

The Coalition for Long Term Care is pleased to offer this guide to assist in community education regarding long term care services. Most people are active, contributing members of their families and communities. Some, however, become increasingly frail and dependent on others for assistance. This dependency may be the result of chronic illness, hospitalization, or simply the gradual and progressive loss of physical and/or mental abilities. These individuals need help on a regular, ongoing basis in order to cope with the tasks of daily living. This spectrum of services provided in or out of home is called “long term care”. However, it is increasingly referred to as “continuing care”. Long term care can range from a daily home delivered meal, to round-the-clock medical care.

Thirty years ago there were limited choices or options. Today there is a significant assortment of supportive services and technology advances that can assist people of all ages remain in their homes. It is hoped that the growth of Long Term Care services and programs has helped to improve the quality of life of the most vulnerable.

Understanding the world of Long Term Care can be confusing and difficult. It is hoped that this document may serve as an effective tool to help county residents, families and caregivers make informed choices as they respond to Long Term Care challenges they may face.



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# CAREGIVER SUPPORT

**Caregiver Resource Center**  
Area Agency on Aging  
60 Central Ave., Cortland, NY 13045  
607.753.5060  
[www.cortland-co.org/ofa](http://www.cortland-co.org/ofa)

The Caregivers Resource Center is a one stop service point offered to provide support and information to families and individuals as they care for individuals age 60 and over. Services include: caregiver counseling, workshops and seminars, caregiver support groups, assistance with family meetings, quarterly caregiver newsletter, respite program, resource library, escort aide transport program, assistance with short and long term planning, services to grandparents/relatives raising grandchildren and a vision support group.

**Eligibility:** The caregiver or carereceiver must be a resident of Cortland County. The carereceiver is age 60 or over.

**No fee for service.**

**Referrals.** Any agency or family member can refer by contacting the Cortland County Area Agency on Aging, Caregivers Resource Center.

**Respite Services**  
Area Agency on Aging  
(RSVP)  
60 Central Ave., Cortland, NY 13045  
607.753.5057  
[www.cortland-co.org/ofa](http://www.cortland-co.org/ofa)

Respite is defined as a “rest” and is especially valuable to caregivers who need a brief, regular interval of time off to rest, shop or take

care of other responsibilities. The Respite Program provides trained volunteers who go into the home and spend time with the care recipient. Volunteers are companions only and do not provide nursing care.

**Eligibility:** RSVP Respite Services are available to caregivers who are providing care to a Cortland county resident who is age 60 or over.

**No fee for service.**

**Referrals.** A county agency must make referral.

**Interactive Caregiving Aide**  
**Level One Companions**  
**Comfort Keepers**  
2359 N. Triphammer Road  
Ithaca, NY 14850  
607.272.0444  
[www.comfortkeepers.com/office-685](http://www.comfortkeepers.com/office-685)

Comfort Keepers specializes in “Interactive Caregiving”. Caregivers are trained to work “with” working beside individuals to their ability assisting with tasks such as medication management, light housekeeping, laundry, changing sheets, grooming guidance, transportation/outings and errands.

**Eligibility.** Private Pay or Long Term Care Insurance.

**Fee for service.** \$20/hour. Anything from two hours per visit to 24 hours per visit. (ask about our Live-In/Extended Stay program)

**Referrals.** Anyone may call to set up a free in-home visit.

## Family Caregiver Support Group

Area Agency on Aging  
60 Central Ave., Cortland, NY 13045  
607.753.5060  
[www.cortland-co.org/ofa](http://www.cortland-co.org/ofa)

The Caregiver Support Group is a confidential monthly gathering of family caregivers of frail older adults who meet to exchange information, share ideas and gain support for their responsibilities as a caregiver.

**Eligibility.** Caregiver for an individual 60 or over. The caregiver or carereceiver must be a resident of Cortland County.

**No fee for service.**

**Referrals.** No referral required. For information on date, time and place of the meeting contact the Cortland County Area Agency on Aging, Caregiver Resource Center.

## Alzheimer's Caregiver Support Group

Alzheimer's Assoc., CNY Chapter  
Walden Place  
830 Bennie Rd., Cortland, NY 13045  
607.756.8101  
[www.alz.org](http://www.alz.org)

Support group for caregivers.

**Eligibility.** Being a caregiver for an individual.

**No fee for service.**

**Referrals.** No referral required.

## Respite Program/Overnight Skilled Nursing Service

Cortland Regional Nursing and Rehabilitation Center  
134 Homer Ave., Cortland, NY 13045  
607.756.3909  
[www.cortlandhospital.org](http://www.cortlandhospital.org)

Cortland Regional Nursing and Rehabilitation Center provides 24-hour respite care for a person who needs the services of skilled nursing care. A private room and bath are provided with access to all services of Cortland Regional Nursing and Rehabilitation Center. A maximum one-time stay is 30 days. Respite can be provided for a total of 45 days per year.

**Eligibility.** Recipient must require skilled nursing services. A pre-admission assessment will be completed.

**Fee for service.** A daily fee is charged.

**Referrals.** Reservations for the respite room must be pre-arranged by calling (607) 756.3909

## EQUIPMENT

### Loan Closet

Access to Independence  
26 N. Main St., Cortland, NY  
607.753.7363  
[www.aticortland.org](http://www.aticortland.org)

ATI has a wide variety of durable medical and adaptive equipment available for loan, on a short-term basis (usually up to three months). This includes: wheelchairs, walkers, shower chairs, canes, commodes, portable ramps, and occasionally larger items, such as hospital beds or Hoyer lifts.

**Eligibility.** Anyone with a disability, their family or caregivers are eligible.

**No fee for service.**

**Referrals.** Self-referral

## Adaptive Toys and Equipment

### Enable

1603 Court St., Syracuse, NY 13208

[www.enablecn.org](http://www.enablecn.org)

A regional center with an assisted technology lending library of toys and equipment to enhance the life of children who have disabilities, especially physical disabilities. Equipment can be picked up at a location in Cortland.

**Eligibility.** Children with a disability or developmental delay who require special toys or equipment.

**No fee for service.**

**Referrals.** Call for information.

## Cortland Regional Home Care Services

CMH Services, Inc.

160 Homer Ave., Cortland, NY 13045

607.756.3880

[www.crmhomehealthservices.com](http://www.crmhomehealthservices.com)

This company provides oxygen, sleep apnea equipment, beds, wheel chairs, walkers and other safety devices for bathrooms and other locations in the home as well as items designed for patient comfort and assistance in carrying out activities of daily living. Through its Confident Woman Boutique, the company also provides forms and garments for individuals requiring specialized products following a mastectomy.

**Eligibility.** Anyone in need of medical equipment that is designed for use in the home.

**Fee for Service.** All equipment has a charge but in many cases insurance will cover most of this cost if the equipment, product and/or device is ordered by the patient's physician for a specific medical need that the insurer has agreed to cover.

**Referrals.** Referrals are accepted from physicians or other providers and health care or social service organizations as well as families or individuals themselves.

## FINANCIAL ASSISTANCE/ ENTITLEMENTS

### Medicare

Centers for Medicare & Medicaid Services

1.800.MEDICARE/1.800.633.4337

[www.medicare.gov](http://www.medicare.gov)

[www.cms.gov](http://www.cms.gov)

Medicare is a federally administered health insurance program that offers hospital, medical, prescription and managed health care coverage. Medicare offers "base protection" and beneficiaries pay deductibles, coinsurance, non-covered services and excess charges. Medicare supplement plans or Medicare managed care plans are available to help lower costs. Options change annually. Beneficiaries should review coverage during the Annual Enrollment Period to ensure they have coverage that best meets their individual needs for the following year.

**Eligibility.** Medicare is available to individuals age 65 or older, people under 65 who have been receiving Social Security Disability for 24 months and people any age with End-Stage Renal Disease and Lou Gehrig's Disease (ALS).

**Fee for Service.** Medicare Part A (hospital coverage) is available to most individuals at no cost. Medicare Part B (medical coverage) has a monthly premium of \$115.40 for 2011.

Medicare Part D plans (prescription coverage) in NYS has an average monthly premium of \$38.69. Individuals with income above \$85,000 and couples with combined income above \$170,000 pay a higher Part B and D premium.

**No referral needed.**

## Medicaid

**Cortland County Department of Social Services**  
60 Central Ave., Cortland, NY 13045  
[www.cortland-co.org/dss](http://www.cortland-co.org/dss)

Medicaid is an eligibility based assistance program for New York residents who cannot afford to pay for medical care. Medicaid is funded by Federal, State and County tax money. Medicaid can help with paying for medical expenses if a person/family meets income requirements. Resource limits apply to some individuals.

**Eligibility.** Medicaid may be available to individuals and families who have high medical bills, receive Supplemental Security Income (SSI), or meet certain financial requirements.

**No fee for service.**

**Referrals.** The Department of Social Services may be contacted directly.

## Supplemental Security Income (SSI)

**Social Security Office**  
Federal Bldg., 4<sup>th</sup> Floor, 100 S. Clinton  
Syracuse, NY 13261  
1.800.772.1213  
<http://www.ssa.gov/pgm/ssi.htm>

SSI provides supplemental income and medical insurance to disabled adults and

children who have limited income and resources.

**Eligibility.** Program bases on financial need and disability.

**No fee for service.**

**Referral.** No referral needed. Contact phone number listed above and an application may be sent to you.

## Veterans Benefits

**Cortland County Veterans Services Office**  
60 Central Ave., Cortland, NY 13045  
607.753.5014

The local Veterans Services Office advocates for veterans rights, and informs veterans about programs and services available to them and their families.

**Eligibility.** Any veteran of any war.

**No fee for service.**

**Referrals.** Self referral may be made or a family member may refer for service.

# HEALTH INSURANCE

## Health Insurance Counseling and Assistance Program (HIICAP)

**Area Agency on Aging**  
60 Central Ave., Cortland, NY 13045  
607.753.5060  
[www.aging.ny.gov/healthbenefits](http://www.aging.ny.gov/healthbenefits)

HIICAP is the New York State Health Assistance program that educates the public about Medicare, Medicaid, managed care, prescription coverage and other health

insurance options and issues. HIICAP provides free, confidential and unbiased counseling. Counselors assist people by providing the necessary tools to help make informed decisions about health care choices, completing applications for programs that can lower health care costs, and sorting through billing issues.

**Eligibility.** HIICAP assists people age 60 or older and all Medicare beneficiaries regardless of age.

**No fee for service.**

**No referral needed.**

## HOME CARE AGENCIES

**Home Care for Cortland Co.**  
Home Care for Cortland Co., Inc.  
111 Port Watson St., Cortland, NY  
607.753.9326

Services provided include Home Health Aide, Personal Care Aide, Homemaker/Companion Housekeeper as well as nursing services. Services are provided on a 24 hr. a day, seven day a week basis, according to need.

