

2017

INFORMATION AND ASSISTANCE

The Area Agency on Aging acts as a resource and referral center for information related to aging, including caregiving to aging adults. Through the I & A program the agency provides specific details on programs and services offered throughout the county by the Area Agency on Aging and other providers, both private and public.

Information and Assistance is provided:

- By phone, through office visits or at home visits
- Through the Speakers Bureau to community organizations or other county agencies
- Through press releases, the *Senior News* newsletter articles and radio spots produced by local media
- By means of brochures and booklets produced by multiple local, state and national organizations
- New York Connects
- Social Media

Website: <http://www.cortland-co.org/434/Area-Agency-on-Aging>

- Facebook: Cortland County Area Agency on Aging

To contact the office by telephone please call (607) 753-5060. You may also contact the office by e-mail at ccaaa@cortland-co.org.

We hope you find the information contained in this booklet very useful. The agency takes pride in the services it provides to the senior residents of Cortland County and their families.

The Cortland County Area Agency on Aging is sponsored by the Cortland County Legislature in conjunction with the New York State Office for the Aging under Title III of the Older Americans Act of 2016, as amended

AGING SERVICES

Health Insurance

Health Insurance Information, Counseling and Assistance Program (HIICAP)

The Health Insurance Information, Counseling & Assistance Program (HIICAP), is a program which provides you and your loved ones with information, education and counseling about Medicare and other health insurances. These services provided are free, confidential and unbiased. Appointments are necessary.

HIICAP can help you:

- Understand Medicare rules and your medical bills
- Understand the Medicare Prescription Drug Benefits (Part D)
- Understand programs to help lower out of pocket costs for people with limited income
- Understand and apply for Elderly Pharmaceutical Insurance Coverage (EPIC)
- Report possible fraud and abuse of the Medicare system
- Advocate in problem and complaint resolution
- Understand the difference between Medicare Advantage Plan (Part C) and Medigap Policies (Supplement Plan)
- Determine eligibility and entitlement requirements
- Review and compare policies
- Understand Medicare's Preventive Services

To schedule an appointment or to speak with a HIICAP counselor call:

- Cortland County HIICAP (607) 753-5060
- Toll free HIICAP Hotline 1-800-701-0501

For more information:

- New York HIICAP website at www.hiicap.state.ny.us
- Medicare website at www.medicare.gov
- 1-800-Medicare (1-800-633-4227)
- Social Security website at www.ssa.gov

Medicare

Medicare is a federally administered health insurance program for individuals age 65 or older, people under age 65 who have been receiving Social Security Disability for 24 months and people of any age with End-Stage Renal Disease and Lou Gehrig's disease (ALS).

Medicare is a four part system that includes:

- **Medicare Part A (Hospital Insurance)**

- Helps cover inpatient hospital care, limited skilled nursing coverage (rehabilitation only), hospice care, home health care services
- Most people do not pay a monthly premium because adequate Medicare taxes were paid while employed

- **Medicare Part B (Medical Insurance)**

- Helps cover outpatient services such as doctor's services, lab services, therapy, home health care and most preventive services
- 2017 monthly premium is \$134.00 for people new to Medicare. Higher premiums for people with income higher than \$85,000 for an individual and \$170,000 for married couples
- If you don't sign up for Part B when you are first eligible, you may have to pay a late enrollment penalty

- **Medicare Part C (Medicare Advantage Plans)**

- A health coverage option run by private insurance companies that have contracted with Medicare
- Health Maintenance Organizations - HMO's, Preferred Provider organizations - PPO's, Private Fee-for-Service Plans - PFFS, Special Needs Plans - SNP, MSA - Medical Savings Account
- Combines Part A, Part B and usually other coverage such as prescription benefits (Part D)
- Premiums vary
- Must have Medicare Part A & B

- **Medicare Part D (Prescription Coverage)**

- Prescription coverage run by private insurance companies that have contracted with Medicare
- Helps pay for prescription medications
- Average New York State premium in 2017 - \$41.00
- Must have Medicare Part A or Part B
- Annual Enrollment period is to October 15 - December 7
 - Plans change every year
 - Beneficiaries should consider options to ensure they are enrolled in the plan that best meets their need
 - If you don't sign up for Part D when you are first eligible, you may have to pay a late enrollment penalty

Medicare Enrollment

If you already receive Social Security or Railroad Retirement Board (RRB) benefits, you will automatically be enrolled in Medicare Part A and B starting the first day of the month you turn age 65. If you have been collecting Social Security Disability or certain disability benefits from the RRB for 24 months, you will be automatically enrolled on the 25th month of your disability. You can expect your Medicare card in the mail around three months before your eligibility date. If you have Lou Gehrig's disease, you will be automatically enrolled the month your disability begins.

If you are not receiving Social Security or Retirement Benefits, you should contact Social Security or the Railroad Retirement Board during your seven month enrollment period (three months prior to your birth month, your birth month, and the three months following your birth month) to inform them that you are Medicare eligible. If you do not sign up for Medicare Part B when you are first eligible, you may have to pay a late enrollment penalty if you choose to enroll at a later time.

For information on Medicare enrollment or to enroll:

- Call Social Security at 1-800-772-1213
- Visit the Social Security website at www.ssa.gov
- Call Railroad Retirement Board at 1-877-772-5772
- Visit the Railroad Retirement Board website at www.rrb.gov

Medicare Choices

There are two main choices for how you get your Medicare:

- Original Medicare
 - Part A and Part B
 - Fee-for-service coverage
 - You can see any provider who is enrolled in Medicare
 - Deductibles and coinsurance apply
 - Can purchase supplemental plans called Medigap policies to help pay the “gaps” that Medicare does not pay
 - If you want prescription coverage, you must choose to join a Medicare Prescription Drug plan (Part D)
- Medicare Advantage Plan
 - Part C
 - Managed Care Plans - HMO, PPO, PFFS, SNP, MSA may have higher co-pays
 - Usually need to stay within a network
 - Copayments or coinsurance apply
 - Cannot purchase supplemental insurance to help with costs
 - If you want prescription coverage, you can sometimes choose a drug plan with another company, however in most cases, if the company offers drug coverage, you must get it through that plan
 - Usually offer additional benefits not covered under traditional Medicare

For information on Medicare and available options call:

- A HIICAP counselor with the Cortland County Area Agency on Aging at (607) 753-5060
- Toll free HIICAP Hotline at 1-800-701-0501
- Medicare at 1-800-633-4227
- Medicare Rights center at 1-800-333-4114

Or visit the following websites:

- www.medicare.gov
- www.medicarerights.gov

Medicaid

Medicaid is a health insurance program for persons with low income and limited financial resources. Medicaid is administered in each county by the Department of Social Services. An individual on Medicare may want to apply for Medicaid for help with services and supplies Medicare does not cover. Benefits include: eyeglasses, hearing aids (if prior approved), prescription drugs and medical supplies, "wheelchair/cab" transportation, care provided in nursing homes and by home health agencies.

There are two types of Medicaid assistance programs: Community-Based Medicaid and Institutionalized Medicaid. Medicaid can provide help in paying for medical expenses if you meet the income and resource requirements. For individuals age 65 or over or who are disabled, the 2016 financial guidelines are as follows:

Community Based Medicaid - Coverage for people living in the community

<u>FAMILY SIZE</u>	<u>MONTHLY INCOME</u>	<u>RESOURCE LEVEL</u>
1	\$825	\$14,850
2	\$1,209	\$21,750

Institutional-Based Medicaid - Coverage for people living in a long term care setting

	<u>MONTHLY INCOME</u>	<u>RESOURCE LEVEL</u>
*Community-based spouse	\$3,022.50	\$74,820
Institutionalized person	\$50	\$14,850.50

*Income and resource guidelines show for married couples with one spouse living in the community. If unmarried, the institutionalized limits apply.

To apply:

- Call the Cortland County Department of Social Services at (607) 753-5320
- For information or assistance with the application process, call a HIICAP Counselor at the Cortland County Area Agency on Aging at (607) 753-5060

Prescription Drug Assistance

Medicare Part D (Prescription Coverage)

Medicare Part D is prescription coverage offered by private insurance companies that have contracted with Medicare. A person must have Medicare A or B to be eligible and can apply during designated enrollment periods.

For information or to enroll:

- Call a HIICAP counselor with the Cortland County Area Agency on Aging at (607) 753-5060
- Toll free HIICAP Hotline at 1-800-701-0501
- Medicare at 1-800-633-4227
- Visit the Medicare website at www.medicare.gov

Elderly Pharmaceutical Insurance Coverage Program - EPIC

EPIC provides premium assistance for income eligible seniors and helps lower drug co-pays. You can join EPIC if you are 65 or older, a legal resident of New York State, and an annual income up to \$75,000 if single or \$100,000 if married and living together. A person cannot have full Medicaid and receive EPIC benefits.

For additional information about EPIC, or to receive an application, call:

- The EPIC Helpline at 1-800-332-3742
- A HIICAP counselor at the Cortland County Area Agency on Aging at (607) 753-5060

Pharmacy Programs

Many of the pharmacies in Cortland County offer programs or discounts for many medications. Speak with your pharmacist to see what is available to you.

New York State Prescription Saver Card

The NYS Prescription Saver Card is a free pharmacy discount card that is sponsored by New York State and supported by pharmacies and pharmaceutical manufacturers. Estimated savings can be as high as 60% on generics and 30% on name brands. New York State residents between the ages of 50 and 64, or persons who are disabled as determined by the Social Security Administration and who meet income guidelines are eligible. Annual household income cannot exceed \$35,000 for individuals and \$50,000 for married couples.

For further information or to apply:

- Call 1-800-788-6917
- A HIICAP counselor at the Cortland County Area Agency on Aging at (607) 753-5060
- Visit the website at <http://nyprescriptionsaver.fhsc.com>

PROACT - The Cortland County Discount Card

This program is available to Cortland County residents as a means to help lower prescription costs. It is a free program and one card covers the entire household. The card may be helpful to people who do not have insurance or whose medications are not covered by their current insurance. It cannot be used with another insurance to lower copayments or deductibles.

For more information about the Cortland County discount card:

- Call 877-776-2285 (client service representative)
- A HIICAP counselor with the Cortland County Area Agency on Aging at (607) 753-5060
- Visit the website at www.proact.com

Partnership for Prescription Assistance Program

Helps people try to find programs that may assist them in paying for medications. Some programs are based on income and some are available for people suffering with certain diseases. Programs may charge enrollment fees and may offer discounts or require co-pays.

For more information:

- Call 1-888-477-2669
- Visit the website at www.pparx.org
- Call a HIICAP counselor with the Cortland County Area Agency on Aging at (607) 753-5060

Extra Help with Medicare Prescription Drug Costs

The Extra Help Program, also called Low Income Subsidy (LIS), is for Medicare recipients with limited income and resources. LIS helps with monthly premiums, annual deductibles, and prescription co-payments. Income and resource limits apply.

