

# 2019

## 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://aging.cortland-co.org>
  - 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](mailto: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 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](http://www.hiicap.state.ny.us)
- Medicare website at [www.medicare.gov](http://www.medicare.gov)
- 1-800-Medicare (1-800-633-4227)
- Social Security website at [www.ssa.gov](http://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
  - 2019 monthly premium is \$135.50 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 2019 - \$47.00
  - 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 25<sup>th</sup> 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](http://www.ssa.gov)
- Call Railroad Retirement Board at 1-877-772-5772
- Visit the Railroad Retirement Board website at [www.rrb.gov](http://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](http://www.medicare.gov)
- [www.medicarerights.gov](http://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 2019 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	\$859	\$15,450
2	\$1,267	\$22,800

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

	<u>MONTHLY INCOME</u>	<u>RESOURCE LEVEL</u>
*Community-based spouse	\$3,160.50	\$74,820
Institutionalized person	\$50	\$15,450

\*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](http://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 Assistance Program**

The NYS Prescription Assistance Program (PAP) 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 75% at more than 68,000 pharmacies.

For further information:

- Call 1-800-931-2297
- A HIICAP counselor at the Cortland County Area Agency on Aging at (607) 753-5060
- Visit the website at [www.newyorkrxcard.com](http://www.newyorkrxcard.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.proactrxsavings.com](http://www.proactrxsavings.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](http://www.pparx.org)
- Call a HIICAP counselor with the Cortland County AAA 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	\$1,538	\$14,100
2	\$2,078	\$28,150

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](http://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	\$1,032
2	\$1,392

- **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	\$1,234
2	\$1,666

- 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	\$1,386
2	\$1,872

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 New York State Marketplace Exchange was created to assist individuals in reviewing the various insurance policies available through the Affordable Care Act and assist in enrolling into a plan.

The Marketplace gives you a way to compare health insurance plans so you can choose the one that's right for your health needs and your budget. The Marketplace will also see if qualify for free or low-cost coverage from Medicaid, the Essential Plan or Child Health Plus.

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](http://www.planaheadny.com)
- **New York State Office for the Aging**
  - [www.aging.ny.gov](http://www.aging.ny.gov)
- **New York State Department of Health: Partnership for Long Term Care**
  - [www.nyspltc.org](http://www.nyspltc.org)
- **National Clearinghouse for Long Term Care Information**
  - [www.longtermcare.gov](http://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](http://www.nyspltc.org) or by calling 1-866-950-7526.

## **Social Security Administration**

To contact the Social Security Administration

- National: 1-800-772-1213 (TTY 1-800-325-0778) from 7:00am -7:00pm Monday-Friday
- Local Office for Cortland County Residents:  
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](http://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 2019, the maximum federal SSI payment for an eligible individual is \$771 per month and \$1,157 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](http://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](http://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](http://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 \$86,300. Income is based on the applicants' second prior year's income. For instance, on the 2019 assessment roll, income eligibility is based on your 2017 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. All property owners who are eligible must apply by March 1.

## What's new

### For Basic STAR:

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](http://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.

### For Enhanced STAR:

Beginning in 2019, if you are applying or reapplying for the Enhanced STAR exemption, you must enroll in the Income Verification Program (IVP). You only need to enroll once, and you will receive the exemption each year, as long as you are eligible.

For more information contact:

- [www.tax.ny.gov](http://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. Property owners who are eligible must re-apply each year. All deadlines are now March 1<sup>st</sup>.

For more information:

- [www.tax.ny.gov](http://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](http://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	\$2,023
2	\$2,743
3	\$3,463

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](http://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](http://www.myBenefits.ny.gov)
- [www.fns.usda.gov/snap/](http://www.fns.usda.gov/snap/)
- [www.otda.ny.gov/programs/food-stamps/](http://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 2018-2019 HEAP season are as follows:

Household Size	Maximum Monthly Income
1	\$2,391
2	\$3,127
3	\$3,863

Emergency HEAP benefits, pending funding, are available through the Department of Social Services for those with a utility disconnection notice, have less than seven days' 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, 2019. 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](http://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. Access to Home now includes a program for veterans.
- ACS: A fee for service program. A contractor does e-mods on a self-pay basis. The program is based specifically on the needs of children.
- McDonald grant: Extreme emergency program for e-mods. Low income eligibility, but has to be deemed an extreme safety issue; based on funding availability.
- Medicaid Waivers: NHTD (Nursing Home Transition and Diversion) and TBI (Traumatic Brain Injuries) may include home and vehicle modification. Must have Medicaid.

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

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](http://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

## Housing Options

### *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

Riverview Apartments  
8-10 Riverview Ave  
Cortland, NY 13045  
(607) 344-3190

*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](http://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) 213-3705

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

#### Enriched Housing

Walden Place  
A Senior Lifestyle Community  
839 Bennie Road, Cortland NY 13045  
(607) 756-8101      [www.seniorlifestyle.com](http://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](http://www.cortlandparkrehab.com)

Guthrie Cortland Nursing & Rehab Center  
134 Homer Avenue  
Cortland, NY 13045  
(607) 756-3900  
[www.cortlandregional.org](http://www.cortlandregional.org)

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

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

For more information regarding the residential care facilities listed above:

- NY Connects (607) 756-3485, (607) 423-0345 or (800) 342-9871
- You may also view detailed information about past performance of Medicare and Medicaid certified skilled nursing facilities at [www.medicare.gov](http://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

Not available at this time.