**Eligibility.** Need to be under the care of a physician.

**Fee for Service.** Private pay rates vary with skill level. Many services reimbursable by Medicaid and/or private insurance, depending upon eligibility.

**Referrals.** Anyone may call to refer themselves, a friend or a loved one.

**Classen Home Health Associates, Inc.**  
310 Taughannock Blvd., Suite 1B  
Ithaca, NY 14850  
607.277.1342  
[www.classenhomehealth.com](http://www.classenhomehealth.com)

Classen Home Health is a locally owned and operated NYS Licensed Home Care Agency established in 1989. We provide personal care as well as companion services customized to fit your individualized needs. Our goal is to help seniors remain safe and independent. Our services include personal care, domestic support, grocery shopping, meal preparation, errands, appointments, medication management, routine nursing visits, and End of Life care.

**Eligibility.** Eligibility criteria including having an established physician and private pay for services.

**Fee for service.** The rate is \$21.00 per hour with a minimum of four hours per visit. Services are available from four hours up to 24 hours daily or weekly.

**Referrals.** Referrals can be made directly by anyone needing services.

**HCR Home Care**  
6 North West Street, Suite 6  
Homer, NY 13077  
607.299.4593  
[www.HCRhealth.com](http://www.HCRhealth.com)

HCR Home Care is a certified home care agency offering skilled nursing, physical therapy, occupational therapy, speech therapy, homehealth aides, and medical social work. Private care aides are also available.

**Eligibility.** Patients' needs and coverage of services are determined by home care nursing assessment.

**Fee for Service.** Many home care services are covered by your private health insurance,

Medicare, Medicaid and long term care insurance plan. If someone is not eligible for insurance covered services, private care services are available.

**Referrals.** Referrals are typically made by your health care provider or upon discharge from the hospital. For all other referrals, please call for more information on how to begin the process.

## **St. Joseph's Hospital Certified Home Health Care Agency**

7246 Janus Park Drive

Liverpool, NY 13088

1.866.452.4383 or 315.458.4600

[www.sjhomcare.com](http://www.sjhomcare.com)

Hospital based certified homecare agency, Magnet Recognition, Top 500 Homecare Provider. We provide skilled nursing, physical occupational, speech and respiratory therapy, palliative care, home health aide service, registered dietitian, medical social work and spiritual care. We have the ability to do same day visits, manage patients twice a day, evenings and weekends. Extensive skills are offered such as IVs, injections, TON, tube feed, wound vacs, pleurx catheters, tenckhoff catheters, central line management and PRI/screen. Triage and on call RNs available 24/7. Patients can be discharged from hospital before becoming independent with self management. Rehospitalization rates are lower than the state and national average.

**Eligibility.** Employees provide short term assistance in a patient's home status post acute hospitalization, short term rehabilitation and doctor office referrals with changes in condition.

**Fee for Service.** The agency participates in most insurances.

**Referrals.** Call 1.866.452.4383. Intake hours are 8:00 am to 4:30 pm. There is an RN on call 24/7 to accept new referrals. The following demographics will be needed: Insurance, H & P, discharge orders, Homecare physician and medications. Fax 315.458.4644

# HOME CARE SUPPORT SERVICES

## **Meals on Wheels**

### **Area Agency on Aging**

60 Central Ave., Cortland, NY 13045

607.753-5084

[www.cortland-co.org/ofa](http://www.cortland-co.org/ofa)

Primary meal service is a hot mid-day meal, and an additional cold supper meal and frozen meals for the weekend are available. The meals meet the U.S. Dietary Guidelines for a liberal geriatric diet and are monitored by the program dietician. An assessment is completed for every participant to ensure initial and continued eligibility. Referrals are made to other agencies and services as appropriate.

**Eligibility.** Home delivered meals are provided to Cortland County residents age 60 and over who cannot prepare meals for themselves, and who are at least one of the following: homebound, incapacitated due to illness or frailty, lack of cooking/refrigeration facilities, unable to prepare meals safely, or have no one willing and able to prepare meals for them.

**Fee for Service.** Payment for meals is a suggested contribution of \$3.00 per meal.

**Referrals.** Referrals to the MOW program may be made by the meal recipient, a family member, friend or neighbor, or a health care provider or community agency.

## Make A Ramp®

### Area Agency on Aging

60 Central Ave., Cortland, NY 13045

607.753.5060

[www.cortland-co.org/ofa](http://www.cortland-co.org/ofa)

The program is sponsored by the Cortland County Area Agency on aging to assist individuals, age 60 and over, who have mobility problems. Modular aluminum ramp systems are purchased and owned by the agency are installed for short-term or long-term use. When the ramp is no longer needed by the individual, it is taken down, re-configured and installed for the use of another person. The ramp systems meet standards set by ADA regulations and are installed in compliance with local code specifications. Site work is completed under a contract with Cortland Housing Assistance Council.

**Eligibility.** Individuals age 60 and over who experience mobility problems.

**No fee for service.**

**Referrals.** Referrals are accepted by any individual.

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

### Area Agency on Aging

60 Central Ave., Cortland, NY 13045

607.753-5060

[www.cortland-co.org/ofa](http://www.cortland-co.org/ofa)

The EISEP program provides services within a person's home to assist them with non medical needs so that they can safely remain in their own home or apartment as long as possible and eliminate or postpone the need for placement within a long term care facility.

**Eligibility.** Must be 60 years of age or older, need assistance with activities of daily living, can safely be maintained in their home or

apartment, and be ineligible for other programs which provide similar services.

**Fee for Service.** Depending on income and household expenses, some individuals may be required to pay a percentage of the cost for services.

**Referrals.** Anyone can make a referral for evaluation of service.

## Personal Emergency Response System (PERS)

### Area Agency on Aging

60 Central Ave., Cortland, NY 13045

[www.cortland-co.org/ofa](http://www.cortland-co.org/ofa)

Personal Emergency Response System (PERS) is the provision and maintenance of electronic communication equipment in the home. The equipment signals a monitoring agency for help when activated by the individual who is in need of assistance and can not get to a telephone. PERS includes the continuous monitoring of such signals by a trained operator who then immediately notifies the designated emergency contact or 911.

**Eligibility.** Any individual age 60 or older.

**Fee for Service.** PERS are provided by various companies. One-time installation and monthly monitoring fees vary.

**Referrals.** No referral required. Contact the Caregivers Resource Center at the Area Agency on Aging for a list of PERS available.

## CMRC Long Term Home

### Health Care Program

Cortland Regional Medical Center

Nursing Home Without Walls

134 Homer Ave., Cortland, NY 13045

607/756.3646

[www.cortlandregional.org](http://www.cortlandregional.org)

The LTHHCP waiver has three main objectives: 1. To prevent premature and/or

unwanted institutionalization; 2. To enable institutionalized individuals to return to their community; and 3. To provide access to cost effective coordinated care, case management, and monitoring of participants' health status. Services provided include nursing, personal care and therapies, and other services available in a nursing home and must not cost more than 50 - 100% of the cost of care in a nursing home depending on the assessment of need.

**Eligibility.** Nursing home eligible or at risk for placement in a nursing home.

**Fee for service.** Medicaid is the primary insurer for most services provided by this program. Medicare may cover some skilled services and other insurances may also cover some. A home visit evaluation for eligibility by staff of the program is free.

**Referrals.** Referrals are accepted from physicians or other providers and health care or social service organizations, families and/or individuals themselves. Once a referral is accepted, RN staff of the LTHHCP will schedule a visit to do an evaluation for eligibility and explain the services that are available through the program.

## Caring Community Hospice of Cortland

Cortland Co. Health Department  
11 Kennedy Pkwy., Cortland, NY 13045  
607.753.9105

[www.cortlandhospice.org](http://www.cortlandhospice.org)  
[www.hpcanys.org/index.asp](http://www.hpcanys.org/index.asp)

Hospice is a program of care for terminally ill people of all ages. Medical care, pain and symptom relief, necessary medical supplies and equipment, medications related to the terminal illness, and psychological, social, and spiritual counseling/support is provided for the patient and family. Bereavement services are available for loved ones after their loss.

**Eligibility.** Patients must have a limited life expectancy of less than six months.

**Fee for Service.** Fees are covered by Medicare (Part A), Medicaid and most other insurances. Sliding fee is available for any patient not covered by insurance. No eligible patient is denied service due to inability to pay.

**Referrals.** Anyone can make a referral for service.

## Cortland Regional Nursing and Rehabilitation Center Adult Day Health Care

Cortland Regional Nursing and Rehabilitation Center  
134 Homer Ave., Cortland, NY 13045  
607.756.3918

[www.cortlandregional.org](http://www.cortlandregional.org)

The Cortland Regional Nursing and Rehabilitation Center offers the Adult Day Health Care Program which is a progressive and innovative program designed to provide service for adults requiring needed medical and/or rehabilitative care during the day. Adult Day Health Care integrates nursing care with social activities in a cheerful, rehabilitative, homelike setting. The program is uniquely designed to bridge the gap between services being provided in a home setting and services provided to individuals who have been admitted to a residential care facility.

**Eligibility.** Adult Day Health Care is a program designed to provide service for adults requiring needed medical and/or rehabilitative care during the day.

**Fee for Service.** Fees are covered by Medicaid and some other Long Term Care insurances. There is also an option for private pay.

**Referrals.** Anyone can make a referral for service.

The Adult Day Health Care Program operates Monday through Saturday from 8:00 am to 4:00 pm.

## Medicaid Long Term Care Services (LTC)

Cortland Co. Department of Social Services

60 Central Ave., Cortland, NY 13045  
607.753.5265

[www.cortland-co.org](http://www.cortland-co.org)

The Long Term Care (LTC) unit is responsible for the assessment, initial authorization and follow-up authorizations for all Medicaid Personal Care Assistance (PCA) programs. These in-home programs include Traditional Aide, Shared Aide, Consumer Directed Aide, Long Term Home Health Care program and all other Medicaid waiver programs (ie. TBI, NHTD, CAH I). These aide service programs can assist with housekeeping, meal preparations, grocery shopping, cleaning and some hands-on personal care, such as bathing and shaving.

**Eligibility.** Must currently have or be applying for Medicaid.

**No fee for service.**

**Referrals.** Call the LTC office and ask to speak with one of the LTC caseworkers. They will assist with information about all the different aide service programs and options available. The caseworkers can assist with limited Medicaid questions. Client must have a physician that deems them medically stable and chronic and is willing to provide an order.

## University Geriatricians

SUNY Upstate Medical University  
University Health Care Center, 2<sup>nd</sup> Flr.  
90 Presidential Plaza, Syracuse 13202  
315.464.6100

[www.upstate.edu](http://www.upstate.edu)

The office provides complete evaluations of the medical, functional, cognitive, and psychosocial problems and abilities of the older adult.

**Eligibility.** Adults over the age of sixty-five; adults of any age with symptoms of memory loss.

**No fee for service.**

**Referrals.** The potential patient's personal care physician needs to send a written request for a consultation. Self-referrals or referrals from family, friends, social service agencies, home care agencies and residential facilities may also make referrals.