<u>Household Size</u>	<u>Monthly Income</u>	<u>Asset Limits</u>
1	\$1,508	\$14,090
2	\$2,030	\$27,600

For more information:

- A HIICAP counselor at the Cortland County Area Agency on Aging at 753-5060
- Call Social Security at 1-800-772-1213
- Visit the website at www.ssa.gov

Medicare Savings Programs

The Medicare Savings Programs help limited income individuals who are not eligible for Medicaid, in paying for their Medicare premiums, deductibles and coinsurances. These savings programs have certain income and eligibility requirements.

The various Medicare Savings Programs are:

- QMB - Qualified Medicare Beneficiary

This program pays the Medicare Part B premium as well as Medicare deductible and coinsurances. Eligible beneficiaries can have both QMB and Medicaid.

<u>Household Size</u>	<u>Monthly Income</u>
1	\$1,025
2	\$1,374

- SLIMB - Specified Low Income Medicare Beneficiary Program

The Medicare Part B premium will be paid for qualified beneficiaries. A person can have both SLIMB and Medicaid.

<u>Household Size</u>	<u>Monthly Income</u>
1	\$1,226
2	\$1,644

- QI-1 Qualified Individual

This program pays the Medicare Part B premium only. Eligible beneficiaries cannot have both QI-1 and Medicaid.

<u>Household Size</u>	<u>Monthly Income</u>
1	\$1,377
2	\$1,847

For assistance with any of these programs contact HIICAP at the Area Agency on Aging at (607) 753-5060 or the Cortland County Department of Social Services at (607) 753-5133.

Insurance Options for Seniors Not Yet Eligible for Medicare

Cobra - The Consolidated Omnibus Budget Reconciliation Act (COBRA) is a federal law. COBRA provides people with the option of staying on their employer's group health plan (GHP) for a limited time, usually 18 months, but may last up to 36 months, after their employment ends. The cost of the insurance cannot exceed 102% of the cost to the plan.

COBRA premiums reflect the total cost of group health coverage, including both the portion paid by the employee and any portion paid by the employer, plus two percent for administrative costs. If you have Medicare at the time you qualify for COBRA, you can have both Medicare and COBRA. Medicare will be your primary insurance so you do not want to drop your Medicare. If you have COBRA first and then become eligible for Medicare, your COBRA coverage may end. When you first become eligible for Medicare and will not be fully covered by COBRA, you should enroll in Medicare Part A and Part B to avoid a late enrollment penalty.

For more information about COBRA, speak with the benefit administrator at your place of employment. For information about COBRA and Medicare, contact the Cortland County Area Agency on Aging Health Insurance Information Counseling Assistance Program (HIICAP) by calling (607) 753-5060.

Veterans Health Care - If you served in the active military, you may qualify for VA healthcare benefits. In some situations there may be a minimum duty requirement. This minimum duty requirement may not apply to veterans who were discharged for a disability incurred or aggravated in the line of duty, for a hardship or those who served prior to September 7, 1980. Since there are a number of other exceptions to the minimum duty requirements, VA encourages all Veterans to apply so that they may determine their enrollment eligibility. Certain Veterans may be afforded enhanced eligibility status when applying and enrolling in the VA healthcare system. Income thresholds also apply to certain Veterans. For complete guidelines, information and benefits, please call the Cortland County Veteran's Administration at (607) 753-5014

Affordable Care Act, Marketplace Exchanges - The Affordable Care Act signed into law by President Obama on March 23, 2010, requires most U.S. citizens and legal residents to have health insurance. The New York State Marketplace Exchanges were created to assist individuals in reviewing the various insurance policies available through the Affordable Care Act and assist in enrolling into a plan.

Under the Affordable Care Act there are two types of subsidies available for insurance purchased through the Marketplace Exchanges. These subsidies are the Premium Tax Credit, which helps lower your monthly expenses and the Cost-Sharing Subsidy, which helps individuals with costs when you use the healthcare (like going to the doctor or hospital).

For additional information about the Affordable Care Act, the Marketplace Exchanges or the subsidies and you live in Cortland County you should contact:

- Cortland County Chamber of Commerce at (607) 756-2814
- The Southern Tier Independence Center at 1-855-478-4262
- The Family Health Network at (607) 423-1198

Medicare eligible beneficiaries in need of supplemental insurance should contact the Area Agency on Aging at 60 Central Avenue, Cortland, NY 13045 or by calling (607) 753-5060.

Long Term Care Insurance

Long term care insurance can be purchased to cover services at home and in long term care residential facilities. The Area Agency on Aging provides assistance in understanding long-term care insurance through the Health Insurance Information, Counseling and Assistance Program (HIICAP). Counselors can assist individuals in understanding long term care insurance policies and provide direction in accessing benefits. Contact the Area Agency on Aging at (607) 753-5060 to speak with a counselor.

For additional information on long-term care insurance, contact:

- **Plan Ahead NY**
 - www.planaheadny.com
- **New York State Office for the Aging**
 - www.aging.ny.gov
- **New York State Department of Health: Partnership for Long Term Care**
 - www.nyspltc.org
- **National Clearinghouse for Long Term Care Information**
 - www.longtermcare.gov

New York State Partnership for Long Term Care

New York State has established a long term care insurance policy designated as a Partnership for Long Term Care. This type of policy is designed to assist residents of New York in planning for the possibility of needing to pay for long term care in the future. The partnership is between participating private insurance companies and New York State Medicaid Extended Coverage. Partnership policies contain unique features that will allow New Yorkers to protect some or all of their assets, depending on the insurance plan purchased. If the beneficiary's long-term care needs extend beyond the period covered by the private long-term insurance policy, Medicaid Extended Coverage may assist in paying for on-going care without requiring a "spend down" of assets. However, Medicaid Extended Coverage does require that you contribute to the cost of your care with your income according to Medicaid rules.

More detailed information about the NYS Partnership, including a list of participating insurers offering individual policies, is available by visiting the Partnership website, www.nyspltc.org or by calling

1-866-950-7526.

Social Security Administration

To contact the Social Security Administration

- 1-800-772-1213 (TTY 1-800-325-0778)
- James M. Hanley Federal Building, 100 S. Clinton St., Syracuse, NY 13261
Monday & Tuesday 9:00am - 4:00pm
Wednesday 9:00am 12:00pm
Thursday & Friday 9:00am - 4:00pm
- www.socialsecurity.gov

Supplemental Security Income (SSI) - Agency: Social Security

Supplemental Security Income (SSI) provides monthly income to people age 65 or older, or are blind or disabled and have limited income and financial resources. Effective January 2016, the maximum federal SSI payment for an eligible individual is \$735 per month and \$1,103 per month for an eligible couple. The monthly payment may be adjusted by your income and your living arrangement. You can be eligible for SSI even if you have never worked in employment covered under Social Security. Asset limits apply for SSI.

For more information:

- Call 1-800-772-1213
- visit www.socialsecurity.gov

Direct Deposit

Instead of receiving a paper check in the mail, recipients are now required to have monthly Social Security, SSI or Veterans benefit payments deposited directly to a personal bank account. Direct Deposit has many advantages over paper checks.

- **Safety:** There is no paper check to be lost in the mail, misplaced or stolen. There is no paper check to be signed and cashed fraudulently. Your benefit amount goes directly into your bank account. Direct Deposit lets you stay safe and sound in your home in all kinds of weather.
- **Dependability:** Direct Deposit is 100% reliable. The funds are always there on payment day, always on time, and available for you to use immediately.
- **Freedom:** Direct Deposit gives you the freedom to travel, visit, or go away whenever you choose, because your money goes into your account no matter where you may be on payment day. If you are not well at home or in the hospital, Direct Deposit can be relied on to get your money into your account.

- It is easy to sign up for Direct Deposit in any of the following ways:
On Line - go to www.GoDirect.org
By phone - call Go Direct at 1-800-333-1795
In person - visit the bank or credit union where you have an account.
- If you would like to use Direct Deposit, but do not have a bank account or credit union account, there are still options. Call Go Direct at 1-800-333-1795 for more information or see information on the Direct Express Card below

According to the Social Security web site, **not one payment** has ever been lost since Direct Deposit began in 1976.

Direct Express Card

If you do not have a bank or credit union account into which monthly Social Security, SSI, or Veterans benefits can be direct deposited, the Direct Express Card will enable you to receive those benefits electronically. The federal benefit is credited to a Direct Express Debit MasterCard card.

- Funds are credited automatically
- Funds are available immediately
- No bank account required
 - No hassle to cash a check
- Most services are free
 - No charge to sign up for the card
 - No monthly fee for the card
 - No fee when used at locations that accept MasterCard debit cards: retail locations, cash back with purchases or cash withdrawals through bank or credit union tellers
 - 1 free ATM cash withdrawal for each deposit posted to your account when used in the Direct Express ATM network.
 - No fee for balance inquiries
- Safe
 - No need to carry large amounts of cash
 - If card is lost or stolen it will be replaced (once a year at no charge)
 - Will have a PIN to use at ATMs and retail locations
 - Money on card is FDIC insured
 - Protection against unauthorized use of the card when promptly reported
- Easy to enroll
 - 1-800-333-1795
 - www.godirect.org

IMPORTANT: Retirees who apply for Social Security benefits will no longer have the option of receiving a paper check in the mail. The designation for direct deposit came into effect on **MARCH 1, 2013.**

Tax Exemptions - Relief for Homeowners

There are exemptions available to homeowners that may offer relief on property and/or school tax bills.

School Tax Relief Program (STAR)

New York State program that provides an exemption from school taxes only. There are two parts to the STAR property tax exemption:

- Basic STAR is available to anyone who owns and lives in his/her home and earns less than \$500,000 annually.
- Enhanced STAR is available for the primary residences of senior citizens age 65 and older (by December 31 of the year when the exemption will begin) with income at or below \$86,000. Income is based on the applicants' second prior year's income. For instance, on the 2017 assessment roll, income eligibility is based on your 2015 income. The property must be the person's primary residence. If an individual has transferred ownership of their home but retains "life use", she/he may still be eligible for the enhanced exemption. Property owners who are eligible must re-apply each year (unless enrolled in the Income Verification Program) by the "taxable status date" to receive the benefit (March 1 for residents outside the City of Cortland and August 1 for City of Cortland residents). The Enhanced STAR application should be filed by those senior citizens 65 and older who are not eligible for the Real Property Tax Exemption (Aged Exemption).

What's new

There have been some changes in how certain homeowners will apply for STAR, and in how they receive their STAR benefit. The STAR program continues to provide much-needed property tax relief to New York State's homeowners.

New applicants who qualify for STAR will register with New York State (www.tax.ny.gov) instead of applying with their assessor.

