-0301

Agencies and Resources

AccessCNY
1603 Court Street, Syracuse, NY 13208
315-455-7591
AccessCNY offers home care through its Self-Direction program. Self-Direction is an option that embraces AccessCNY’s key principles of choice, inclusion, empowerment, and family involvement. This program gives individuals with disabilities their choice of services, empowering them to make their own decisions and have control over their own lives.

It is a person-centered approach that focuses on all aspects of service planning. Self-Direction gives participants and their families the power to use resources in ways that make sense in their lives.

A Self-Direction Broker brings together the most important people in a person’s life in a circle of support to help plan a better lifestyle that allows them to contribute as equal citizens in their community. Participants then have more power in hiring support staff, choosing which services to receive, and allocating money from their budget. AccessCNY’s Self-Direction approach helps participants manage their services and staff through initial and ongoing training.

The Self-Direction program manager will co-manage with the person to ensure that quality services are provided and help with conflict resolution. The program manager will work with the person towards the goal of increased control over their supports and services. Self-Direction offers traditional options for support, but strongly encourages people to be creative with their services. To qualify for SDPS, individuals must live in Onondaga County, and be enrolled in Medicaid, and the Home and Community Based Services Waiver.
Arc of Onondaga 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. MSCs use a person-centered approach; focusing on the needs and desires of the individuals and helping them to create a vision of a desirable future. The person-centered approach builds on an individual’s abilities and skills - concentrating on achieving goals and outcomes. MSCs assist individuals in exploring and achieving what they want and need in their daily lives by targeting specific activities and community services. To be eligible to receive Medicaid Service Coordination a person must:

- Have a documented diagnosis of a developmental disability
- Be enrolled in Medicaid
- Demonstrate a need for ongoing, comprehensive service coordination
- Give consent, or have a person authorized to give consent, to receive Medicaid Service Coordination
- Not be enrolled in any other comprehensive Medicaid long-term service coordination program.
ARISE
635 James Street, Syracuse, NY  13203
315-472-3171

Arise is a non-profit, community-based organization that works to ensure that everyone, regardless of disability, has the power to make life choices and achieve their dreams. Navigating the world of disability services can often be confusing and overwhelming for many families. Whether you have a simple question or have no idea where to start, they are here to help. Since 1979, they have provided opportunities so that people with disabilities can live freely and independently in the community. Everything they do is based on the independent living philosophy, the belief that people with disabilities have a right to self-determination – the freedom to make choices and work toward achieving personal goals and systems change. As a designated non-residential Independent Living Center, they are organized and directed by people with disabilities. Many of their services are available to people of all ages who have all types of disabilities. All their programs are consumer directed, maximizing choice and opportunities for the people they serve.

Aurora of CNY
518 James Street, Syracuse, NY  13203-2219
315- 422-7263, TDD:  422-9746

Offers a wide range of services to individuals and their families who are blind, visually impaired, deaf or hard of hearing in Onondaga and surrounding counties. Services include: Instruction in daily living skills, safe and independent travel training, instruction in adaptive technology for people with vision loss, information and referral, counseling, outreach, volunteer services (assessment and training), the Marjorie Clare interpreter referral services, and alcohol and substance abuse/prevention services geared to the cultural and linguistic needs of the deaf community.

ERIE
(Enriched Resources for the Independent Elderly)
Toomey Abbott Towers, 1207 Almond Street, Terrace Level, Syr., NY 13210
(315) 428-8562

Residential care for functionally-impaired elderly (non-institutional setting). Accommodations: Up to 86-bedroom apartments with a kitchen and combined living/dining room; provisions for couples to live together. Sources of Payment: Private pay, Medicaid
Exceptional Family Resources provides services to individuals with developmental disabilities who live in Onondaga County. Their staff works to ensure that all people, regardless of their abilities or disabilities, lead full, active and productive lives in the community. They offer:

- **C.A.R.E.E.R.S.** assists adults with developmental disabilities who have previously experienced significant barriers to employment identify their own career path and reach their personal objectives to employment.
- **Family Directed Supports** provides direct financial assistance to support the needs of a family member living with a disability.
- **Family Education & Training** provides training opportunities to caregivers of individuals who are eligible for this Medicaid Waiver service.
- **First Step** helps establish initial links to services and support to families new to the developmental disabilities service system.
- **Friends Connection** pairs youth and adults with developmental disabilities with volunteer companions to share community recreation opportunities.
- **Habilitation Services** helps people with disabilities acquire skills, expand their interests and increase independence.
- **Medicaid Service Coordination** assists individuals with developmental disabilities and their families with access appropriate supports and services.
- **Project Explore** provides a half-day summer program of recreational activities for students with developmental disabilities.
- **Recreation** provides recreation opportunities at various community locations.
- **Respite** provides care and supervision to individuals with a developmental disability.
- **Senior Caregivers** serves families in which a caregiver 55 or older lives with and cares for someone with a developmental disability.
- **Specialized Resources** provides families with information and referrals to disability-related programs and services.

**Huntington Family Centers, Inc.**

**405 Gifford Street, Syracuse, NY 13204**

**315-476-3157**

Senior Services

The goal of each of Huntington Family Centers' senior programs is to reduce isolation and loneliness through outreach, linkages, and support services so that each individual is able to experience their highest degree of independence. Huntington's Neighborhood Advisor program provides intensive outreach and referrals to persons 60 years of age and older to services and support networks, which lessen feelings of isolation and enables them to experience their highest degree of independence.
Onsite assistance for residents living at Brighton Towers with information and referral to needed services. A "lending closet" of mobility aids, as well as a small food pantry for emergency assistance is provided.

Clover Corner senior program is a multipurpose program designed to offer adults 60 years of age and older of all abilities daily options for socialization, information, education, and leisure time activities. This program provides contact with other seniors in the community by providing peer support, fostering friendships and lessening feelings of isolation.

**Onondaga County Public Library Special Services for the Disabled**
315-435-1876; TDD: 315-435-1872
Talking books program, large print collections, described videos, reference and referrals.

**Person to Person: Citizen Advocacy**
7000 E. Genesee Street, D Building, Lower Level, Fayetteville, NY 13066
315-445-7902
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.
Onondaga County Office for Aging
315-435-2362 www.ongov.net/aging

Resources for Older Adults

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