## Social Work Services

Cortland Regional Medical Center  
134 Homer Ave., Cortland, NY 13045  
607.756.3812

[www.cortlandregional.org](http://www.cortlandregional.org)

Social Work Services provides counseling and discharge planning for inpatients. Discharge planning includes setting up home care services and arranging equipment and finding placement in a nursing home or adult or assisted living home. Counseling and referral is available on issues including domestic violence, substance abuse, grief and dying, caretaker issues, and physical, mental, and financial abuse and neglect.

**Eligibility.** Individuals with acute medical or mental health condition.

**Fee for Service.**

**Referrals.** Individuals are screened in the emergency room and admitted if they meet admission criteria.

# RESIDENTIAL FACILITIES

**Long Term Care  
Ombudsman Program**  
Cortland County Area Agency on Aging  
60 Central Ave., Cortland, NY 13045  
607.753-5060  
[www.ltcombudsman.ny.gov](http://www.ltcombudsman.ny.gov)

The Long Term Care Ombudsman Program is a confidential resident focused advocacy program for people living in a long term care facility. Ombudsmen work to resolve problems of individual residents and to bring about changes at the local, state and national levels to improve quality of care.

**Eligibility.** Serves all people residing in long term care settings regardless of age. Residents of skilled nursing facilities, adult care homes, assisted living facilities, enriched housing and family-type homes have access to a certified ombudsman.

**No fee for service.**

**Referrals.** The program can be contacted directly by residents, families, friends, visitors and facility staff.

**Cortland Regional Nursing &  
Rehabilitation Center  
(CRN&RC)**  
Cortland Regional Medical Center  
134 Homer Ave., Cortland, NY 13045  
607.756.3900  
[www.cortlandregional.org](http://www.cortlandregional.org)

CRN&RC provides long term care services including nursing and physical rehabilitation. Attached to the hospital, the facility specializes in treating residents who have short term care rehabilitation needs and desire to return home. Physical, occupational and speech therapy are

provided by highly qualified staff. Seven day per week therapy is available for residents who require extensive treatment in order for them to return to their normal daily activities. The resident is made part of an extensive discharge planning process designed to insure a smooth transition from the facility to home. The facility has modern state of the art equipment designed to assist the resident in their rehabilitation treatment.

**Eligibility.** Must require 24 hours skilled nursing care and/or physical rehabilitation therapy.

**Fee for Service.** Normal daily charges will apply. The facility accepts Medicaid and Medicare as well as most private insurance.

**Referrals.** Referral may come from a physician, hospital, long term care service, family, or a referral agency.

**Greenbriar Home for Adults**  
46 Cortland St., Homer, NY 13077  
607.749.7287  
[Greenbriar\\_Briarcliffe@HFA at  
yahoo.com](mailto:Greenbriar_Briarcliffe@HFA@yahoo.com)

Greenbriar is a 37 bed Adult Care Facility located in Homer, NY. We provide 24 hour supervision and care for elderly persons needing our services. We provide for specific diet needs, medication management, laundry, housekeeping and arrange for transportation to appointments. There is also an activities program and a supervised smoking area.

**Eligibility.** Most residents require assistance with medication management, bathing, dressing, laundry and housekeeping.

**Fee for service.** Payment for services is accepted through private pay, social security and SSI.

**Referrals.** Application for admission with Doctor certification as to need for congregate living level III.

## **Groton Community Health Care Center (GCHCC)**

120 Sykes St., Groton, NY 13073  
607.898.5876

GCHCC provides long term care services including nursing and physical rehabilitation. The facility specializes in treating residents who have short term care rehabilitation needs as well as those who require palliative care (including special accommodations). Physical, occupational and speech therapy are provided by highly qualified staff. Therapy is available for residents who require extensive treatment in order for them to return to their normal daily activities. The resident is made part of a discharge planning process designed to insure a smooth transition from the facility to home. The facility has modern state of the art equipment designed to assist the resident in their care and rehabilitation treatment.

**Eligibility.** Must require 24 hour skilled nursing care and/or physical rehabilitation therapy.

**Fee for Service.** The facility accepts Medicaid and Medicare as well as most private insurances.

**Referrals.** Referral may come from a physician, hospital, long term care facility/service, family or referral agency.

## **Walden Place**

839 Bennie Rd., Cortland, NY 13045  
607.756.8101  
[www.seniorlifestyle.com](http://www.seniorlifestyle.com)

Walden Place is an active senior living community with support staff available 24 hours a day. Nutritious meals and wellness classes are offered. Housekeeping, personal laundry service, and transportation are available. Assistance with bathing, dressing, grooming and medication management are provided. Each apartment features a full bathroom and an emergency call bell.

**Assisted Living.** An active community offering a balance of personal assistance with opportunities for educational, spiritual, physical and social programs.

**Memory Care.** A secure community specifically designed to enhance the lifestyle of seniors with mild to moderate memory loss.

**Eligibility.** Call facility.

**Fee for Service.** The monthly rate is based on the specific needs of the individual. Please call for details. Veteran's and/or their spouses may be eligible to receive a pension of \$1,055 - \$1,644 per month. Eligibility is established by the Veteran's Administration.

**Referrals.** Anyone can make a referral.

## **Elizabeth Brewster House, Inc.**

41 S. Main St., Homer, NY 13077  
607.749.2442  
[www.BrewsterHouse.org](http://www.BrewsterHouse.org)

Elizabeth Brewster House is a licensed and certified non-profit Adult Home that has a long and unique history of providing care that includes a comfortable private room or two room suite; three nutritious meals; structured fitness program; various activities; entertainment; events and outings that are tailored to the interests of each resident; laundry and housekeeping services; medication management and opportunities for spiritual expression for those who are interested, through services provided by local congregations and Elizabeth Brewster House Spiritual Care Coordinator; and a beauty parlor with a licensed operator providing a range of hairdressing services for both women and men. Caring and supportive professional staff, as well as volunteers, strive to enable each resident to have optimum independence and quality of life. Elizabeth Brewster House was established in 1891 and is a mainstay in the Cortland community.

Enhanced Assisted Living Residence designation is in process to better serve residents whose care needs increase and who desire to age in place in the warmth and comfort of the Elizabeth Brewster House Victorian setting.

**Eligibility.** Men, women and couples of retirement age who seek accommodations and a continuum of care that meets their individual needs.

**Fee for Service.** Monthly rate is all inclusive. Veteran, widow of veteran and private insurance benefits may apply.

**Referrals.** Referrals may come from an individual, family, friend, physician and long term care facility or agency. Guided tours are encouraged and welcomed.

## **Crown Center for Nursing and Rehabilitation (formerly Northwoods)**

**28 Kellogg Road, Cortland, NY 13045  
607.753.6060**

[www.CrownCenterRehab.com](http://www.CrownCenterRehab.com)

Crown Center provides short term rehab with a full staffed therapy department, dementia services on a secure unit and long term care services.

**Eligibility.** Must qualify for skilled nursing care.

**Fee for Service.** Medicare, Medicaid and most managed care plans accepted.

**Referrals.** Please contact the admissions office with questions.

## **Cortland Park Rehabilitation and Nursing Center (formerly Cortland Care Center)**

**193 Clinton Avenue  
Cortland, NY 13045  
607.756.9921**

[www.cortland-care.com](http://www.cortland-care.com)

Cortland Park is a 120 bed rehabilitation and skilled nursing facility dedicated to providing the high quality care and services to our residents. Having been in business for almost 50 years, Cortland Park offers short-term rehabilitation, traditional long term care and specializes with a 40 bed memory care unit. We strive to create a warm home-like environment for those who choose to stay with us.

**Eligibility.** The type of placement for a proposed resident is determined by a written evaluation which assesses the physical, psychological and social needs of the applicant. The forms used to assess eligibility for Cortland Park include the Patient Review Instrument (PRI) and the SCREEN. Hospital Social Work Departments and Home Health Care agencies may be contacted to complete these New York State Department of Health required documents.

**Fee for Service.** Private pay, Medicare (usually for short-term stays), Medicaid and private insurances, including long term care policies, are accepted.

**Referrals.** Please call the Admissions Coordinator to make inquiries, including a request for a guided tour.

# Miscellaneous Programs

## Computer Lab

Access to Independence (ATI)  
26 N. Main St., Cortland, NY 13045  
607.753.7363  
[www.aticortland.org](http://www.aticortland.org)

ATI offers consumers the use of five desktop computers, at no cost. The computers have internet access and the latest Windows software. A variety of adaptive software is also available for individuals with vision or mobility impairments. ATI also offers individual and group training sessions for use of the computers.

**Eligibility.** No specific requirements.

**No fee for service.**

**Referrals.** Anyone can refer, self-referrals are acceptable.

## Architectural Barrier Program

Access to Independence (ATI)  
26 N. Main St., Cortland, NY 13045  
607.753.7363  
[www.aticortland.org](http://www.aticortland.org)

The Architectural Barrier Services (ABS) Program does home modifications to make it possible for a person with a disability to live in their own home or apartment. This can include: ramps, lifts, roll-in-showers, bathroom modifications, kitchen modifications, sensory devices to signal an emergency, and so on. Access to Independence staff will work with the person with a disability and their family to plan and design modifications to meet their needs. We will work with contractors to bid the project,

monitor the work that is being performed, and inspect the work when completed.

**Eligibility.** Is based on different criteria, ie: income, type of disability or type of insurance, depending on the funding source.

**No fee for service.**

**Referrals.** Depends on funding source; can start the process with a self-referral in most cases.

## Project Lifesaver

Area Agency on Aging  
60 Central Ave., Cortland, NY 13045  
607.753.5060  
[www.cortland-co.org/ofa](http://www.cortland-co.org/ofa)

Project Lifesaver is a program coordinated with the Cortland County Sheriff's Department through the Area Agency on Aging. Project Lifesaver provides a wristband transmitter to be worn by an individual at risk for wandering due to dementia, Alzheimer's disease, Down's syndrome or autism. Should the individual become lost, the device will assist Sheriff's Department personnel in locating the missing person.

**Eligibility.** Individual, of any age, at risk for wandering due to dementia. Alzheimer's disease, Down's syndrome or autism and who has a 24 hr/7 day a week caregiver.

**Fee for Service.** A refundable deposit and a monthly charge for the battery.

**Referrals.** Anyone may refer an individual to the Area Agency on Aging for a home visit and evaluation.

## New York Connects: Choices for Long Term Care, Cortland County

Cortland Co. Area Agency on Aging  
60 Central Ave., Cortland, NY 13045  
607.756.3485 or 607.753.5060  
[NYConnects@cortland-co.org](mailto:NYConnects@cortland-co.org)  
[www.aging.ny.gov/NYSOFA/aboutNYSOFA.cfm](http://www.aging.ny.gov/NYSOFA/aboutNYSOFA.cfm)  
[www.nyconnects.org](http://www.nyconnects.org)

NY Connects can provide information and referrals on long term care services, including: home care services, home delivered meals, counseling and support, support groups, respite care, medical and assistive equipment, transportation, residential housing options, home modifications and personal emergency response systems.