If they qualify, they will receive a STAR credit in the form of a check, rather than receiving a property tax exemption. The dollar value of the credit will be the same as the property tax exemption.

If you	Then you
Are receiving a STAR exemption and purchased your current home prior to May 1, 2014	Don't need to register; you will continue to receive the STAR exemption.
Purchased your home between May 1, 2014 and August 1, 2015	Need to register to receive the STAR credit if: <ul style="list-style-type: none"> • You bought your home after the 2015 STAR application deadline, or • You did not apply for the STAR exemption for your home by the 2015 application deadline. Otherwise, no action is necessary; you will continue to receive the STAR exemption.
Purchased your home after August 1, 2015	Need to register for the STAR credit.

For more information contact:

- www.tax.ny.gov
- Local Assessor (contact information available at the Real Property Tax Office)
- Real Property Tax Office (607) 753-5040
- Area Agency on Aging (607) 753-5060

Real Property Tax Exemption for Senior Citizens

This is also known as the Aged Exemption for Senior Citizens. Generally, the property owners age 65 and over at the time of application, may be eligible for reductions in the amount of property taxes paid. The requirements are based on age, income, and ownership status (please note: individuals who have transferred ownership of their home but retain “life use” and pay the property taxes may still be eligible for the Aged Exemption). Because the income eligibility criteria are not standard throughout the county, the recommended way to determine eligibility is to file the required form with your local tax assessor. Income is to be reported on the basis of the preceding calendar year prior to the date of application. The application for the senior citizens exemption will also serve as your application for the “Enhanced” School Tax Relief (STAR) exemptions; no separate STAR application is needed. If you are deemed eligible for the aged exemption, you automatically qualify for the “Enhanced” STAR exemption. Property owners who are eligible must re-apply each year by the “taxable status date” to receive the benefit (March 1 for residents outside of the City of Cortland and August 1 for City of Cortland residents).

For more information:

- www.tax.ny.gov
- Real Property Tax office (607) 753-5040
- Area Agency on Aging (607) 753-5060

Tax Credit

For those individuals who are not required to file a complete income tax return but may still be able to receive a tax refund.

IT-214 Claim for Real Property Tax Credit for Homeowners and Renters

The real property tax credit may be available to New York State residents who have a household gross income of \$18,000 or less, and pay either real property taxes or rent for their residences (renters are eligible because part of their rent is used by the landlord to pay taxes). Check with your landlord to see if your residence is completely exempt from paying real property taxes. If all members of your household are under age 65, the credit can be as much as \$75. If at least one member of your household is age 65 or older, the credit can be as much as \$375. Other eligibility criteria:

- Homeowners: The current assessed value of all real property is \$85,000 or less
- Renters: The average monthly rent you and other members of your household paid was \$450 or less

For more information:

- www.tax.ny.gov
- NYS Department of Taxation and Finance 1-518-457-5181
- Area Agency on Aging (607) 753-5060

Food Assistance Programs

Food Stamp Benefits

Food stamp benefits can help you put healthy food on the table and help supplement your monthly grocery bill. The Food Stamp Program, known federally as the Supplemental Nutrition Assistance Program (SNAP), issues monthly benefits that can be used to purchase food at authorized retail food stores. Benefits are provided through an electronic benefit card, similar to a debit or credit card. Eligibility and benefit levels determined by the Department of Social Services (DSS) are based on household size, income, expenses and other factors.

The current income guidelines for households with an elderly (60 years old and over) or disabled member are as follows:

Household Size	Monthly Gross Income
1	\$1,980
2	\$2,670
3	\$3,360

If your household's income is below these amounts, it does not ensure that you will be eligible for a benefit. The only way to determine if your household is eligible is to apply.

Recent changes to the Food Stamp Program have made it easier for households to apply and gain access to these critical nutrition supports. The New York State Office of Temporary and Disability Assistance has created a website - www.myBenefits.ny.gov - that now allows any Cortland County resident to apply for food stamp benefits online from the comfort of their own home. An applicant may allow another person to act on his/her behalf as an Authorized Representative and apply for benefits for them.

Application assistance is available at the Area Agency on Aging. However, once the application is submitted you will be assigned a worker from DSS that will be responsible for determining eligibility and benefit amounts.

For further information:

- www.myBenefits.ny.gov
- www.fns.usda.gov/snap/
- www.otda.ny.gov/programs/food-stamps/
- Cortland County Department of Social Services (607) 753-5133
- Area Agency on Aging (607) 753-5060

Home Maintenance and Rehabilitation

There are several programs available for eligible seniors that may assist with home maintenance, repairs, and rehabilitation.

Home Energy Assistance Program (HEAP)

A federally funded program that may assist you with a **one-time** supplement each heating season to your annual energy cost (it is not intended to replace your personal payments; you should continue to pay your energy bills).

HEAP benefits through the Area Agency on Aging are available to anyone 60 and over who meets the income eligibility requirements. Applicants under the age of 60 must apply with the Department of Social Services. Both homeowners and renters may be eligible. Renters who have their heat included in their rent may be eligible for a HEAP benefit toward their utility bill.

The monthly income guidelines for the 2016-2017 HEAP season are as follows:

Household Size	Maximum Monthly Income
1	\$2,300
2	\$3,007
3	\$3,715

Emergency HEAP benefits, pending funding, are available through the Department of Social Services for those with a utility disconnection notice, have less than a seven day fuel supply, need repairs or replacement to inoperable or unsafe heating equipment owned by the applicant. Resource limits apply. If your emergency is in the evening or on weekends, call the Cortland County Sheriff's office at (607) 753-3311.

For more information:

- HEAP information 1-800-342-3009
- DSS HEAP (607) 428-5400 and Area Agency on Aging (607) 753-5060

HEAP Cooling Assistance

The HEAP Cooling Assistance Component provides for the purchase and installation of air conditioners, not to exceed a set dollar amount, or a fan to eligible households. Whenever possible, window air conditioning units with an Energy Star rating will be installed. In circumstances where an air conditioner cannot be safely installed, a fan will be provided. Only one air conditioner will be provided per dwelling. No additional HEAP cash benefits are available.

The HEAP Cooling Assistance Component is scheduled to open May 1, 2017. Cooling benefits and services are provided on a first come, first served basis to eligible households.

Your household may be eligible for a HEAP Cooling Assistance Component benefit if:

- Your household includes an individual with a documented medical condition that is exacerbated by extreme heat **AND**
- Your household meets the income requirements for HEAP (see HEAP section)
- You do not have a working air conditioner less than five years old, as determined by the vendor
- You have not received a HEAP-funded air conditioner within the past ten years

Note: Households that receive a HEAP benefit in an amount less than or equal to \$21.00 are not eligible for this component.

Your household eligibility requirements include filing an application with your local Department of Social Services, providing all necessary documentation.

For more information:

- DSS HEAP (607) 428-5400
- Area Agency on Aging (607) 753-5060

USDA Rural Development Housing & Community

The Rural Housing Home Repair and Grant Program (Section 504) provides loan and/or grant assistance to very-low and low-income homeowners to make housing repairs that remove a variety of health and safety hazards from their houses or to enhance or modernize a home. Grants may be made to cover the costs of such improvements as repairing roofs, providing toilet facilities, providing convenient and sanitary water supply, or to complete repairs to make the dwelling accessible for household members with disabilities.

The amount of the grant is based on the applicant's ability to repay and must be used in conjunction with the Repair and Rehabilitation Loan. The lifetime maximum grant amount is \$7,500.

Availability of loans is provided to very-low income rural residents who own and occupy a dwelling in need of repair. A homeowner must be unable to obtain affordable credit elsewhere. Grants are limited to homeowners 62 and older whose income is 50% or less of the area median income. The removal of a health or safety hazard is the only use for grant funds.

More information is available at:

- www.rd.usda.gov/programs-services/single-family-housing-repair-loans-grants
 - Rural Development (607)753-0851 or (315) 477-6400
 - Area Agency on Aging (607) 753-5060

Access to Independence Home Modification Programs

Access to Independence (ATI) is committed to accessibility for everyone and everyplace. ATI provides a comprehensive source of consultation, design, planning, construction and project management services to meet the unique needs and specialized requirements of individual clients, families and businesses. These services are offered through the following programs:

- Access to Home: A two-year grant to do environmental modifications (e-mods) for accessibility. This can include ramps, bathrooms, wider doors, etc. This program has income criteria for eligibility.
- ACS: A fee for service program. A contractor does e-mods on a self-pay basis. No income requirements.
- McDonald grant: Extreme emergency program for e-mods. No income eligibility, but has to be deemed an extreme safety issue; based on funding availability.

For information on any of these programs call Access to Independence at (607) 753-7363 or visit www.aticortland.org

Cortland Community Action Program (CAPCO)

CAPCO offers programs that may assist eligible applicants with weatherization measures and emergency home repairs.

Weatherization Assistance Program (WAP) - program provides assistance with energy conservation measures for income eligible households. Income eligibility is based on HEAP guidelines. WAP may assist with measures such as insulation, air sealing, and furnace clean and tunes and repairs/replacements. The program also funds health and safety measures which include carbon monoxide detectors, smoke detectors and indoor air quality issues. Both homeowners and renters may be eligible.

Residential Emergency Services to Offer Home Repairs to the Elderly (RESTORE) - program provides assistance with emergency repairs to income eligible senior homeowners (age 60 and over). Income eligibility is based on HEAP guidelines. Repairs may include but are not limited to: plumbing, electrical, roofing, chimney, septic, structural repairs, mold remediation, and long term care renovations. The repairs must eliminate the condition in the home that is posing a threat to the life, health, or safety of the elderly client who cannot afford to make the needed repairs.

For more information:

- Area Agency on Aging (607) 753-5060
- CAPCO (607) 753-6781

EmPower New York

Empower New York provides no-cost energy efficiency solutions to income-eligible New Yorkers. Income eligibility is based on HEAP guidelines. Whether you own your home or rent, a participating contractor will be assigned to you to assess if your home would benefit from free energy upgrades such as:

- Air sealing to plug leaks and reduce drafts
- Insulation to make your home more comfortable all year round
- Replacement of inefficient refrigerators and freezers
- New energy-efficient lighting
- Plus, free health and safety checks of your smoke detectors, appliances and more

For more information:

- Area Agency on Aging (607) 753-5060
- www.nyserda.ny.gov/All-Programs/Programs/EmPower-New-York
- EmPower New York 1-800-263-0960

Thoma Development

Thoma is a community development consulting firm serving municipalities and private customers throughout New York State. Thoma specializes in grants and program implementation in the areas of housing. Thoma may have options to help with repairs and renovations of your home. If there is money available for your district in Cortland County you may be able to apply for assistance through their grant program.