### **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 problems only.

Eligibility is based on income, family size, and the nature of the civil problem.

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.  
1 North Main St Suite 308;  
Cortland NY 13045  
Phone: 607-753-1134  
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://aging.cortland-co.org>.

NY Connects and the Independent Living Center, Access to Independence have entered into partnership to provide service to individuals in Cortland County. Access to Independence/NY Connects can be reached at (607) 423-0345.

## 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 quarterly newsletter.
- Caregiver Respite Programs: Limited Respite for family caregivers with homecare 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 persons who are at risk for wandering due to Alzheimer's disease or related dementia, autism or Down syndrome.

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

## Support Groups

### Addiction:

#### Al-Anon

- A group for families and friends of alcoholics.
- Sunday 7:30pm at Grace & Holy Spirit Episcopal Church; 13 Court St. Cortland
- Monday 7:30pm at Homer Congregational Church
- Thursday 7:30pm at Cortland YWCA, 14 Clayton Ave.

#### Alateen

- A group for teens who are affected by someone's alcoholism.
- Thursdays 6:30 pm at Cortland YWCA, 14 Clayton Ave.

#### Alcoholics Anonymous (AA)

- A 12-step alcohol addiction recovery group - check website or call for a recording of meeting times.
- (607)753-1344 or [www.alcoholics-anonymous.org](http://www.alcoholics-anonymous.org)

#### Overeaters Anonymous

- A fellowship of individuals who share experiences, strength and hope to recover from compulsive overeating.

- Mondays at 7pm and Saturdays at 8am at the Guthrie Cortland Medical Center, in the basement, Conference Room B
- [www.aa.org](http://www.aa.org)

## **Caregivers**

### Alzheimer's Caregiver Support Groups

- For caregivers of people with dementia
  - Cortland:
    - 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
  - Marathon:
    - Meets monthly at Peck Memorial Library, 24 W. Main St. Marathon; meets the fourth Thursday of each month at 2:00.
    - For more information call (607)289-4098.
  - Online Support Group
    - Join ALZConnected, the online Alzheimer's Association online community for everyone affected by Alzheimer's at <https://www.alzconnected.org> or contact the Alzheimer's Foundation of America's toll-free helpline at 866-232-8484.

### CNY Disability Support Group

- Open to caregivers, families and people with all types of disabilities
- Second Wednesday of the month from 4-5pm at Access to Independence in the ATI Community Room
- Sponsored by Access to Independence of Cortland County
- For more information call Sue Lewis (607) 753-7363) or [susan.lewis@aticortland.org](mailto:susan.lewis@aticortland.org).

### Family Caregivers Support Group

- This is open to those who provide care and support for a loved one, friend or neighbor who is 60 or older.
- Meets monthly at Guthrie Cortland Medical Center, in the Basement Conference Room B, from 3:00 - 4:00 pm on the fourth Thursday of the month from January - October & on the 2<sup>nd</sup> Thursday of the month from November - December.
- For more information call Cortland County Area Agency on Aging (607) 753-5060- or join the online Family Caregivers Alliance support group at [www.caregiver.org/support-groups](http://www.caregiver.org/support-groups)

## **Bereavement**

### 607 Healing Hearts

- Grief support group for parents and guardians who have lost a child to overdose
- Third Monday of the month from 6-8pm at 28 North Main St. Cortland

### General Bereavement Support Group

- For individuals 18 years of age and older grieving a loss, facilitated by a bereavement counselor



- First and third Tuesday of the month 10:30am to 12pm at the Cortland Hospicare office, 11 Kennedy Parkway, Cortland
- For anyone 18 or older grieving a loss regardless of when the death occurred, or whether your deceased loved one received hospice services. Prompt arrival is appreciated. Registration is not required, but if this is your first time coming to the group please contact: Donna George, LMSW, FT, at 607-272-0212 or [dgeorge@hospicare.org](mailto:dgeorge@hospicare.org).

## **LGBT Support Groups:**

- For more information please call Colin Albro (607) 756-8970 x253 or [calbro@fcscortland.org](mailto:calbro@fcscortland.org)

### Gender Expression And Revolution (GEAR)

- A safe place to express, question, love, understand and talk. No matter who you are or where you fall on the gender spectrum, you are welcome here.
- Meets the first Thursday of the month at 6pm at Cortland Prevention Resources a division of Family Counseling Services, 165 Main St. Suite B, Cortland.