**Eligibility.** Older adults, children and adults with disabilities, caregivers, family members, friends or neighbors and human services and health care professionals who are in need of information and referrals for long term care.

**No fee for service.**

**Referrals.** Referrals may be made by anyone.

## Vision Support Group

Area Agency on Aging  
60 Central Ave., Cortland, NY 13045  
607.753.5060  
[www.cortland-co.org/ofa](http://www.cortland-co.org/ofa)

Vision Support Group is held usually on the 3<sup>rd</sup> Friday of the month at the County Office Building. Meetings include socialization, a meal and a short program. Programs are educational or entertaining. Transportation is available for most Cortland County Residents and there is no charge for transportation to the meetings.

**Eligibility.** No specific criteria.

**Fee for Service.** If you choose to each lunch, there is a requested donation of \$3.00 per meal.

**Referrals.** Anyone may make a referral.

## Cortland Housing Authority- Public Housing and Section 8 Housing Choice Voucher Cortland Housing Authority 42 Church St., Cortland, NY 13045 607.753.1771

The Cortland Housing Authority owns a total of 380 units consisting of efficiency and one to five bedroom size apartments that are located throughout Cortland County. In addition, we operate a Section 8 Housing Choice Voucher program throughout Cortland County where we subsidize rents for approximately 306 qualified families. The programs are regulated by the Department of Housing and Urban Development (HUD) and the rent paid by each family is based upon income.

**Eligibility.** Income eligible, elderly (62+), handicapped, disabled or a family.

**No fee for service.**

**Referrals.** By application. Applications accepted at 42 Church St. or 51 Port Watson St. offices, Mon. - Fri. from 8:30 am to 4:30 pm.

## Alzheimer's Association, CNY Chapter, Southern Tier

401 Hayes Ave., Endicott, NY 13760  
607.785.7852

Helpline: 1.800.272.3900

Chapter Office: 441 W. Kirkpatrick St.  
Syracuse, NY 13204

315.472.4201

[www.alz.org](http://www.alz.org)

The Alzheimer's Association is a national voluntary health agency whose purpose is to provide leadership to eliminate Alzheimer's disease through the advancement of research while enhancing care and support services for individuals and families.

**Eligibility.** No specific criteria.

**No fee for service.**

**Referrals.** Not necessary

## Care Consultation

Alzheimer's Assoc., CNY Chapter  
401 Hayes Ave., Endicott, NY 13760  
607.785.7852

[www.alz.org](http://www.alz.org)

This service assists families and people living with Alzheimer's disease navigate through difficult decisions, conducts assessments of needs and helps to create an action plan to identify needs and concerns.

**Eligibility.** No specific criteria.

**No fee for service.**

**Referrals.** No specific process.

## Medic Alert Safe Return

Alzheimer's Association, CNY Chapter  
441 W. Kirkpatrick St., Syracuse, 13204  
315.472.4201

[www.alz.org](http://www.alz.org)

Nationwide identification, support and registration program provides assistance if person becomes lost. Person receives an engraved bracelet or necklace. Bracelet/necklace provides emergency medical information and assists in the event of a wandering incident.

**Eligibility.** No specific criteria.

**Fee for service.** The fee for a new enrollment is \$49.95, with a \$30.00 annual renewal fee.

**Referrals.** Anyone may refer an individual for service.

## Kirkpatrick Day Program

Alzheimer's Assoc., CNY Chapter  
441 W. Kirkpatrick St., Syracuse 13204

[www.alzcny.org](http://www.alzcny.org)

Dementia specific social day program based in the Syracuse area.

**Eligibility.** No specific criteria other than diagnosis of Alzheimer's disease or dementia.

**Fee for service.**

**Referrals.** Potential participants must have a diagnosis of Alzheimer's disease or related dementia.

## I Am OK Today

**Cortland County Sheriff's Department**  
54 Greenbush St., Cortland, NY 13045  
607.753.3311

The program is designed to provide a sense of safety and security for seniors 60 and older. Once enrolled in the program the senior is required to call the Sheriff's Department each day during a scheduled time. If the client does not check-in, the sheriff's Department will initiate contact to ensure the client is okay.

**Eligibility.** Cortland County 60+ population who lives alone.

**No fee for service.**

**Referrals.** An individual may call the program directly or be referred through a county agency.

## General Agency Information

**Cortland Prevention Resources**  
29 Central Ave., Cortland, NY 13045  
607.756.8970

[www.cortlandprevention.org](http://www.cortlandprevention.org)

Our agency can serve the needs of all individuals. We have several programs serving the needs of the aging population. Our RX Take Back events are a collaboration with CACTC and are held twice annually. They allow residents to drop off unused and unwanted prescription and over-the-counter medication at a safe, secure disposal site. We also are home to the LGBT Resource Center. This center serves the needs of lesbian, gay, bi-sexual and transgender individuals and families. Our agency is a resource to other community agencies and services as well. We are continually evolving to meet the needs of the community so please contact us about other services for the aging population both through our agency and throughout the community.

**Eligibility.** All individuals are eligible to use our services.

**No fee for service.**

**Referrals.** No referral required, walk-ins welcome.

## Vision Rehabilitation/Low Vision

**Association for Vision Rehabilitation and Employment, Inc. (A.V.R.E.)**  
174 Court St., Binghamton, NY 13901  
607.724.2428

[www.avreus.org](http://www.avreus.org)

A.V.R.E. provides comprehensive vision rehabilitation services, including low vision, travel and mobility instruction (Orientation & Mobility), and independent living and working skills instruction (Vision Rehabilitation Therapy) in nine New York and three Pennsylvania counties - including Cortland. Services often include assisting in selecting and learning to use a range of aids and devices that can be used in work, learning, or living environments. Many items are kept in stock in our retail store, ViewPoint, and other items can be ordered on request. A.V.R.E. strives to provide accurate and positive information to individuals with a vision disability through informational resources, peer groups, benefits counseling, and connection to appropriate and available community services.

**Eligibility.** Legal blindness, severe/sustained vision impairment

**Fee for service.** Services for eligible legally blind consumers are at NO charge. Services for those with severe vision impairment (but not legally blind) offered at a fee.

**Referrals.** Individuals, their family, friends and/or eye care professional can contact A.V.R.E. for detailed explanation of service options and to explore service eligibility.

## Mental Health and Substance Abuse Services

Family Counseling Services of Cortland County

10 North Main St., Cortland, NY 13045  
607.753.0234

[www.fcscortland.com](http://www.fcscortland.com)

Counseling for those with depression, mental health issues or substance abuse problems. Our caring staff can help you feel better!

**Eligibility.** No specific criteria.

**Fee for Service.** Yes, but most insurances, including Medicare and Medicaid is accepted.

**Referrals.** As required by your insurance. You can also self-refer.

## Knox Box Residential Key Vault

City of Cortland Fire Department  
25 Court St., Cortland, NY 13045  
607.753.1741

This program provides a key vault that is attached to your door to allow emergency responders access to your home. The responder key is electronically secured with an audit trail to ensure security of your home, while allowing access during an emergency.

**Eligibility.** Resident of the City of Cortland.

**No fee for service.**

**Referrals.** Direct contact with the Cortland Fire Department Code Enforcement Office

Residents outside of the City of Cortland should contact their local fire department regarding availability of a similar service.

## Public Transportation

Cortland Transit

21 Squires St., Cortland, NY 13045  
607.758.3383

[www.cortlandtransit.8m.net](http://www.cortlandtransit.8m.net)

Cortland Transit provides public transportation with four fixed routes in the City of Cortland, a rural route, a route that goes to TC3, an a route to Cornell. Cortland Transit also provides a Dial-a-Ride service with a three day advance notice to areas throughout the county.

**Eligibility.** No specific criteria.

**Fee for Service.** Charges for the bus are per route, call for schedule of routes and prices.

**No referral needed.**

## Legal Services for the Elderly Program

Cortland County Area Agency on Aging  
60 Central Ave., Cortland, NY 13045  
607.753.5060

The Cortland County Area Agency on Aging, with funds provided through the Older Americans Act, contracts to provide legal services in civil matters to Cortland County residents age 60 and older. The Legal Services program concentrates on problems relating to public benefits, family concerns, personal autonomy, consumer concerns and landlord/tenant difficulties.

**Eligibility.** Any individual 60 years of age or older.

**No fee for service.** Donations are accepted.

**Referrals.** Individuals may refer themselves or a family member may refer them.

Central New York  
Developmental Services Office  
New York State Office of People with  
Developmental Disabilities  
36 Owego St., Cortland, NY 13045  
607.756.5637  
[www.opwdd.ny.gov](http://www.opwdd.ny.gov)

CNYDSO provides an array of residential, habilitative, vocational, and support services including service coordination, home modification, recreation, respite, advocacy, life planning, clinical services and referrals to community agencies for people with developmental disabilities to help people achieve their personal best and attain the highest level of independence through individualized service programs.

**Eligibility.** Individuals who have mental retardation, autism, cerebral palsy, epilepsy, or other neurological impairments that originated before they were 22 years old, and whose conditions are expected to continue indefinitely, and substantially impact that person's ability to function normally within society.

**Fee for service.** Information and referral services and respite funding programs are free. Residential, habilitative, vocational and other support services are funded by New York State Medicaid or fee for service.

**Referrals.** Anyone may make a referral for an individual with probable developmental disabilities to CNYDSO Eligibility Clinic.

## Programs for Under 60 Years of Age

**Starry Night Respite House**  
Franziska Racker Centers  
882 Rte. 13, Cortland, NY 13045  
607.753.9375

[www.rackercenters.org](http://www.rackercenters.org)

The Starry Night Respite house opened the summer of 2011. The house offers short-term residential services for children and adults with disabilities, while giving family members and caregivers the time they need. The house will support children and young adults with a wide variety of disabilities including: autism, Down's syndrome, cerebral palsy, spina bifida, as well as other medical issues requiring 24 hour care.

**Eligibility.** Individuals must be Medicaid eligible through the New York State Office of People with Developmental Disabilities, and must qualify for waiver respite services.

**There is no fee for service.**

**Referrals.** Individuals who are eligible can be referred by anyone.

**Service Coordination**  
Franziska Racker Centers  
882 Rte. 13, Cortland, NY 13045  
607.753.9375

[www.rackercenters.org](http://www.rackercenters.org)

Service Coordinators assist individuals with special needs along with the help of their family and loved ones in finding and utilizing available services that can help them accomplish their own personally defined goals for successful lives as active members of their communities. Service Coordinators can help people find access to respite, day and home services, health, clinical and counseling services,

adaptive equipment, residential and employment options and more.