For more information:

- Thoma Development (607) 753-1433

Handyman Program

The Handyman Program enhances the safety and well-being of senior homeowners age 60 and over. This program assists with minor home repairs and installs safety devices and equipment.

Priority is given to safety issues such as repair of broken or rotted steps, installation of handrails and/or grab-bars, etc. The service is provided by the Area Agency on Aging through a contract with the Cortland Housing Assistance Council. Income eligibility is based on HEAP guidelines.

For more information:

- Area Agency on Aging (607) 753-5060

Ramps for Home Accessibility

Make a Ramp @ Program

This is a program 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 and 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 use by 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 the Cortland Housing Assistance Council. There is no cost to the individual for this program and no income eligibility requirements. Some funding for this program is provided through the New York State Office for the Aging and is supplemented by donations from ramp recipients, their families, and community organizations.

For more information:

- Area Agency on Aging (607) 753-5060

Cortland Housing Assistance Council (C.H.A.C)

The Cortland Housing Assistance Council, Inc. can construct a ramp out of pressure treated lumber or aluminum. Temporary ramps are also available. All ramps are constructed to meet ADA and all applicable local building codes. The aluminum ramps are welded construction with skid resistant surfaces to provide safe access. Prices do range depending on type of material, size, and whether or not you are in need of a temporary ramp or a permanent ramp. The Cortland Housing Assistance Council, Inc. will conduct an on-site visit and will prepare a cost estimate, which will include labor; materials and building permit cost if applicable.

For more information:

- Cortland Housing Assistance Council (607) 753-8271

United Methodist Volunteers in Mission

The United Methodist Volunteers in Mission assemble modular wood ramps for handicapped homeowners in need. Homeowners are asked to pay for the materials, if able, and the group of volunteers will assemble the ramps according to ADA and local building codes.

For more information:

- Tammy Hoover (607) 279-1023

Access to Independence

Access to Independence has a limited modular ramp program for individuals with home access challenges.

For more information:

- Access to Independence (607) 753-7363

Independent Living

Cortland County has several housing options for those individuals that are able to live independently.

Subsidized Housing & Section 8 Program

In the leased housing program (Section 8), a person lives in a privately leased apartment but receives financial assistance with the rent. The landlord must be willing to participate and receives part of the rent from the tenant and part from the Cortland Housing Authority. The Housing Authority must also inspect and approve the apartment.

The Cortland Housing Authority owns and runs several federally subsidized housing developments for handicapped individuals and seniors. Rents for the senior apartments are subsidized. If an application is approved, rent will be an amount equal to 30% of your adjusted gross income. This figure is also determined by the size of the family minus certain deductions (i.e. high medical bills, etc.). The government pays the difference between the amount the tenant pays and the approved monthly rent.

Locations of these apartments:

51 Port Watson Street
Cortland, NY 13045

42 Church Street
Cortland, NY 13045

17 River Street
Homer, NY 13077

3705 Main Street
Truxton, NY 13158

5 South Street
McGraw, NY 13101

2742 Lower Cincinnatus Rd.
Cincinnatus, NY 13040

37 Galatia Street
Marathon, NY 13803

For more information contact:

- Cortland Housing Authority at (607) 753-1771
- Area Agency on Aging (607) 753-5060

Income Based Housing. Eligibility is based on income

Friendship House
13 Leon Ave.
Cortland, NY 13045
(607) 756-6636

Northcliffe Apartments
10 Northcliffe Road
Cortland, NY 13045
(607) 753-0096

Stevens Manor Apartments
10 Homestead Drive, #5
Cortland, NY 13045
(607) 756-9812

DeRuyter Senior Housing
1630 Cortland Street
DeRuyter, NY 13052
(315) 852-9946

Ellis Pines Apartments
45 Cortland Street
Homer, NY 13077
(607) 749-4016

Creamery Hill Senior Living Center
Creamery Road
Harford, NY 13784
(607) 844-8229

Groton Housing Authority
200 W. South Street
Groton, NY 13073
(607) 898-5887

Groton Schoolhouse Gardens
177 Main Street
Groton, NY 13073
(607) 898-4770

Cortland Housing Assistance Council (C.H.A.C)

The Cortland Housing Assistance Council, Inc. owns and manages many affordable units within the City of Cortland.

18 - 20 Maple Avenue
Cortland, NY 13045

47 Pomeroy Street
Cortland, NY 13045

26 Homer Avenue
Cortland, NY 13045

For more information contact:

- Cortland Housing Assistance Council (607) 753-8271
- www.cortlandhousing.org

For more detailed listing of housing options in Cortland County, you may request a Cortland County Housing Guide by calling the Area Agency on Aging at (607) 753-5060. You may also view the Housing Guide online at <http://www.cortland-co.org/434/Area-Agency-on-Aging>

Housing Counseling Services

The Cortland Housing Assistance Council provides information regarding housing related issues and concerns such as: tenant/landlord law, technical assistance, energy conservation measures, mortgage foreclosure, apartment placement, home rehabilitation programs, first time homebuyers program, and much more.

Note to Renters

Section 227-a of the Real Property Law of the State of New York allows for the termination of a residential lease by senior citizens age 62 years or older moving to a residence of a family member or entering a health care facility, adult care facility or senior citizen housing project. Tenant must give the landlord written notice of their intent to terminate the lease not less than 30 days prior to leaving. Tenant must pay their last month's rent. The written notice must include documentation of admission or pending admission to one of the above mentioned facilities or a written statement from your physician if you are moving to the residence of a family member.

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

For more information contact:

- Cortland Housing Assistance Council (607) 753-8271
- Area Agency on Aging (607) 753-5060

Supervised Living

Adult Homes - Proprietary Homes

Cedarwood Living Center
46 Cortland Street
Homer, NY 13077
(607) 749-7287

Elizabeth Brewster House
41 S. Main Street
Homer, NY 13077
(607) 749-2442
www.brewsterhouse.org

Enriched Housing

Walden Place
A Senior Lifestyle Community
839 Bennie Road, Cortland NY 13045
(607) 283-2234
www.seniorlifestyle.com

Nursing Homes (Skilled Nursing Facilities)

Cortland Park Rehabilitation & Nursing
193 Clinton Ave. Ext.
Cortland, NY 13045
(607) 756-9921
www.cortlandparkrehab.com

Cortland Regional Nursing & Rehab Center
134 Homer Avenue
Cortland, NY 13045
(607) 756-3900
www.cortlandregional.org

Groton Community Healthcare Center, Inc.
120 Sykes Street
Groton, NY 13073
(607) 898-5876
www.grotonnursinghome.com

Crown Park Rehabilitation & Nursing
28 Kellogg Road
Cortland, NY 13045
(607) 753-6060
www.crownparkrehab.com

For more information regarding the residential care facilities listed above:

- NY Connects (607) 756-3485
- You may also view detailed information about past performance of Medicare and Medicaid certified skilled nursing facilities at www.medicare.gov by selecting “Compare Nursing Homes in Your Area”.

Long Term Care Ombudsman

The Long Term Care Ombudsman Program is a resident focused advocacy program for people living in a long term care facility. An Ombudsman is a volunteer who works to resolve problems of individual residents and to bring about changes at the local, state and national levels to improve care. Cortland County’s Ombudsman Program is coordinated regionally through ARISE, Inc.

For further information: Call ARISE, Inc.
635 James St.
Syracuse, NY 13203
(315) 671-5108
New York State Long Term Care Ombudsman Program
1-855-582-6769

Legal Services for the Elderly Program

The Area Agency on Aging contracts with a local attorney to provide advice and representation to individuals age 60 and over. Some of the areas in which the attorney can assist are tenant/landlord issues, power of attorney, consumer issues, abuse, neglect and age discrimination.

Wills are not prepared directly by the program but a reduced-fee will referral system is offered in cooperation with the Cortland County Bar Association. Call (607) 753-5060 for information.

The Legal Aid Society of Mid-New York, Inc:

The Legal Aid Society of Mid-New York is a not-for-profit law office that provides free legal information, advice and representation to people who can't afford a lawyer. Legal Aid handles civil legal problems only.

Eligibility is based on income and family size. Income guidelines may be waived for individuals over age 60 or are a victim of family violence.

Free trained interpreters for people with limited ability in English and people with hearing impairments are available.

For more information contact: Legal Aid Society of Mid-New York, Inc.
111 Port Watson St., Cortland NY 13045
Phone: 607-428-8400
Fax: 607-753-7257

Business hours: Monday through Friday 9:00 - 5:00

LONG TERM CARE SERVICES

NY Connects: Choices for Long Term Care

The NY Connects program serves as the “No Wrong Door” hub for the long term services and support system for older adults and people of all ages with disabilities. NY Connects is a local program where individuals, family members, friends, or professionals can go for help in finding the information, services, and supports that they are seeking and need.

Long term services and supports can be provided in the home, a residential or community based setting, or skilled nursing facility to help someone stay healthy and independent.

NY Connects has trained Information and Assistance Specialists who review the full range of options available to individuals and empowers them to make informed decisions about the services and supports that best meet their needs.

NY Connects provides:

- Information and Assistance

- Application and Enrollment assistance for supportive services and/or public benefit programs

- Transition from hospital to home; long term care setting to home; and home to long term care setting when needed

- Public education and outreach

NY Connects also has a searchable online Resource Directory that can help find long term services and supports throughout New York State. For more information, call NY Connects at (607) 756-3485 or visit the Area Agency Aging website at <http://www.cortland-co.org/434/Area-Agency-on-Aging>.

Caregivers Resource Center

The Cortland County Area Agency on Aging's Caregivers Resource Center (CRC) assists family caregivers by providing information, education, support, and respite services. Services are offered to caregivers of any age who provide care to an individual 60 years of age or older, including:

- Caregiving Counseling: one-on-one counseling and support to caregivers
- Caregiver Resource Library: Books and videos available for loan
- Caregiver Seminars: Educational programs offered in the community on all aspects of caregiving
- Caregiver Assessments and Referrals: Home visit by an Aging Services Specialist to complete a needs assessment and assist with agency referrals
- Caregivers Support Groups: Monthly facilitated meetings that provide caregivers with peer and professional support
- Caregivers Resource Center feature in The Senior News: Articles about issues of interest to caregivers and links to local resources appear in every issue of the Area Agency on Aging's bi-monthly newsletter.
- Caregiver Respite Programs: Funding for limited respite for family caregivers through the services of a home care aide.
- Personal Emergency Response Systems (PERS): Information on availability and some distribution of electronic emergency response units that signal a responder in case of an emergency.
- Project Lifesaver: referrals and assessments for a public safety program to locate missing person who are at risk for wandering due to Alzheimer's disease or related dementia, Autism or Down's syndrome.