**Eligibility.** Participants must have a documented diagnosis of a developmental disability, be enrolled in Medicaid or be eligible for Medicaid programs and have a need for Service Coordination on a regular basis.

**There is no fee for service.**

**Referrals.** Eligible participants may be referred by anyone. If you are not currently enrolled in Medicaid programs, ask us how we may be able to assist you.

## Residential Services

**Franziska Racker Centers**

**882 Rte. 13, Cortland, NY 13045**

**607.753.9375**

[www.rackercenters.org](http://www.rackercenters.org)

The Centers own and operate five houses in Cortland County for people with a wide range of abilities and needs. The goal of Residential Services is to provide people with developmental disabilities a place to call home where they can thrive. Residences in Cortland County provide care and support in a homelike setting with direct-care staff on premises to assist residents 24 hours a day. Participants in Residential Services receive nursing and psychological services as needed as well as services that help them identify and achieve their goals that reflect their dreams, wishes, and desires. The concept of person-centered planning guides the Residential program of Franziska Racker Centers.

**Eligibility.** Participants in the residential program must have a diagnosis of a developmental disability prior to the age of 22 years, be eligible for Medicaid and must be in need of supervision and support.

**No fee for service.**

**Referrals.** Eligible participants may be referred by anyone.

## Cortland County Early Intervention Program

**Cortland Co. Health Department**

**Children With Special Needs**

**60 Central Ave., Cortland, NY 13045**

**607.753.3439**

<http://cchd.cortland-co.org>

The New York State Early Intervention Program (EIP) is part of the national Early Intervention Program for infants and toddlers with disabilities and their families offering a variety of therapeutic and support services to eligible infants, toddlers and their families. The mission of the Early Intervention Program is to identify as early as possible infants and toddlers whose healthy development is compromised and provide for appropriate intervention to improve child and family development.

**Eligibility.** Infants and toddlers must meet New York State eligibility criteria in order to receive services.

**There is no fee for service.**

**Referrals.** Referrals are made by a physician, family or caregiver.

[www.health.ny.gov/community/infants\\_children/early\\_intervention/index.htm](http://www.health.ny.gov/community/infants_children/early_intervention/index.htm)

## Facilitated Enrollment in Health Insurance

**Cortland Co. Health Department**

**(Lead Agency)**

**60 Central Ave., Cortland, NY 13045**

**607.756.5341**

[www.cchd.cortland-co.org](http://www.cchd.cortland-co.org)

**Enroller: Cortland Regional Medical Center**

**134 Homer Ave., Cortland, NY 13045**

**607.756.3838**

[www.cortlandregional.org](http://www.cortlandregional.org)

Facilitated Enrollment provides assistance in applying for health insurance for children under age 19 and for adults ages 19 to 64. Plans include Child Health Plus A (formerly Medicaid), Child Health Plus B and Family Health Plus.

**Eligibility.** You or your child must be under or uninsured.

**Fee for Service.** There may be a cost to the family depending on income.

**Referrals.** Individual or family member of a child. Call for an appointment.

## Children With Special Health Care Needs (CSHCN)

Cortland County Health Department  
60 Central Ave., Cortland, NY 13045  
607.756.3439

[www.health.ny.gov/publications/0548children\\_special\\_health\\_care\\_needs\\_including\\_phys\\_handi\\_children.htm](http://www.health.ny.gov/publications/0548children_special_health_care_needs_including_phys_handi_children.htm)

CSHCN is a public health program that provides information and referral services for health and related areas for families of children with special health care needs.

**Eligibility.** Children birth to 21 years of age who have or are suspected of having a serious or chronic physical, developmental, behavioral, or emotional condition that requires health and related services beyond that required by children generally.

**No fee for service.**

**Referrals.** Referrals are made by family, physician or other agency with parental consent.

## Physically Handicapped Children's Program (PHCP)

Cortland Co. Health Department  
60 Central Ave., Cortland, NY 13045  
607.756.3439

[www.health.ny.gov/publications/0548children\\_special\\_health\\_care\\_needs\\_including\\_phys\\_handi\\_children.htm](http://www.health.ny.gov/publications/0548children_special_health_care_needs_including_phys_handi_children.htm)

PHCP is a public health program designed to assist families with low income or inadequate private health insurance to obtain medical services for their children.

**Eligibility.** Children birth to 21 years of age who have a qualifying condition and are financially eligible.

**No fee for service.**

**Referrals.** Referrals are made by family, physician or other agency with parental consent.

## Pre School Special Education Program

Cortland Co. Health Department  
Children With Special Needs Division  
60 Central Ave., Cortland, NY 13045  
607.756.3439

[www.cchd.cortland-co.org](http://www.cchd.cortland-co.org)

Special education and other services are available for children aged three to five years who have a disability or developmental delay that affects the child's ability to learn.

**Eligibility.** Preschool students must meet specific eligibility criteria set by NYS Education Department in order to receive services.

**No fee for service.**

**Referrals.** Parents must contact the school district where their child lives in order to make a referral.

[www.p12.nysed.gov/specialed/preschool/](http://www.p12.nysed.gov/specialed/preschool/)

## Children's Services

Cortland County Mental Health

7 Clayton Ave., Cortland, NY 13045

607.753.6100

[www.cortland-co.org/mhealth/](http://www.cortland-co.org/mhealth/)

Cortland County Mental health Children's Services serve children over the age of three where there is a concern about a child's emotional health or behavior.

**Eligibility.** Child over age three.

**Fee for Service.** Medicaid and all insurances accepted. There is also a sliding fee scale.

**Referrals.** Referral may be made by child's parent.

## Family Resource

Franziska Racker Centers

882 Rte. 13, Cortland, NY 13045

607.753.9375

[www.rackercenters.org](http://www.rackercenters.org)

Through a variety of programs such as respite, overnight respite, community support services, parent network, educational programming and financial assistance, the Family Resource program expands opportunities for people with disabilities and their families at home and in their community.

**Eligibility.** Available to applicants who meet the NYS Office of People with Developmental Disabilities criteria (OPWDD).

**Fee for service.** Most of our services are provided at no cost to the family; some services involve a partial fee on a sliding-scale basis. Funding is provided through OPWDD and through Medicaid Services Waiver.

**Referrals.** Eligible applicants may be referred by anyone.

## Early Childhood Services

Franziska Racker Centers

882 Rte. 13, Cortland, NY 13045

607.753.9375

[www.rackercenters.org](http://www.rackercenters.org)

Franziska Racker Centers operates Office of Children and Family Services licensed and regulated childcare programs within our Cortland County Special Education Preschool program. The program offers inclusive classrooms that serve both typical and special needs children in an integrated setting. Child care programs for toddlers (18 months - 3 years) and preschool aged children (3 -5 years) employ a cooperative approach that promotes learning by both children and staff through exploring each other's strengths and differences. The Centers serve a wide range of disabilities including autism, spina bifida, developmental and physical needs. A special needs child enrolled in child care may also receive therapies and special education support while attending the Centers.

**Eligibility.** Children with special needs are eligible for services through Early Intervention to age 3 and Preschool Special Education programs through age 5. Child care for typical children is offered in programs for toddlers (18 months to 3 years) and preschool aged children (3 years to 5 years) in conjunction with our preschool special education to offer an integrated setting.

**Fee for service.** There is a fee for daycare services. Contact the Centers for information.

**Referrals.** Newborns to 3 years of age are referred through their County Health Department's Early Intervention Programs. Children ages 3-5 years old are referred through their school district's Committee for Preschool Special Education (CPSE). Children ages 5 years or older are referred through their school district's Committee for Special Education (CSE).

**Central New York  
Developmental Services Office**  
New York State Office of People with  
Developmental Disabilities  
36 Owego St., Cortland, NY 13045  
607.756.5637  
[www.opwdd.ny.gov](http://www.opwdd.ny.gov)

CNYDSO provides an array of residential, habilitative, vocational, and support services including service coordination, home modification, recreation, respite, advocacy, life planning, clinical services and referrals to community agencies for people with developmental disabilities to help people achieve their personal best and attain the highest level of independence through individualized service programs.

**Eligibility.** Individuals who have mental retardation, autism, cerebral palsy, epilepsy, or other neurological impairments that originated before they were 22 years old, and whose conditions are expected to continue indefinitely, and substantially impact that person's ability to function normally within society.

**Fee for service.** Information and referral services and respite funding programs are free. Residential, habilitative, vocational and other support services are funded by New York State Medicaid or fee for service.

**Referrals.** Anyone may make a referral for an individual with probable developmental disabilities to CNYDSO Eligibility Clinic.

**Early Childhood Direction  
Center (ECDC)**  
Mid-State Early Childhood Direction  
Center/Syracuse University  
805 S. Crouse Ave., Syracuse, NY  
13244  
1.800.962.5488  
<http://ecdc.syr.edu/>

The Mid-State Early Childhood Direction Center (ECDC) provides information, referral and support to families and professionals working with children, both typically developing and those with special education needs, ages birth through five.

**Eligibility.** No specific requirements

**There is no fee for service.**

**Referrals.** Referrals may be made by anyone.

## AGENCIES AT A GLANCE

Able Medical Transport, Inc.	315-472-3393
Access to Independence of Cortland County <a href="http://www.aticortland.org">www.aticortland.org</a>	607-753-7363
Addiction Solution for Individuals & Families	607-756-4167 Fax 607-753-0608
Adult Protective Services	Main Switchboard 607-753-5248 Dial "O"
All Metro Healthcare	607-758-8776
Alzheimer's Association - CNY Chapter	Syracuse 315/472-4201 Binghamton 607/785-7852 1-800-727-3900
American Association of Retired Persons <a href="http://www.aarp.org">www.aarp.org</a>	1-888-687-2277 1-202-434-2277
American Cancer Society <a href="http://www.cancer.org">www.cancer.org</a>	1-800-227-2345
American Diabetes Association <a href="http://www.diabetes.org">www.diabetes.org</a> <a href="mailto:askADA@diabetes.org">askADA@diabetes.org</a>	1-800-342-2383
American Foundation for the Blind <a href="http://www.afb.org">www.afb.org</a>	1-800-232-5463
American Heart Association <a href="http://www.americanheart.org">www.americanheart.org</a>	1-800-242-8721
American Lung Association <a href="http://www.lungusa.org">www.lungusa.org</a>	1-800-586-4872

American Medical Association <a href="http://www.ama-assn.org">www.ama-assn.org</a>	1-213-464-5000
American Parkinson's Disease Association <a href="http://www.APDAParkinson.org">www.APDAParkinson.org</a>	1-800-223-2732
American Red Cross <a href="http://cortlandredcross.org">http://cortlandredcross.org</a>	607-753-1182
American Stroke Association <a href="http://www.strokeassociation.org">www.strokeassociation.org</a>	1-800-553-6321
Association for Vision Rehabilitation and Employment, Inc. <a href="http://www.avreus.org">www.avreus.org</a>	607-724-2428
Better Hearing Institute <a href="http://www.beterhearing.org">www.beterhearing.org</a> <a href="mailto:mail@betterhearing.org">mail@betterhearing.org</a>	1-800-327-9355
Caregivers Resource Center at Area Agency on Aging <a href="http://www.cortland-co.org/ofa">www.cortland-co.org/ofa</a>	607-753-5060
Caring Community Hospice of Cortland <a href="http://www.cortlandhospice.org">www.cortlandhospice.org</a>	607-753-9105
Catholic Charities	607-756-5992
Cancer Information Service A Program of the National Cancer Institute <a href="http://www.cancer.gov">www.cancer.gov</a>	1-800-422-6237
Centers for Medicare & Medicaid Services <a href="http://www.medicare.gov">www.medicare.gov</a> <a href="http://www.cms.gov">www.cms.gov</a>	1-800-633-4337
Central NY Developmental Services Office	607-756-5637
City of Cortland Fire Department	607-753-1741
Classen Home Health Assoc., Inc. <a href="http://www.classenhomehealth.com">www.classenhomehealth.com</a>	607-277-1342

Comfort Keepers <a href="http://www.comfortkeepers.com/office-685">www.comfortkeepers.com/office-685</a>	607-272-0444
Communication Disorders & Services SUNY Cortland <a href="http://www.cortland.edu">www.cortland.edu</a>	607-756-5423
Community Action Program of Cortland County, Inc. (CAPCO) <a href="http://www.capco.org">www.capco.org</a>	607-753-6781
Cornell Cooperative Extension of Cortland County <a href="http://www.cce.cornell.edu/cortland">www.cce.cornell.edu/cortland</a> <a href="mailto:Cortland@cornell.edu">Cortland@cornell.edu</a>	607-753-5077
Cortland County Area Agency on Aging <a href="http://www.cortland-co.org/ofa">www.cortland-co.org/ofa</a> <a href="mailto:cctaaa@cortland-co.org">cctaaa@cortland-co.org</a>	607-753-5060
Cortland County Department of Social Services <a href="http://www.cortland-co.org/dss">www.cortland-co.org/dss</a>	607-753-5248
Cortland County Elderly Pharmaceutical Insurance Coverage <a href="http://www.cortland-co.org/ofa">www.cortland-co.org/ofa</a> <a href="mailto:cctaaa@cortland-co.org">cctaaa@cortland-co.org</a>	607-753-5060
Cortland County EISEP In-Home Services <a href="http://www.cortland-co.org/ofa">www.cortland-co.org/ofa</a> <a href="mailto:cctaaa@cortland-co.org">cctaaa@cortland-co.org</a>	607-753-5060
Cortland County Health Department Administration Environmental Health Nursing Division Children With Special Needs <a href="http://cchd.cortland-co.org/health">http://cchd.cortland-co.org/health</a>	607-753-5036 607-753-5035 607-753-5028 607-756-3439
Cortland County Medical Society	607-756-3523
Cortland County Mental Health Association <a href="mailto:mhacortland@odyssey.net">mhacortland@odyssey.net</a>	607-753-3109

Cortland County Mental Health Clinic <a href="http://www.cortland-co.org/mhealth">www.cortland-co.org/mhealth</a>	607-758-6100
Cortland Count Retired and Senior Volunteer Program (RSVP) <a href="http://www.cortland-co.org/ofa">www.cortland-co.org/ofa</a> <a href="mailto:cctaaa@cortland-co.org">cctaaa@cortland-co.org</a>	607-753-5057
Cortland County Sheriff's Department	607-753-3311
Cortland County Veterans Service Agency <a href="mailto:cbullock@cortland-co.org">cbullock@cortland-co.org</a> <a href="http://www.cortland-co.org/veterans">www.cortland-co.org/veterans</a>	607-753-5014
Cortland Housing Assistance Council <a href="mailto:info@cortlandhousing.org">info@cortlandhousing.org</a>	607-753-8271
Cortland Housing Authority	607-753-1771
Cortland Park Rehabilitation and Nursing Center <a href="http://www.cortland-care.com">www.cortland-care.com</a>	607-756-9921
Cortland Preventive Services <a href="http://www.cortlandprevention.org">www.cortlandprevention.org</a>	607-756-8970
Cortland Regional Home Health Services (CMH Services)	607-756-3880
Cortland Regional Medical Center <a href="http://www.cortlandregional.org">www.cortlandregional.org</a>	607-756-3500
Cortland Regional Medical Center Long Term Home Health Care (Nursing Home Without Walls)	607-756-3646
Cortland Regional Nursing & Rehabilitation Center Adult Day Care Program <a href="http://www.cortlandregional.org">www.cortlandregional.org</a>	607-756-3918
Cortland Regional Nursing & Rehabilitation Center <a href="http://www.cortlandregional.org">www.cortlandregional.org</a>	607-756-3900

Cortland Transit <a href="http://www.cortlandtransit.8m.net">www.cortlandtransit.8m.net</a>	607-758-3383
Crown Center for Nursing & Rehabilitation <a href="http://www.CrownCenterRehab.com">www.CrownCenterRehab.com</a>	607-753-6060
Dial-A-Ride Cortland Transit	607-758-3383
Elizabeth Brewster House, Inc. <a href="http://www.brewsterhouse.org">www.brewsterhouse.org</a>	607-749-2442
Enable <a href="http://www.enablecny.org">www.enablecny.org</a>	1-315-455-7591
Epilepsy Foundation of America <a href="http://www.epilepsyfoundation.org">www.epilepsyfoundation.org</a>	1-800-332-1000
Family Counseling Service <a href="http://www.fcscortland.com">www.fcscortland.com</a>	607-753-0234
Franziska Racker Center <a href="http://www.rackercenters.org">www.rackercenters.org</a>	607-753-9375
Greenbriar Home for Adults	607-749-7287
Groton Community Health Care Center (GCHCC)	607-898-5876
HCR Home Care <a href="http://www.HCRhealth.com">www.HCRhealth.com</a>	607-299-4593
Health Insurance Information, Counseling and Assistance (HIICAP) <a href="http://www.cortland-co.org/ofa">www.cortland-co.org/ofa</a> ccaaa@cortland-co.org <a href="http://www.aging.ny.gov/healthbenefits">www.aging.ny.gov/healthbenefits</a>	607-753-5060
Home Care for Cortland County, Inc.	607-753-9326
Incontinence, Help for	1-800-252-3337

[www.nafc.org](http://www.nafc.org)

IPRO 1-800-331-7767  
Quality Care for Medicare  
[www.IPRO.org](http://www.IPRO.org)

Ithaca College Ewing Speech and Hearing Clinic 607-274-3714

Legal Services for the Elderly 607-753-5060  
Area Agency on Aging  
[www.cortland-co.org/ofa](http://www.cortland-co.org/ofa)  
[cctaaa@cortland-co.org](mailto:cctaaa@cortland-co.org)

Legal Services of Central New York 607-753-1134

LIFENET 1-888-424-8164  
[www.lifenet.org](http://www.lifenet.org)

Long Term Care Ombudsman (Cortland County) 607-753-5060  
[www.cortland-co.org/ofa](http://www.cortland-co.org/ofa)  
[cctaaa@cortland-co.org](mailto:cctaaa@cortland-co.org)

Lupus Foundation of America 1-800-558-0121  
[www.lupus.org](http://www.lupus.org)  
[info@lupus.org](mailto:info@lupus.org)

Make-a-Ramp 607-753-5060  
Area Agency on Aging  
[www.cortland-co.org/ofa](http://www.cortland-co.org/ofa)  
[cctaaa@cortland-co.org](mailto:cctaaa@cortland-co.org)

Meals on Wheels 607-753-5084  
Area Agency on Aging  
[www.cortland-co.org/ofa](http://www.cortland-co.org/ofa)  
[cctaaa@cortland-co.org](mailto:cctaaa@cortland-co.org)

Medicare 1-800-633-4227  
[www.medicare.gov](http://www.medicare.gov)

Mental Health America 1-800-969-6642  
[www.mentalhealthamerica.net](http://www.mentalhealthamerica.net)

Mid-State Early Childhood Direction Center At Syracuse University <a href="http://ecdc.syr.edu">http://ecdc.syr.edu</a>	1-800-962-5488
National Association of the Deaf <a href="http://www.nad.org">www.nad.org</a> <a href="mailto:NADinfor@nad.org">NADinfor@nad.org</a>	301-587-1788 TTY#301-587-1789
National Cancer Institute Cancer Information Service <a href="http://www.cancer.gov">www.cancer.gov</a>	1-800-422-6237
National Council on Alcoholism and Drug Dependence <a href="http://www.ncadd.org">http://www.ncadd.org</a> <a href="mailto:national@ncadd.org">national@ncadd.org</a>	1-800-622-2255
National Institute on Aging <a href="http://www.nia.nih.gov">www.nia.nih.gov</a>	1-800-222-2225
National Multiple Sclerosis Society <a href="http://www.nmss.org">www.nmss.org</a>	1-800-344-4867
New York State Elderly Pharmaceutical Insurance Coverage EPIC Hotline <a href="http://www.health.state.ny.us/health_care/epic/index.htm">www.health.state.ny.us/health_care/epic/index.htm</a>	1-800-332-3742
New York State Department of Health <a href="http://www.health.state.ny.us">www.health.state.ny.us</a>	1-800-562-9423
New York State Office for the Aging <a href="http://www.aging.ny.gov">www.aging.ny.gov</a>	1-800-342-9871
New York State Office of People with Developmental Disabilities <a href="http://www.opwdd.ny.gov">www.opwdd.ny.gov</a>	607-756-5637
New York State Long Term Care Ombudsman <a href="http://www.ombudsman.state.ny.us">www.ombudsman.state.ny.us</a>	1-800-342-9871

New York State Insurance Department Consumer Services Bureau <a href="http://www.ins.state.ny.us">www.ins.state.ny.us</a>	1-800-342-3736
Personal Emergency Response Systems (listings) Area Agency on Aging <a href="http://www.cortland-co.org/ofa">www.cortland-co.org/ofa</a> <a href="mailto:ccaaa@cortland-co.org">ccaaa@cortland-co.org</a>	607-753-5060
Rosewood Home for Adults	607-863-3833
St. Joseph's Hospital Certified Home Health Care Agency <a href="http://www.Sjhomcare.com">www.Sjhomcare.com</a>	1-866-452-4383 1-315-458-4600
Social Security Administration <a href="http://www.ssa.gov">www.ssa.gov</a>	1-800-772-1213
TLC Ambulance/Wheelchair Service <a href="http://www.tlcmf.com">www.tlcmf.com</a>	315-422-0211
TLC Emergency Medical Services	607-756-7564
Veterans Medical Center, Syracuse	315-476-7461
Veterans Services Office, Cortland County	607-753-5014
Walden Place <a href="http://www.seniorlifestyle.com">www.seniorlifestyle.com</a>	607-756-8101

## GLOSSARY

### **Access**

A person's ability to obtain healthcare services.