For more information contact: Area Agency on Aging (607) 753-5060

Support Groups

Family Caregivers Support Group

- Meets monthly at Cortland County Office Building, Dining Room on the fourth Thursday January - October, and on the third Thursday, November and December at 12:30 pm.
- For more information call Area Agency on Aging (607) 753-5060

Vision Support Groups

- Sponsored by the Area Agency on Aging; Meets monthly at Cortland County Office Building, Room B40 on the third Friday.
- Free transportation can be arranged.
- For more information call Area Agency on Aging (607) 753-5060

Alzheimer's Caregivers Support Group

- Meets monthly at Walden Place, A Senior Lifestyle Community; meets the third Wednesday from 12:30 pm - 1:30 pm - Companion care available.
- For more information call (607) 756-8101, Jessica Daily

Cancer Support Group

- For those of all ages coping with cancer.
- A Cancer Nurse Navigator from Cortland Regional Medical Center is available at meetings as a resource.
- Meets monthly on the last Wednesday at 5:30 pm in the Assembly room at CRMC and welcomes people who have any type of cancer.
- Families and friends of cancer patients are also welcome.
- For more information call Dan Mullins at (607) 756-5234 or Carey Wilk, RN; Cancer Nurse Navigator at (607)753-3508.

Diabetes Support Group

- For diabetic individuals and their caregivers
- Meets at Cortland Regional Medical Center in the Auditorium on the last Tuesday of the month at 7:00 pm
- For more information call (607) 756-3591

Life Enhancement Course

- Female victims/survivors of domestic violence
- Meets Tuesdays 7:00 - 8:30 pm and Thursdays from 10:00 - 11:30 am
- Please call (607) 753-3639 to sign up.

Women's Circle

- All about relationships
- Meets Wednesdays 10:30 - 12:00 noon
- Please call (607) 753-3639 to sign up.

Bereavement Support Group

- For individuals 18 years of age and older
- Meets at the Cortland office of Hospicare, 11 Kennedy Parkway, Cortland
- Two different groups:
 - First Thursday - Bereaved parents of all ages 5:30-7pm
 - Third Thursday, 12:00 noon - 1:30 pm
- Call ahead to confirm days and times, (607) 272-0212

LGBT Support Groups: located at 73 Main Street, Cortland

- For more information please call (607) 756-8970 x261

Men's Group

- This group is a peer-led social group. This group is not intended as "therapy" of any kind.
- Meets the third Wednesday of every month, 6:00 pm

Sage Social

- Geared toward older LGBT
- Second Thursday of the month from 6-8 pm

S.O.L.O.S. (Survivor of a Loved one's Suicide)

- First Thursday of the month from 5:30-7pm
- Cortland Youth Bureau, 35 Port Watson St.
- Please contact Susan at 753-0234 x 113

Cortland Memory Cafe

- Activities and socializing for those with memory issues accompanied by their care partners
- Meets every third Tuesday, 10:30 - 12:00 noon
- Cortland Community Center (former Susquehanna Depot), 90 Central Avenue, Cortland
- For more information contact Bill Hopkins 607-201-4137 or william.hopkins@cortland.edu

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

EISEP 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.

Services may include:

- A specific plan for care designed to meet individual needs
- Regular monitoring to ensure services are adequately meeting an individual's changing needs
- Assistance with bathing and other various personal care needs, shopping, errands, and light housekeeping
- Respite: short-term breaks for caregivers
- Personal Emergency Response Systems
- Minor home modifications or equipment to enhance client safety

To be eligible for EISEP individuals must meet the following requirements:

- Be 60 years of age or older
- Have one or more informal caregiver
- Need assistance with activities of daily living
- Have the ability to be maintained safely in their home or apartment
- Be ineligible for other programs which provide similar services (i.e. Medicaid)
- May be required to cost-share for services

For more information contact:

- Area Agency on Aging (607) 753-5060

Levels of Care in Cortland County

.Adult Homes - Provide 24 hour supervision and a variety of non-medical services

Cedarwood Living Center
46 Cortland Street
Homer, NY 13077
(607) 749-7287

Elizabeth Brewster House
41 S. Main Street
Homer, NY 13077
(607) 749-2442
www.brewsterhouse.org

Respite Available

Enriched Housing: Provide 24 hour supervision and a variety of non-medical services

Walden Place, A Senior Lifestyle Community
839 Bennie Road
Cortland, NY 13045
(607) 283-2234
Respite available

Walden Place also offers personal care assistance and medication management within a separate, secure community for seniors with mild to moderate memory loss.

Skilled Nursing Facilities: Provide 24 hour supervision and a variety of medical and non-medical services

Cortland Park Rehabilitation
& Nursing Center
193 Clinton Ave.
Cortland, NY 13045
(607) 756-9921
www.cortlandparkrehab.com

Groton Community Health Care Center
120 Sykes Street
Groton, NY 13073
(607) 756-9921
www.grotonnursingfacility.com
Respite available

Cortland Regional Nursing
& Rehabilitation Center
134 Homer Avenue
Cortland, NY 13045
(607) 756-3900
www.cortlandregional.org
Respite Available

Crown Park for Nursing & Rehabilitation
28 Kellogg Road
Cortland, NY 13045
(607) 753-9631
www.crownparkrehab.com

Adult Day Programs

Adult day care is a community-based program of care, conducted in a supervised social setting. An adult day program offers socialization and recreational activities. An adult medical day program is designed to provide service for adults requiring medical and/or rehabilitative care during the day.

Adult day programs are designed to enhance quality of life as well as to delay or prevent continued deterioration or nursing home placement. These programs offer families daytime respite and in some instances enable caregiving family members to continue to be employed outside the home.

- Adult Day Health Care
Cortland Regional Nursing & Rehabilitation Center
134 Homer Avenue, Cortland, NY 13045
(607) 756-3916
www.cortlandregional.org
- Adult Social Day Program (Adult social day program is non-medical).
Elizabeth Brewster House
41 S. Main St.
Homer, NY 13077 www.brewsterhouse.org
(607)749-2442 Respite Available

Home Health Care

Medical Services / Certified Home Health Agency

A Certified Home Health Agency (CHHA) is certified to provide skilled nursing care, physical therapy, speech therapy, occupational therapy, nutritional counseling, medical social work and home health aides.

HCR Home Care
6 North West St., Suite 5
Homer, NY 13077
(607) 299-4593
www.hcrhealth.com

St. Joseph's Home Care
7246 Janus Park Drive
Liverpool, NY 13088
(315) 458-2800
1-866-452-4383
www.Sjhomecare.com

Cortland Regional Home Care (LTHHCP)
134 Homer Ave.
Cortland, NY 13045
(607) 756-3646
<http://www.cortlandregional.org/medical-services/home-care>

Licensed Home Health Care Agencies

These agencies provide trained personal care aides, home health aides, and nurses on a private pay basis and under contract to other community agencies.

Franciscan Health Support
7246 Janus Park Drive
Liverpool, NY 13088
(315) 458-4600
1-888-303-6677
www.franciscan-services.com

Comfort Keepers
1301 Trumansburg Rd. Suite A
Ithaca, NY 14850
(607) 210-0942
<http://ithaca-685.comfortkeepers.com/>

Classen Home Health Associates, Inc.
Ithaca Plaza
222 Elmira Rd, Suite 3
Ithaca, NY 14850
(607) 227-1342
www.classenhomehealth.com

Caregivers
110 N. Geneva St., Suite 1
Ithaca, NY 14850
(607) 275-0238
www.caregivershomecare.com

Elderchoice
19 Church Street
Cortland, NY 13045
1-800-HOMECARE
(607) 753-7500 (Cortland)
www.elderchoiceinc.com

Stafkings Healthcare Systems
417 Electronics Parkway
Liverpool, NY 13088
(315) 432-5636
www.stafkings.com

Maxim Health Care Services
224 Harrison St., Suite 680
Syracuse, NY 13202
(315) 476-0600
www.maximhomecare.com

Medical Registry of Central New York
2105 W. Genesee Street
Syracuse, NY 13219
(315) 468-3239
www.medicalregistryofcnyinc.com

Non-Licensed Health Care Agencies

This agency provides companionship and a home helper for errands, meal preparation, laundry and light housekeeping.

Home Instead Senior Care
2 South Street, Suite 309
Auburn, NY 13021
(315) 252-2354
www.homeinstead.com/706

Managed Long Term Care

Managed Long Term Care Plans (MLTC) help provide services and supports to people who are at least 18 years old, have Medicaid and a long lasting health problem or disability. A MLTC plan can provide your Medicaid home care and other long-term care services. The goal of managed long-term care is to assist people with chronic illnesses and/or disabilities to safely remain in their homes. Services provided by the MLTCs include, but are not limited to:

- Durable Medical Equipment
- Home Care
- Home Delivered or Congregate Meals
- Nursing Care
- Personal Emergency Response Systems
- Adult Day Program
- Care Management
- Physical, Occupational and Speech Therapies
- Podiatry
- Respiratory Therapy

The following agencies have been approved to provide services in Cortland County:

Fidelis Care at Home
1-800-688-7422
TTY: 1-800-558-1125
www.fideliscare.org

VNA Care Options
1050 W. Genesee St.
Syracuse, NY 13234
315-477-9226
vnaa@vnaa.org

Icircle
860 Hard Road
Webster, NY 14580
1-844-424-7253
TTY: 711
www.icirclecarecny.org
info@icircle.org

Cortland Regional Home Health Services

- Provides oxygen, respiratory services and durable medical equipment
- Rents and/or sells equipment and supplies
- Offers customers a showroom to view equipment and supplies that assist in managing illness and disability
- Is staffed by trained customer service representatives to discuss equipment and supply needs
- Has respiratory therapy staff available to work with area physicians and sleep clinics providing education and support
- Offers beneficial education and training in the appropriate use of equipment and supplies
- Delivers equipment to customer's residence
- Offers sleep apnea equipment and a variety of face appliances

- Provides a wide range of items including oxygen concentrators, portable oxygen equipment, medication compressors, suction equipment, beds, wheelchairs, power scooters, power chairs, lift chairs, walkers, canes, bathroom assistive devices, and many other supplies and equipment
- Walk-in clinic available on Mondays from 8:30 am to 12 pm for C-PAP and Bi-PAP services

For more information call:

- Cortland Regional Home Health Services
160 Homer Ave., Cortland, NY 13045
(607) 756-3880
Monday-Friday 8:00 am - 4:30 pm
www.cmhomehealthcare.com
info@crmhomehealthservices.com

Hospicare and Palliative Care Services

Hospicare and Palliative Care Services provide care at home or in other care settings for people of all ages with a life-limiting illness. Care is patient and family-oriented, with emphasis on pain and symptom control and emotional support for the last several months of life. Services provided may include visits by nurses, aides, psychological and spiritual counselors, therapists, and volunteers. Other services include the provision of medical equipment and supplies, medications related to the hospice illness, short-term inpatient hospital care or respite care, and bereavement care for family. Referrals may be made by anyone, including family members, physicians, friends, or health professionals. Hospice service is paid for by Medicare, Medicaid, and third party insurers, usually at no cost to the patient. No one who is qualified for the program is denied service due to lack of insurance or the inability to pay.