### **Activities of Daily Living (ADL's)**

Activities of daily living-eating, toileting, bathing etc.

### **Acute Care (AC)**

Medical care that is required for a short period of time to cure a certain illness and/or condition. Acute care facilities are hospitals that mainly treat people with short-term health problems.

### **Adult Day Care (ADC)**

Health support and rehabilitation services provided in the community to people who are unable to care for themselves independently during the day, but are able to live at home at night.

### **Adult Home-Level 1**

A residential care facility licensed by the New York State Department of Social Services for four or more residents. Usually in a private home and overseen by the local County DSS. These homes provide room, meals, and assistance with personal care and supervision for those unable to live alone. Nursing care is not provided. Also called "domiciliary care facility" or "residential care facility".

### **Adult Home-Level II**

Any facility with more than 4 residents which is licensed and overseen by the New York State Department of Health.

### **Adult Protective Services (APS)**

Caseworkers assess an individual's situation whose health and safety are in question. Caseworkers assess these individual's needs for services and may assist in arranging needed services. Can provide money management for those who are unable to manage their finances. Can also assist people in

arranging alternative living arrangements in order to meet their needs.

### **Ambulatory**

Able to walk independently, or with a support such

such as a cane or walker.

**Ambulatory Care** All health services that are provided on an out-patient basis, that don't require overnight care. Also called outpatient care.

### **Ancillary Services**

Supplemental services, including laboratory, radiology and physical therapy, that are provided along with medical or hospital care, may also include in-home supplemental services that supplement aid service such as having a ramp built at the home of a wheelchair bound individual or installing an Emergency Response unit.

### **Area Agencies on Aging (AAA)**

Area agency is a public or private nonprofit agency, designated by the state to address the needs and concerns of all older Americans at the local level. "Area Agency on Aging" is a generic term. Specific names of Area Agency on Aging may vary. Area Agencies on Aging may be part of a city or county government or a regional planning organization or a private non-profit agency. Each Area Agency on Aging is responsible for a specific geographic area either a city, a single county, or a multi-county district. In NY State there are 59 local offices which serve each county.

### **Assisted Living (ALPS)**

Services provided to support an individual in the performance of activities of daily living (ADLs) or severe cognitive impairment, usually in a community based residence. Assisted living facilities are now licensed in New York State and are identified as an Adult Care Facility or an Assisted Living Residence.

### **Assisted Living Facility (ALF)**

A residential facility providing ongoing care and related services for persons needing assistance in the activities of daily living.

**Care At Home**

It is an optional benefit under both Medicare and Medicaid that focuses entirely on older people, who are frail enough to meet their State's standards for nursing home care. It features comprehensive medical and social services that can be provided at an adult day health center, home, and/or inpatient facilities. For most patients, the comprehensive service package permits them to continue living at home while receiving services, rather than be institutionalized. A team of doctors, nurses and other health professionals assess participant needs, develop care plans, and deliver all services which are integrated into a complete health care plan. PACE is available only in States which have chosen to offer PACE under Medicaid.

**Case Management**

Case management is a service which is designed to make the service delivery system more accessible and responsive to the individual needs of clients and provide continuity of care, as client's needs change. Case management is defined as including the following separate but related activities: assessment of the client and informal caregiver(s); care planning; authorizing services; arranging for services; follow-up to assure that services are being delivered as planned; and reassessment of the client and/or informal caregivers, and as a means for maximizing all resources and services available in the community to meet these needs. It functions as a linkage between the client, informal caregivers, and service providers to facilitate an appropriate, comprehensive and coordinated response to needs.

**Certified Home Health Agencies (CHHA)**

Certified Home Health Agencies (CHHAs) provide part-time, intermittent health care and support services to individuals who need intermediate and skilled health care. CHHAs can also provide long-term nursing and home health aide services, can help patients determine the level of services they need, and can either provide or arrange for other services including physical, occupational, and speech therapy, medical supplies and equipment, and social worker and nutrition services.

**Chronic Care Medicaid (CCMA)**

Chronic Care Medicaid will pay for skilled nursing or health related care for eligible recipients in appropriately certified facilities. Medicaid to pay for Nursing Home placement or (LTHHCP) Long Term Home Health Care cases. These are married couples who are looking for the "nursing home without walls" program. It allows them to receive care at home but still qualify for Medicaid.

**Chronic Care**

Treatment given to people whose health problems are long-term and continuing. Nursing Homes, mental hospitals and rehabilitation facilities are chronic care facilities.

**Chronic Disease**

Diseases which have one or more of the following characteristics: are permanent; leave residual disability; are caused by nonreversible pathological alteration; require special training of the patient for rehabilitation; or may be expected to require a long period of supervision, observation or care.

**Community Based Services (CBS)**

Long Term care services that are rendered generally at home, but include services rendered in a group setting, such as an adult day care center, or where human assistance is required to aid in necessary travel, such as to a physician's office.

### **Consumer Directed Personal Assistance Program (CDPAP)**

This Medicaid program provides services to chronically ill or physically disabled individuals who have a medical need for help with activities of daily living (ADLs) or skilled nursing services. Services can include any of the services provided by a personal care aide (home attendant), home health aide, or nurse. Recipients have flexibility and freedom in choosing their caregivers. The consumer or the person acting on the consumer's behalf (such as the parent of a disabled or chronically ill child) assumes full responsibility for hiring, training, supervising, and – if need be – terminating the employment of persons providing the services.

### **Family Care Home**

A residential care facility licensed by the New York State Office of Mental Retardation and Developmental Disabilities for individuals with developmental disabilities.

### **Family Type Adult Home**

See *Adult Homes*.

### **Friendly Visiting**

A program designed to decrease social isolation by providing regular in-home visits to elderly people living alone.

## D

### **Developmentally Disabled**

This term refers to someone of any age whose development is delayed either physically, cognitively, or emotionally. The Office of Mental Retardation and Development Disabilities provides a variety of alternative living arrangements and services.

## E

### **Early Intervention (EI) - birth to 3 years of age**

The Early Intervention Program offers services that are directed to assist families of children with developmental delays through home visits from teachers, therapists and counselors. Medical services for diagnostic or evaluation purposes are included at no charge to families. Every child is entitled to a multidisciplinary evaluation to help assess the child's needs.

### **Expanded In-Home Services for the Elderly (EISEP)**

EISEP services include non-medical in-home services such as housekeeping, personal care, respite, case management, and related services (such as emergency response systems). EISEP services support and supplement informal care provided by clients' families. Clients are required to share the cost of services, based on income. These costs are determined by a sliding scale and range from no-cost to full-cost.

## H

### **Health Related Nursing Care**

Care which is less intensive in its nursing services than skilled nursing care. Medicaid reimbursement for such services can be provided on behalf of eligible recipients to certified health related facilities.

### **Health Insurance Information Counseling & Assistance Program (HIICAP)**

The Office for the Aging staff person is available to assist clients with medical bills, health insurance, and Medicare questions.

### **Home Care and Home and Community Based Care Benefits (HCHC)**

Health services rendered to an individual as needed in the home. Such services are provided to aged, disabled, sick or convalescent individuals who do not need institutional care. These services may be provided by a visiting nurse association (VNA) home health agency, hospital or other organized community group. A wide range of long term health care services including skilled nursing care, home health care, personal care services, assisted living, and adult day care. Under Medicare and Medicaid in New York State such services must be provided by a certified home health agency.

**Licensed Home Care Service Agency (LHCSA)**  
LHCSA's provide hourly nursing care and homemaker, housekeeper, personal-care attendants and other health and social services.

### **Hospice Care**

A program which provides palliative and supportive care for terminally ill patients and their families. Hospice provides expert guidance, support and services for families dealing with a life-limiting illness. The goal is to help the patient live as fully and comfortably as possible.

## **I**

### **Individualized Family Service Plan (IFSP)**

An IFSP is a written plan for the early intervention services you and your child will get from the Early Intervention Program. This plan includes the outcomes for your child and family-what you hope to gain from this program. It will describe the early intervention services your child and family will get to help you reach your goals. It will describe who will provide the service and where and when and how often the services will be provided. And it will also give the ways services will be used to help you and your family reach those goals.

### **Individualized Residential Alternative (IRA's)**

A home for men and women of all ages needing supervision, generally because of developmental disabilities, but is structured to meet each person's individual wants, preferences, and needs.

### **Informal Supports (IS)**

Unpaid care and support provided to the consumer by family, friends, neighbors and others in the community.

### **Information & Assistance (I & A)**

Comprehensive and objective information and support (as necessary) for individuals and their caregivers/ families about all medical, non-medical (e.g. housing) and other community services; institutional services; eligibility criteria, etc. to link them with the opportunities, services and resources available to help meet their particular needs.

### **Instrumental Activities of Daily Living (IADL'S)**

These activities include shopping, cleaning, cooking, etc.

## **L**

### **Licensed Practical Nurse (LPN)**

One who has completed one year in a school of nursing or vocational training school. LPNs are licensed by the State.

### **Local Department of Social Services (LDSS)**

Agency to assist individuals of the county with a number of services including Food Stamps, Medicaid, Health Care needs and monetary assistance.

### **Long Term Care (LTC)**

The provision of services on a continuing basis to assist chronically impaired individuals with their daily living. These services may be healthcare, personal care and social services care and are provided to the individual who has a chronic illness or disability and do not have full functional capacity. This care can be provided in an individual's residence or in a long term care facility and are often of a preventative nature.

### **Long Term Home Health Care Program**

**(LTHHCP)** The provision of services on a continuing basis to assist chronically impaired individuals with their daily living. These services may be healthcare, personal care and social services and are provided to the individual who has a chronic illness or disability and does not have full functional capacity. This care can be provided in an individual's residence or in a long term care facility and is often of a preventative nature.

### **Long Term Care Services (LTCS)**

Offers a wide range of assistance, services or devices provided over an extended period of time and designed to meet medical, personal, and social needs in a variety of settings to enable the person to live independently as long as possible.

## *M*

**Managed Long Term Care Program (MLTC)** A Case Managed service providing health and long-term care services to adults with chronic illness or disabilities, to better address their needs and to prevent or delay nursing home placement. Services include – but are not limited to – nursing, physical therapy, occupational therapy, speech pathology, medical equipment and supplies, podiatry, dentistry, optometry, respiration therapy, transportation and social day care. The client must be both Medicaid and Medicare eligible.

### **Medicaid (MA)**

A medical assistance program which pays certain medical expenses for eligible needy individuals with low incomes. Medicaid will pay for some home care/personal care for eligible recipients. This is State and County funded.

### **Medicare Part D**

Medicare Part D is a federal program to subsidize the costs of prescription drugs for Medicare beneficiaries in the U.S. It was enacted as part of the Medicare Prescription Drug Improvement and Modernization Act of 2003 and went into effect on January 1, 2006. The drug benefit is not part of the original Medicare program which includes Part A for hospital care and Part B for physician/outpatient care and durable medical equipment. The benefit is administered by private insurance plans that are reimbursed by the Centers for Medicare & Medicaid Services. Beneficiaries can obtain the Medicare Drug benefit through two types of private plans: Beneficiaries can join a Prescription Drug Plan (PDP) for drug coverage only or they can join a Medicare Advantage Plan (MA) that covers both medical services and prescription drugs (MA-PD). Medicare beneficiaries have to affirmatively choose and enroll in the plan, unless they are dual eligible having both Medicare and Medicaid.

### **Medicare**

Medicare is a federal health insurance program in which most persons over the age of 65 participate. Medicare will pay for medical services,

hospitalization and drug prescriptions (Medicare D). Medicare will pay for nursing home care only in a certified skilled nursing facility (SNF), for short periods of time, under specific conditions.

## *N*

### **Nursing Home (NH)**

A facility that provides room and board and a planned, continuous medical treatment program, including 24 hour-per-day skilled nursing, personal and custodial care. All nursing homes that are licensed or certified and legally operating within the appropriate jurisdiction are deemed to be eligible for benefit payments

## *O*

### **Occupational Therapist (OT)**

A person trained to help the patient improve his or her condition by carrying out a specific activity under supervision. The term occupational therapy is often used synonymously with activities therapy, since this also involves developing or renewing fine motor skills through specially prescribed activities.

### **Online Analytical Statistical Information System (Oasis)**

This is a web-based tool for Public Health & Public Policy Data Analysis. It is a suite of tools used to access the Public Health standardized health data repository. This repository is populated with vital statistics such as births and deaths, etc.

### **Outreach Services**

Programs designed to help identify problems or situations wherein people may need assistance but may not realize help is available.

## *P*

### **Personal Care Aide (PCA)**

Assistance provided by another person to help with walking, bathing, eating and other routine activities of daily living and/or shopping, transportation, cooking, cleaning and other instrumental activities of daily living. It is provided by individuals trained and qualified to help with these tasks.

### **Personal Care Services Program (PCSP)**

Provides services such as housekeeping, meal preparation, bathing, toileting, and grooming.

**Physical Therapist (PT)**

A person trained to retain or restore functioning in the large muscles through movement exercises and/or specially prescribed treatments.

**Private Duty Nursing Services (PDNS)**

Patient receives nursing services at home from Registered Nurses (RNs) or Licensed Practical Nurses (LPNs), in accordance with physician orders. Patient may receive continuous nursing services beyond the scope of care available from certified home health care agencies (CHHAs). Patient may need only intermittent nursing services which are normally provided by the CHHAs but which are available at the time the patient needs them.

**Patient Review Instrument (PRI)**

PRI stands for "Patient Review Instrument". A PRI is mandated by law before any senior can enter a skilled nursing facility. PRI's are valid for 30 days and are used to determine the level of care and the type of facility required. A PRI assessment is very thorough and includes medical conditions, treatments and medications needed, special diets or therapies needed, physical and mental abilities and limitations, ability to perform acts of daily living such as eating, moving and toileting, and behaviors such as aggressiveness and disruptiveness.

**R****Registered Nurse (RN)**

A graduate nurse who has completed at least two years at an accredited nursing school. RNs are trained in providing skilled nursing care, including the administration of medications and treatment, and are licensed by the State.

**Residential Care Facility (RCF)**

A facility that provides 24-hour care and services sufficient to assist a minimum of three residents with personal needs that result from the inability to perform ADLs (Activities of Daily Living) or from severe cognitive impairment, provides at least two meals per day, has formal arrangements for emergency medical care, and has appropriate

procedures in place for the administration of prescribed drugs where allowed by law. All residential care facilities (also known as assisted living facilities, adult care facilities, assisted living residences) that are licensed or certified and legally operating within the appropriate jurisdiction are deemed to be eligible for benefit payments.

**Respite Care (RC)**

Short term inpatient or outpatient care delivered to an elderly person in lieu of his or her regular source of support. Nursing home or home care that temporarily replaces the existing level of support received from an informal, non-paid caregiver for the purpose of providing care and supervision to the patient while relieving the caregiver.

**S****Skilled Nursing Care (SNC)**

Nursing and rehabilitative care provided by, or under the direction of skilled medical personnel. This care is less intensive than hospital care, but requires the training and skill of a registered nurse. Skilled nursing care involves procedures providing for the patient's physical, emotional and rehabilitation needs, which require technical skills. Both Medicare and Medicaid can pay for skilled care for eligible recipients, in a certified skilled nursing facility (SNF).

**Skilled Nursing Facility (SNF)**

A nursing home that provides 24 hour per day skilled nursing and rehabilitative care.

**Social Adult Day Services (SADS)**

Social adult day services are structured, comprehensive programs that provide older people with personal care, nutrition, socialization, supervision and monitoring in a protective setting during part of a day, but for less than a 24-hour period.

**Spending-down**

"Spending down" income/assets to meet the eligibility requirements for Medicaid.

### **Spousal Impoverishment Budgeting**

Analyzes the treatment of income and resources of a couple when determining eligibility for an institutionalized spouse. Spousal impoverishment budgeting rules protect some of the couples income and resources the support of the community spouse. These rules allow the community spouse of a waiver to retain more income and resources than he or she might under Medicaid community budgeting rules or nursing home resident.

### **Stakeholders**

Those served by the long term care system, as well as the individuals, groups, organizations and government agencies that provide services, funding, advocacy or hold a shared interest in the long term care system.

## ***T***

### **Traumatic Brain Injury (TBI)**

Damage to living brain tissue caused by an external, mechanical force. The term does not include brain injuries that are caused by insufficient blood supply, toxic substances, malignancy, disease-producing organisms, congenital disorders, birth trauma or degenerative processes.

## ***W***

### **Work Management System (WMS)**

The Welfare Management System is a New York State computer client data base system used by local Department of Social Services to track services and eligibility of clients receiving welfare services, as well as report client statistical data to the New York State Department of Social Services system.



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# Health Care Proxy

## *Appointing Your Health Care Agent In New York State*

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

# About the Health Care Proxy Form

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

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

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

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

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

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

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

restrictions about naming someone who works for that facility as your agent. Ask staff at the facility to explain those restrictions.

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

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

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

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

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

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

## Frequently Asked Questions

### **Why should I choose a health care agent?**

If you become unable, even temporarily, to make health care decisions, someone else must decide for you. Health care providers often look to family members for guidance. Family members may express what they think your wishes are related to a particular treatment. However, in New York State, only a health care agent you appoint has the legal authority to make treatment decisions if you are unable to decide for yourself. Appointing an agent lets you control your medical treatment by:

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

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

### **Who can be a health care agent?**

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

### **How do I appoint a health care agent?**

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

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

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

### **What decisions can my health care agent make?**

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

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

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

## Frequently Asked Questions (continued)

### **How will my health care agent know my wishes?**

Having an open and frank discussion about your wishes with your health care agent will put him or her in a better position to serve your interests. If your agent does not know your wishes or beliefs, your agent is legally required to act in your best interest. Because this is a major responsibility for the person you appoint as your health care agent, you should have a discussion with the person about what types of treatments you would or would not want under different types of circumstances, such as:

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

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

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

### **Who will pay attention to my agent?**

All hospitals, nursing homes, doctors and other health care providers are legally required to provide your health care agent with the same

information that would be provided to you and to honor the decisions by your agent as if they were made by you. If a hospital or nursing home objects to some treatment options (such as removing certain treatment) they must tell you or your agent **BEFORE** or upon admission, if reasonably possible.

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

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

### **What if I change my mind?**

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

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

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

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

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

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

Give a copy to your agent, your doctor, your attorney and any other family members or close friends you want. Keep a copy in your wallet or purse or with other important papers, but not in a location where no one can access it, like a safe deposit box. Bring a copy if you are admitted to the hospital, even for minor surgery, or if you undergo outpatient surgery.

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

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

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

No. The power of a health care agent to make health care decisions on your behalf ends upon

your death. Noting your wishes on your Health Care Proxy form allows you to clearly state your wishes about organ and tissue donation.

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

It is important to note your wishes about organ and/or tissue donation so that family members who will be approached about donation are aware of your wishes. However, New York Law provides a list of individuals who are authorized to consent to organ and/or tissue donation on your behalf. They are listed in order of priority: your spouse, a son or daughter 18 years of age or older, either of your parents, a brother or sister 18 years of age or older, a guardian appointed by a court prior to the donor's death, or any other legally authorized person.

# Health Care Proxy Form Instructions

## Item (1)

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

## Item (2)

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

## Item (3)

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

## Item (4)

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

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

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

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

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

. . . .

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

*I have discussed with my agent my wishes about \_\_\_\_\_ and I want my agent to make all decisions about these measure.*

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

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

## Item (5)

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

## Item (6)

You may state wishes or instructions about organ and/or tissue donation on this form. A health care agent cannot make a decision about organ and/or tissue donation because the agent's authority ends upon your death. The law does provide for certain individuals in

order of priority to consent to an organ and/or tissue donation on your behalf: your spouse, a son or daughter 18 years of age or older, either of your parents, a brother or sister 18 years of age or older, a guardian appointed by a court prior to the donor's death, or any other legally authorized person.

**Item (7)**

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



# HEALTH CARE PROXY

(1) I, \_\_\_\_\_

Hereby appoint \_\_\_\_\_  
(Name, home address and telephone number)

\_\_\_\_\_

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

**(2) Optional: Alternate Agent**

If the person I appoint is unable, unwilling or unavailable to act as my health care agent,

I hereby appoint \_\_\_\_\_  
(Name, home address and telephone number)

\_\_\_\_\_

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

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

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

\_\_\_\_\_

In order for your agent to make health care decisions for you about artificial nutrition and hydration (nourishment and water provided by feeding tube and intravenous line), your agent must reasonably know your wishes. You can either tell your agent what your

wishes are or include them in this section. See instructions for sample language that you could use if you choose to include your wishes on this form, including your wishes about artificial nutrition and hydration.

**(5) Your Identification** (please print)

Your Name \_\_\_\_\_

Your Signature \_\_\_\_\_ Date \_\_\_\_\_

Your Address \_\_\_\_\_

**(6) Optional: Organ and/or Tissue Donation**

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

- Any needed organs and/or tissues
- The following organs and/or tissues \_\_\_\_\_

\_\_\_\_\_

- Limitations \_\_\_\_\_

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

Your signature \_\_\_\_\_ Date \_\_\_\_\_

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

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

Date \_\_\_\_\_ Date \_\_\_\_\_

Name of Witness 1 (print) \_\_\_\_\_ Name of Witness 2 (print) \_\_\_\_\_

Signature \_\_\_\_\_ Signature \_\_\_\_\_

Address \_\_\_\_\_ Address \_\_\_\_\_

\_\_\_\_\_