For more information contact:

- Hospicare and Palliative Care (607)272-0212
www.hospicare.org

11 Kennedy Parkway
Cortland, NY 13045
www.cortlandhospice.org

172 East King Road
Ithaca, NY 14850

Access to Independence of Cortland County, Inc.

Access to Independence (ATI) is a non-profit, consumer-controlled, community-based, non-residential organization that empowers people with disabilities to lead independent lives in their community and strives to open doors to full participation and access for all. As one of New York State's forty Independent Living Centers (ILC), ATI believes that all people with disabilities have the right to control their own lives, make their own decisions and to participate fully in society.

ATI provides resources and advocacy to people with all kinds of disabilities, their caregivers and their family members. In addition to providing a variety of services that aim to promote independent, community-based living, ATI serves as a strong advocacy voice on a wide range of local, state and national issues. ATI works to promote the civil rights of people with disabilities and aims to assure equal physical and programmatic access to housing, employment, transportation, recreation, health and social services, among others.

Access to Independence offers the following services:

- Information and referral
- Peer counseling and support
- Personal and systems advocacy
- Independence living skills training
- Architectural barrier removal and accessibility construction
- Community education and outreach
- Work readiness and employment
- Youth transition
- Nursing home transition and/or diversion
- TBI and NHTD Medicaid Waiver services
- Equipment loan closet and resource library
- Consumer computer lab
- Community function room

Contact Access to Independence at: 26 North Main Street, Cortland, New York 13045

(607) 753-7363 Phone/TTY, (607)756-4884 Fax, info@aticortland.org (email), or www.aticortland.org (web)

Cortland County Mental Health Clinic

This clinic assists people with mental health issues to become more functional in emotional, cognitive, social, vocational and/or self-care areas. Clinical staff consists of experienced psychiatrists, psychologists and social workers. Fees are charged based upon an individual's ability to pay. Medicaid is accepted, as well as other forms of insurance. Client records are confidential and are never released without proper release authorization.

For more information contact the clinic at: (607) 758-6100 or 7 Clayton Ave., Cortland, NY 13045

Family Counseling Services of Cortland County, Inc.

Family Counseling Services is a private, not-for-profit professional counseling agency offering comprehensive treatment in Cortland County for individuals, couples, and families experiencing emotional, personal and alcohol or drug related problems. Services are confidential and scheduled by appointment.

For more information contact them at: (607) 753-0234, or 10 N. Main Street, Cortland, NY 13045

Cortland Prevention Resources: A Division of Family Counseling Services of Cortland Co., Inc.

Cortland Prevention Resources is a 501(c) 3 not-for-profit agency that provides alcohol, tobacco and other drug related education, information, referral and community based services throughout the Cortland County area. Their mission is to be a leader in the delivery of prevention and intervention programs that promote positive change and build healthy communities.

For more information call: (607) 756-8970

Fax (607) 756-0058

www.cortlandprevention.org

LGBT Resource Center: A Division of Cortland Prevention Resources

LGBT(Lesbian, Gay, Bisexual & Transgender) Resource Center strives to honor, promote and celebrate the diversity of Cortland County residents and believes that when all individuals are treated with respect, the entire community is strengthened.

For more information call: (607) 756-8970, Ext. 261 Fax (607)756-0058

www.cortlandLGBTcenter.org

Safety

Residential Key Vaults - "Knox Box"

This is a key vault that is attached to your door to allow emergency responders access to your home.

For more information:

- Cortland City Fire Department (temporary loaner program)
Fire Department Code Enforcement Office (607) 753-1741
- Area Agency on Aging (607) 753-5060

I am Okay Today

Administered by the Cortland 9-1-1 Center and sponsored by the Cortland County Sheriff's Department in cooperation with the Area Agency on Aging. 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 in each day during a scheduled time to indicate that they are okay. The program is free and open to all county senior residents who live alone.

For more information contact: Cortland 9-1-1 Center (607) 753-3311 or
Cortland County Area Agency on Aging (607) 753-5060

Personal Emergency Response System

A personal emergency response system (PERS) is an electronic communications device that will signal a monitoring agency for help when an individual activates it. Trained operators provide continuous monitoring and will immediately notify emergency response organizations and designated individuals upon receipt of a signal.

There are many electronic emergency response systems available. Consumers should clearly understand whether the unit must be purchased or if it can be rented. They should also clarify what is included in the installation costs and monthly operating fees.

Information is available at the Area Agency on Aging at (607)753-5060.

Project Lifesaver

Project Lifesaver is a public safety program to locate missing persons, who are at risk for wandering due to Alzheimer's disease or related dementia, autism or Down syndrome.

A participant in Project Lifesaver is fitted with a transmission device that looks similar to a watch. If the individual wanders and becomes lost, Sheriff's department personnel respond with tracking equipment. The objective is to find the individual as quickly as possible and return him or her home safely. Project Lifesaver is available to any child or adult who is at risk for wandering and who has a 24 hour/7 days a week caregiver.

For more information about Project Lifesaver contact:

- Area Agency on Aging at (607) 753-5060

The Yellow Dot Program

The Yellow Dot Program is a project of the New York State Sheriffs' Association to help emergency responders when victims cannot speak for themselves. The program provides Yellow Dot Decals and Yellow Cards for recording personal emergency medical information. In a motor vehicle, a Yellow Dot decal is placed on the driver's side rear window, and a Yellow Card is placed in the glove box for each individual who regularly rides in that vehicle. In a residence, a Yellow Dot decal is placed on the front door, and a Yellow Card for each resident is placed in the freezer compartment of the home's refrigerator. Yellow Dot Program decals and yellow cards can be requested online at www.nysheriffs.org/yellowdot, and also are available from the Cortland County Area Agency on Aging, 60 Central Avenue, Cortland (607) 753-5060.

Grab & Go Notebook

A Grab & Go Notebook is a notebook for individuals and caregivers who want to organize and keep all their medical information and documentation in just one place, ready to "grab and go". Created by the Area Agency on Aging, the Grab & Go Notebook has sections for everything from emergency contacts and medical info/history to Health Care Proxy, Living Will, and Power of Attorney documents. Easy to carry and easy to find (Emergency Responders suggest keeping it on top of the refrigerator); it can hold valuable information for an emergency trip to the ER, for admittance to a hospital/rehab, or for a visit to the doctor. Grab & Go Notebooks are available for a \$5 donation from the Cortland County Area Agency on Aging, 60 Central Avenue, Cortland. For more information please call (607) 753-5060.

TRANSPORTATION

Cortland Transit

The public transportation system in Cortland County is provided by Cortland Transit.

Four fixed routes serve Cortland, Homer and Cortlandville. Buses operate at 30 minute intervals from the Cortland County Office Building at 60 Central Avenue in Cortland between 6:00 am and 6:00 pm, Monday through Friday.

Additional fixed routes provide service to Marathon, Cincinnatus, Willet, TC3 and Cornell University at specified times. Flex routes run twice per day.

Route deviations (within ¾ mile of the route) may be available in certain locations, and can be scheduled in advance by calling Cortland Transit at (607) 758-3383.

Check out all bus schedules online at www.way2gocortland.org or by calling the Mobility Manager at (607)756-4198 for assistance.

Buses utilize flag stops; wave to the driver to stop the bus for a pick-up. Please note that drivers are not allowed to stop for pickups at corners; they must remain a safe distance away from intersections when loading and unloading passengers.

All buses are wheelchair accessible.

Individuals over age 60, or those with disabilities of any age, may apply for a half-fare card to receive a fare discount on fixed routes. Contact Cortland Transit at (607) 758-3383 for more information.

The AAA receives limited State funding to provide transportation to seniors in need, and has purchased bus tokens for seniors to use with the Cortland Transit public transportation system. More than one token may be required, depending on the pick-up point and destination. Tokens are distributed as they are available, and are made available on different days each week so that everyone has the opportunity to receive them. Tokens are distributed in packages of 6, and participants may receive up to a maximum of 18 tokens per month (3 packages).

Contact the Area Agency on Aging at (607) 753-5060 for more information.

Bus Buddies

Volunteers are available to assist individuals with learning how to use the Cortland Transit bus system. For more information, or to set up an appointment, call Seven Valleys Health Coalition at (607) 756-4198.

Medicaid Transportation

Medicaid transportation in Cortland County is provided by Medical Answering Services, LLC (MAS).

MAS provides Medicaid Transportation Management and Prior Authorization for all non-medical transportation services for Cortland County. All non-emergency Medicaid transportation is subject to the prior approval from MAS.

For more information contact MAS at 1-855-733-9397 or call the Area Agency on Aging at (607) 753-5060.

Handicapped Parking Permits

Applications for handicapped parking permits may be obtained at the Town, City or Village Office in which you reside. Both the applicant and his or her physician must complete sections of the application. The applicant must also show a valid NY State Driver's License or Department of Motor Vehicle Non-driver ID card. Applications should be returned for processing to the same municipal office.

NUTRITION

Senior Nutrition Services - Cortland County Nutrition Program - 753-5061



Congregate
^

Senior Dining

Breakfast/Brunch
Hot Lunch including salad bar
Evening Meal from entrée to dessert
Nutrition/Health Education
Activities/Fitness/Social Time
Gathering Place
Nutrition Counseling
Emergency Blizzard Bags
Information and Assistance



Meals on Wheels
^

Homebound Delivery

Hot Nutritious Lunches
Supper and Weekend Meals
Monday - Friday Delivery
Nutrition Counseling
Dedicated Routes
Daily Client Safety Check
Emergency Blizzard Bags
Information and Assistance



Food Pantries
^

Emergency Food

Three Day Food Supply
Nutrition Education
Temporary Food Security
Screening and Referrals
Information and Assistance

Senior Centers

The Cortland County senior centers located in the City of Cortland, Harford, Homer, Marathon, McGraw, Scott, Truxton and Willet offer an opportunity for people age 60 and older social interaction with other older adults, by promoting conversation, camaraderie, support and friendship. Meals offered at the senior sites, and through MOW and Mealtime Express follow a regular diet supporting geriatric nutritional needs. Our meals contain no added salt, are low in saturated fat and cholesterol and provide consistent carbohydrates daily. Each meal delivers one-third of the Dietary Reference Intakes for seniors and follows the most up-to-date Dietary Guidelines for Americans, Recommended Daily Allowances and current scientific diet and disease research.

There is a suggested donation of \$3.00 for a lunch meal and \$4.00 for evening meals; however, donations made for meals are completely voluntary. Donations are made on a daily, weekly, or monthly basis. Services will not be denied due to inability to donate. Any and all donations are greatly appreciated. Donations are used to help defray the actual cost of meals, and to expand services under the Nutrition Program.

In addition to meals and socialization, the senior centers provide health screenings, nutrition and health education, nutrition counseling, access to senior services and information on topics of interest to seniors. Exercise programs, such as A Matter of Balance and Bonesaver Exercise Program are sponsored by the Area Agency on Aging and RSVP. Living Healthy Classes are sponsored by the Seven Valleys Health Coalition. Many recreational opportunities are available and may include activities such as interactive Wii games, cards, billiards, shuffleboard, holiday parties, evening events with entertainment and outdoor games and picnics.

SENIOR CENTER LOCATIONS AND INFORMATION

Center	Address	Days/Hours	Phone
Cortland	60 Central Avenue County Office Building Cortland	Monday-Friday 7:00am-2:30pm Thurs 7:00 am-7:30pm Breakfast: Monday & Thursday 7:00-9:00am	753-5166 753-5061
Harford	Creamery Hills Senior Complex , Creamery Rd., Harford	Monday-Thursday 9:00-2:00pm	844-3808
Homer	Town Hall 31 N. Main St., Homer	Monday 2:00-7:00pm Tues-Thurs 9:00am-2:00pm	749-2362
Marathon	Civic Center Brink St., Marathon	Monday-Friday 8:00am-3:00pm	849-3884
McGraw	Community Building Clinton St., McGraw	Monday-Thursday 9:00am-2:30pm	836-8916
Scott	United Methodist Church Route 41, Scott	Monday-Thursday 9:00am-2:30pm Friday 7:00-11:30am	749-7973
Truxton	United Methodist Church Route 13, Truxton	Mon., Wed., Thurs. 8:30am-2:30pm 2 nd & 4 th Tues. 2:00-7:00pm 1 st & 3 rd Thurs. 7:00 am- 12:00pm	842-6253
Willet/ Cincinnati	Willet Town Hall Route 41, Willet	Monday-Thursday 8:00am-3:00pm Friday 7:30am – 1:00 pm	863-4887

Note: All phone numbers are 607 area code

Meals on Wheels

Cortland County Meals on Wheels (MOW) and Mealtime Express are programs that are provided through the Cortland County Area Agency on Aging (AAA) Nutrition Program. These programs provide meals for individuals who are homebound and unable to prepare their own meals due to mobility impairment, or are incapacitated due to illness, injury, or disability. The meals are for consumers who lack informal supports at home who can prepare meals. In some cases, the spouse or caregiver of the consumer is able to receive meals through this program as well, in order to free up the time of the caregiver.

Meals on Wheels provides balanced and nutritious hot lunches that are prepared fresh and delivered daily, Monday through Friday, straight from the County's AAA Nutrition Program kitchen located in the Cortland County Office Building. The meals are planned and prepared under the direction of a registered dietitian. In addition to hot lunches for the mid-day meal, consumers also have the option of receiving cold meals for the evening and frozen meals for weekends that are delivered with the hot meal.

The goal of the program is two-fold. Not only does this service provide nutrition for those who qualify, but it also provides a daily safety check on each consumer. As the drivers deliver meals each day, they make observations on the status of the consumer. Drivers immediately make a report to the AAA office if a consumer is missing or is found to be experiencing unusual stress or difficulty. Personnel in the AAA office then take action to locate the missing consumer or arrange assistance as necessary.

The Meals on Wheels program is meant for individuals over the age of 60 who meet eligibility criteria. These meals are provided using federal, state, and local funds, as well as donations. Payment for the meals is a voluntary contribution of \$3.00 per meal unless the consumer is enrolled in a long term care program that covers payment of home delivered meals.

Mealtime Express serves those who are under the age of 60 and frail, have a disability that limits ability to provide and prepare meals, or have other problems making meals. Consumers of this program must pay for these meals. The meals cost \$6.00 for each hot noon-time meal and \$5.00 for each cold evening meal or frozen weekend meal.

In order to become a consumer of the MOW program, a home visit must be made and an assessment completed by an Aging Services Specialist from the Cortland County AAA.

For more information or to request Meals on Wheels or Mealtime Express, contact the Cortland County AAA at (607)753-5060 or NY Connects at (607) 756-3485.

Nutrition Counseling

The Cortland County Nutrition Program Dietitian provides nutrition counseling for residents of Cortland County who are 60 or over.

- The dietitian consults with new Meals on Wheels participants who screen as high risk and as requested by clients or physicians.
- The dietitian is available by appointment at the Area Agency on Aging, at senior centers, or in the homes of the homebound to review the dietary status and needs of Cortland County seniors, and to provide them with information regarding special diets.
- The dietitian also provides nutrition education to senior centers and groups

For more information or to make an appointment, contact the Cortland County Nutrition Program by calling 753-5061.

Cortland County Community Food Pantries

The following programs are designed to meet the immediate needs of individuals or families in the event of emergency food shortages.

Cortland County Nutrition Program Helping Hands Food Pantries		
Cortland	Truxton	Willet
60 Central Avenue, Room B28 1 st & 3 rd Fridays, 9:00am-Noon 753-5061 for information Open to community	Truxton UM Church 842-6253 Main St., Truxton Call for Appt.- (Kay)	Town Hall, Route 41, Willet 863-488 (Laurie) Mon.-Thurs. 9:00 am-2:00pm Friday 9:00 am - 12:00 pm

Cortland		
The Salvation Army 138 Main Street Cortland, NY 13045 607-753-9363 Mon., Tues., Thurs., Fri 9-12:00pm Wed. 9:00 am-12:00 noon Fresh food give-away is the 4th Mon. of each month @ 3:00 pm Fresh bread and produce daily, when available Soup kitchen - Sundays @ 4:00	Catholic Charities Emergency Assistance 37 Central Ave. Cortland, NY 13045 607-756-5992 Ext. 34 Food Pantry Mon., Tues., Thurs., Friday 1:00 pm - 4:00 pm Open to community	Cortland Loaves & Fishes, Inc. 13 Court Street (Grace Episcopal Church) Cortland, NY 13045 607-756-6195 (Kim Hill) Lunch: Mon., Tues., Thurs 11:30am - 1:00 pm Dinner: Wed., Fri. 4:30 - 6:00 pm Bag Lunches: Sat. 11:30 am - 12:00 noon Free bread: Mon. - Fri. during meal times Open to community
Ukranian Pentecostal Church 729 McLean Road Cortland CHURCH MEMBERS ONLY 2nd Sat of each month 5:00 - 9:00 pm	Grace Christian Fellowship 1250 Fisher Avenue, Cortland 749-3233 18 Main St. Location Last Fri. of each month 9:00 am - 11:30 am	Cupboards of Love First United Methodist Church 734 Route 222, Cortland, NY 13045 607-756-5426 Open to community Open: Wednesdays 3:30 - 5:30 pm (Mark)

Cincinnatus Cortland-Chenango Rural Services Food Pantry 2704 Lower Cincinnatus Rd, Cincinnatus, NY 13040 607-863-3828 Residents only MON.-FRI. 9:00am-5:00pm Saturday, 9:00am-Noon	Homer Homer Methodist Church 16 Cayuga St., Homer By appt. only 749-3260 Tues. 10:00 am - 12:30 pm Homer residents only Tiny - 749-7159 Tonia - 591-2093	Cortland Bible Baptist Church Rte. 281 at Lauder & MacGregor Streets 607-756-7716 Use MacGregor Street Entrance 4th Wednesday 5:00 pm - 6:30 pm Open to community
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Homer St. Margaret's Church 14 Copeland Avenue Homer, NY 13077 607-749-2542 - Call ahead please Open: APPT. ONLY Homer, Scott, Preble residents	McGraw Community FP McGraw Methodist Church 20 East Main Street McGraw, NY 13101 607-836-6802 Open: Thursdays 6:00-7:00pm Open to community	Marathon Town Hall, PO Box 824, Marathon, NY Mary Bliss 607-849-3217 or 607-849-3230 Pantry: Tues. & Fri. 4:00-5:30 pm Surplus Food 2nd Thursday of the month
Spafford/Scott Scott United Methodist Church 6816 Rte 41, Homer, NY 13077 607-749-7973 (Dobie) 3rd Friday 1:00-5:00pm Serving Scott/Spafford residents	Virgil Virgil Food Pantry "The Lord's Cupboard" United Methodist Church 607 756-2776 (Judy Pierce) Open 3rd Sat. - 10:00 am - 12:00 noon Virgil Residents only	Harford Harmony Methodist Church Rte. 221 844-4269 (Melinda) Pantry Open 2nd Friday 3:30 pm - 5:30 pm



The Cortland County Retired and Senior Volunteer Program (RSVP) recruits individuals 55 and older to perform volunteer service through local non-profit organizations. The Corporation for National and Community Service, the federal funding source for RSVP, requires that recruitment efforts be focused in six priority areas. Following is a list of our six focus areas and example jobs.

Education

- Headstart classroom assistance
- Mentoring disadvantaged youth

Healthy Futures

- Meals on Wheels assistance
- Leading designated Health and Wellness classes
- Assisting at local Food Pantries

Veterans and Military Families

- Assisting with transportation through D.A.V. van driving

Environmental Stewardship

- Assisting at local Drug Take-Back Days

Economic Opportunity

- Assisting with Adult Literacy Program
- Assisting with Habitat for Humanity

Disaster Services

- Assisting with local and national disasters
- Assisting with preparation for local disasters

Benefits to joining RSVP include:

- Volunteers can choose from the type of activities available that appeals to them and the time they would like to dedicate to it.
- Local volunteers will be part of a national story, showing how volunteers are helping their community solve challenging issues.
- Volunteers are covered by an accident and liability insurance while on assignment.
- Volunteers can receive assistance with incidental expenses, such as mileage reimbursement.

Cortland County RSVP is sponsored by Cortland County, New York State Office for Aging, and the Corporation for National and Community Service.

For more information, call (607) 753-5057 or email at rsvp@cortland-co.org.

VETERANS SERVICES

Cortland County Veterans Service Agency

This agency is available to counsel and serve veterans, their widows and children, and to help obtain all benefits to which they are entitled under federal, state and local laws.

The office is located in the County Office Building, 60 Central Avenue, Cortland, NY, Room 108A
Telephone: (607) 753-5014

DAV Transportation

Cortland County veterans who have appointments at the Syracuse VA hospital and need transportation can contact the DAV Transportation Office to arrange a pick-up time. Veterans should call as far in advance of their appointment as possible (at the minimum - three days in advance).

The DAV will want to know the following information: Veteran's name, address and telephone number along with the date and time of the appointment, the clinic where the appointment is being held, and the last four digits of the veteran's social security number.

Also, if a wheelchair or walker is required, let the Transportation Office know so that the appropriate accommodations can be arranged.

The DAV Transportation Office may be reached by calling 1-800-792-4334, ext. 54352. The office is open from 9:00 am to 2:00 pm Monday through Friday.

Transportation to Freeville call (607)591-7425

MISCELLANEOUS

Outreach

The Area Agency on Aging's mission includes providing a coordinated system of programs and services on behalf of all senior citizens of Cortland County. The agency meets this objective by offering educational programs and technical assistance with applications in the office, at community sites, at in-home visits and at our eight senior centers.

Common topics for outreach include:

- Health insurance counseling
- Energy assistance programs
- Property tax exemptions
- Farmers' Market Coupon distribution
- Caregiver Enrichment Series
- NY Connects Choices for long term services and supports

For more information call the Area Agency on Aging at (607) 753-5060.

Newsletters

The Area Agency on Aging publishes two newsletters:

- The Senior News is published bimonthly and is distributed by mail or e-mail to individuals and/or caregivers who are providing care to persons 60 and older who live in Cortland County. The Senior News provides information on current topics and local events of interest to seniors and on topics and events that provide support to caregivers. To subscribe call (607)753-5060.
- The RSVP Messenger is published three times a year and distributed by mail to individuals enrolled in the RSVP program in Cortland County. The RSVP Messenger provides information on volunteer opportunities and recognition of current volunteers.

The newsletters are provided at no charge, but donations to defray printing and mailing costs are appreciated. These newsletters are also available on the agency website.

Services for the Vision Impaired

Association for Vision Rehabilitation and Employment (A.V.R.E.)

The A.V.R.E.'s Senior Vision Services program is designed for people 55 and older who have developed severe vision loss. The program is staffed by specialists who understand the particular issues of older people with vision impairment. A person does not have to be legally blind to receive the services, but the vision loss needs to be severe.

Individuals with serious visual impairment are provided with information, assessment and training to help them care for themselves at home. A.V.R.E. also provides training in Independent Living Skills, orientation and mobility, ACCESS-Tech and counseling services to people with vision changes. Additionally, the program provides low vision glasses and adaptive equipment to enhance a person's ability to function. Home visits are made in Cortland County.

Services are available to residents of Broome, Chemung, Chenango, Cortland, Delaware, Otsego, Schuyler, Tioga, and Tompkins Counties.

To contact: (607) 724-2428
174 Court Street, Binghamton, NY 13901 or
www.avreus.org

Vision Support Group

The Vision Support Group meets monthly at the County Office Building, 60 Central Avenue, Cortland. Fellowship, networking, information, and family support are offered. Visually impaired persons of all ages and their family members are welcome to join the group.

For more information please call the Area Agency on Aging at (607) 753-5060.

Elder Abuse Awareness

Elder abuse can take the form of physical abuse, emotional abuse, neglect, sexual abuse, or financial exploitation. Education, awareness and prevention are addressed by the Area Agency on Aging through presentations at senior centers and community groups as well as through the media and the agency newsletter. Booklets and brochures are also available at the Area Agency on Aging.

For more information, please call the Area Agency on Aging at (607) 753-5060.

If you are concerned about the safety of an elder individual or suspect abuse in any way, call the Department of Social Services Adult Services at (607) 753-5265.

Employment and Training Services

There are many programs available to assist seniors in securing the training and support necessary to update their skills to compete in the current job market.

- ***Cortland Works! Career Center*** is a multi-agency career/job search center that provides one-stop assistance in securing employment for individuals of all ages. Services include computer and library resources, counseling, training and workshops, and resume preparation.

Located at 99 Main Street, Cortland, NY 13045

Call: (607)756-7585

www.cortland-co.org/152/Cortland-Works-Career-Center

- ***Senior Community Services Employment Program (SCSEP)*** is a program that provides training opportunities for low-income individuals age 55 and older. Participants work an average of twenty hours per week in public or not-for-profit agencies updating their skills and learning new ones, with the goal of transitioning to unsubsidized employment.

Contact Cortland Works! Career Center at (607) 756-7585, Ext. 3253

“A Proud Partner of the American Job Center Network”

Empire Pass

The Empire Pass provides unlimited day use entry to most of New York State’s parks and recreational facilities. The Pass provides access to 180 state parks, 55 Department of Environmental Conservation (DEC) forest preserve areas, as well as boat launch sites, arboretums and park preserves. Passes can be purchased for one year, multi-year or a lifetime.

New for 2017: Annual Empire Pass Card.

This is a wallet card that can be shared by household members. The cost is \$80.

Annual Empire Pass Decal:

Cost is \$65. This is a decal, affixed to a vehicle that allows entry of the vehicle and its occupants.

How to purchase:

- Online: Order at <https://shop.parks.nygov/>
- Phone: Call (518) 474-0458 during normal business hours. Credit card needed.
- In-person: At any state park or state park regional office. Cash, credit card, check, MO accepted
- By mail: Complete and mail an application (available online at parks.ny.gov/admission/documents/EmpirePassportApplication.pdf) with a check or money order payable to NYS Parks and mail to:
 Empire Pass
 New York State Parks
 Albany, NY 12238

Help to Pay for Telephone Service

There is assistance available to help individuals reduce their monthly phone charges. Eligible individuals may choose from one of the following:

Lifeline Discount Program: To be eligible for the lifeline discount you must be receiving assistance from one of the following programs: HEAP, Food Stamps, Medicaid, SSI, Safety Net Assistance or Family Assistance, or your total household income is at or below 135% of the Federal Poverty Guidelines. Total savings and benefits will vary depending on your phone company. To apply for the lifeline discount, contact your telephone service provider (the number appears on your bill). The Lifeline discount is applied to your home telephone number (landline).

Contact information:

- Verizon customers 1-800-837-4966 or www.verizon.com/lifeline
- Frontier customers 1-800-921-8101 or www.frontier.com/discountprograms
- Time Warner Cable customers dial 611 from your TWC phone or 1-800-892-2253
- Area Agency on Aging (607) 753-5060

Assurance Wireless

- Provides a free cell phone and 350 free minutes each month, unlimited free texts, and 500MB free data each month. Qualifications include participation in any of the following programs:
 - Medicaid
 - Food stamps/SNAP
 - Supplemental Security Income
 - Temporary Assistance for Needy Families
 - Section 8 Housing Assistance
 - Home Energy Assistance (HEAP)
 - Family Assistance
 - Safety Net Assistance
 - Free School Lunch Program
- Or your total household income is at or below 135% of the Federal Poverty Guidelines

Contact information:

- Assurance at 1-888-898-4888 or www.assurancewireless.com
- Area Agency on Aging (607) 753-5060

SafeLink Wireless Lifeline Service

- Provides a free cell phone and 350 free minutes each month, unlimited free texts, and 500MB free data each month. Qualifications include participation in any of the following programs:
 - Medicaid
 - Food stamps/SNAP
 - Supplemental Security Income
 - Temporary Assistance for Needy Families
 - Section 8 Housing Assistance

- Home Energy Assistance (HEAP)
- Family Assistance
- Safety Net Assistance
- Free School Lunch Program
- Or your total household income is at or below 135% of the Federal Poverty Guidelines

Contact information:

- Safelink at 1-800-Safelink or www.safelinkwireless.com
- Area Agency on Aging at (607)753-5060

Help to Pay for Cable

There is assistance available to help individuals reduce their monthly cable charges. Eligibility for this discount is as follows:

- You must be 65 years or older
- Must have the Standard TV package with nothing else (no phone, internet etc.)
- Discount is only for customers in the City of Cortland, Town of Cortlandville, Town of Virgil, Village of McGraw, Village of Homer, and Town of Homer (does not cover Marathon or any other townships or villages in Cortland County)
- Income qualifications vary by location

Contact information:

- Area Agency on Aging at (607)753-5060

Confident Woman Boutique

Provides the services of a certified and trained fitter to assist women in choosing post mastectomy breast forms and garments that will assist them to recover and feel good about the way they look. Choices of prosthesis, camisoles, bras, and other supplies are available.

Referrals are accepted from patients, physicians, and other sources.

Insurance including Medicare and Medicaid may cover the products provided when coverage guidelines are met. Products may also be purchase privately.

For more information: Call (607) 756-3800 between 8:30 am and 4:30 pm, Mon - Fri for appointment.

The Confident Woman Boutique is a part of Cortland Regional Home Health Services, located at 160 Homer Ave., Cortland, NY 13045

Snow Shoveling

Seniors who are financially able to pay for snow removal services may call the Area Agency on Aging at (607) 753-5060 for a Workers Exchange List for names and phone numbers of providers, or check the Yellow Pages under "snow removal".

Home Delivery

The following area stores offer delivery service for area residents:

Grocery Stores

Homer IGA Foodliner
7 S. Main Street
Homer, NY 13077

(607) 749-3311 (Call by 9:00 am Thursday)
\$3.00 delivery fee
Delivery Thursday only to Cortland/Homer area

P & C Fresh
160 Clinton Ave.
Cortland, NY 13045
(607)753-8479

To access online order and/or delivery service
go to www.rosieapp.com
Can order and pick up at the store daily
Delivery service provided on Thursday only

Gregg's Market
28 Cortland Street
Marathon, NY 13803

(607) 849-3277
Delivery within the village limits of Marathon
Call for availability

Walmart
819 Bennie Rd
Cortland, NY 13045
(607) 756-1776

Can order online at www.walmart.com and
have items shipped UPS.
Free shipping if over \$50.

Pharmacies

Kinney Drugs
3656 Rte. 281
Cortland, NY 13045
(607) 753-9359

Free prescription delivery Mon - Fri
Delivery of non-prescription items will be
charged \$2.00 for delivery
Will deliver to Cortland/Homer area
Monday-Friday afternoons
Delivery to Marathon and Cincinnatus area
Monday, Wednesday, and Friday afternoons
Delivery to the Groton area Thursday
afternoons

Kinney Drugs
14 Clinton Ave.
Cortland, NY 13045
(607) 753-1591

Free prescription delivery Mon-Sat
Delivery of non-prescription items without a
prescription will be charged \$2.00 for delivery
Will deliver to Cortland/Homer area daily,
Mon -Sat
Delivery to McGraw area some Fridays

Walgreens
3948 State Rte. 281
Cortland, NY 13045
(607) 756-8489

No new customer deliveries
Delivers only to customers who have had
delivery in the past
Deliveries on Mon & Thurs only

Full Service Gas Stations

Express Mart
34 S. West Road (Rte. 281)
Homer, NY 13077
(607) 749-4273

City of Cortland Garbage Bags

The AAA is the only location that sells the small City of Cortland garbage bags (blue bags). They fit a small wastebasket, and are available for \$1.50 each. Stop in the AAA in room B-4 of the County Office Building at 60 Central Avenue, Cortland.