### Men's Group

- A peer run group for gay, bisexual, transgender, queer and straight ally men who get together to support one another.
- Meets the third Wednesday of the month, 6:00 pm at the Cortland Prevention Resources a division of Family Counseling Services, 165 Main St Suite B, Cortland

### Parents, Family & Friends of Lesbian & Gays (PFLAG) Cortland-Ithaca

- Are you seeking supportive people in your life but don't know where to turn? Try PFLAG!
- First Sunday of the month at 4 pm at The Interfaith Center, 7 Calvert St. Cortland.
- For more info, call (607) 423-1078.

### Sage Social

- Geared toward older LGBT
- Contact Hanna from Sage Upstate at 315-478-1923 or [hradclift@sageupstate.org](mailto:hradclift@sageupstate.org)

## **Mental Health**

### Power of Change Course

- Victims/survivors of domestic violence
- 1-12 week course
- Please call (607) 753-3639 to sign up.

## **Physical Health**

### Cancer Support Group

- For those of all ages coping with cancer.
- A Cancer Nurse Navigator from Guthrie Cortland Medical Center is available at meetings as a resource.
- Meets the last Wednesday of the month at 5:30 pm at Guthrie Cortland Medical Center in the auditorium and welcomes people who have any type of cancer and their family and friends.
- For more information call Carey Wilk, RN; Cancer Nurse Navigator at (607)753-3508.

### Diabetes Support Groups

- For diabetic individuals and their caregivers
- Meets at Guthrie Cortland Medical Center
- For more information call (607) 756-3591

### Vision Support Group

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

## **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  
607-213-3705

Elizabeth Brewster House  
41 S. Main Street  
Homer, NY 13077  
(607) 749-2442  
[www.brewsterhouse.org](http://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) 756-8101

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](http://www.cortlandparkrehab.com)

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

Guthrie Cortland Nursing  
& Rehabilitation Center  
134 Homer Avenue  
Cortland, NY 13045  
(607) 756-3900  
Respite Available

Crown Park for Nursing & Rehabilitation  
28 Kellogg Road  
Cortland, NY 13045  
(607) 753-6060  
[www.crownparkrehab.com](http://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 (Medical Day Program)
  - 134 Homer Avenue, Cortland, NY 13045
  - (607) 756-3916
  - [www.cortlandregional.org](http://www.cortlandregional.org)
- Adult Social Day Program (Adult social day program is non-medical).
  - Elizabeth Brewster House
  - 41 S. Main St.

- Homer, NY 13077
- (607)749-2442
- [www.brewsterhouse.org](http://www.brewsterhouse.org)
- Respite Available
- Liberty Resources (Social Day Program)
  - 149 South Main St, Cortland, NY 13045
  - (607) 218-6055
  - [thollenbeck@liberty-resources.org](mailto:thollenbeck@liberty-resources.org)

## 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](http://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](http://www.Sjhomecare.com)

Guthrie Cortland Home Care  
 134 Homer Ave.  
 Cortland, NY 13045  
 (607) 756-3646

### 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](http://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](http://www.classenhomehealth.com)

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

Elderchoice

Stafkings Healthcare Systems

19 Church Street  
Cortland, NY 13045  
1-800-HOMECARE  
(607) 753-7500 (Cortland)  
[www.elderchoiceinc.com](http://www.elderchoiceinc.com)

417 Electronics Parkway  
Liverpool, NY 13088  
(315) 432-5636  
[www.stafkings.com](http://www.stafkings.com)

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

Medical Registry of Central New York  
2105 W. Genesee Street  
Syracuse, NY 13219  
(315) 468-3239  
[www.medicalregistryofcnyinc.com](http://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](http://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  
1-888-343-3547  
TTY: 1-800-558-1125  
[www.fideliscare.org](http://www.fideliscare.org)

Nascentia Health (VNA)  
1050 W. Genesee St.  
Syracuse, NY 13234  
315-477-4663  
[www.nascentiahealth.org](http://www.nascentiahealth.org)

I Circle (Molina)  
860 Hard Road  
Webster, NY 14580  
1-844-424-7253  
TTY: 711  
[www.icirclecarecny.org](http://www.icirclecarecny.org)

### **Cortland Medical Supply**

- 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, lift chairs, walkers, canes, bathroom assistive devices, and many other supplies and equipment

For more information call:

- Cortland Medical Supply  
160 Homer Ave., Cortland, NY 13045  
(607) 756-3880  
Monday-Friday 8:00 am - 4:30 pm  
[www.cmhomehealthcare.com](http://www.cmhomehealthcare.com)  
[info@crmhomehealthservices.com](mailto: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](http://www.hospicare.org)  
11 Kennedy Parkway  
Cortland, NY 13045  
[www.cortlandhospice.org](http://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](mailto:info@aticortland.org) (email), or [www.aticortland.org](http://www.aticortland.org) (web)

## **Counseling Services**

### **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

Crescent Commons, 165 Main St., Suite A, 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](http://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](http://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](http://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 can be purchased from the Cortland County Area Agency on Aging, 60 Central Avenue, Cortland for \$6.00. 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. A new route has been created to service Byrne Dairy employees. Route 4 makes trips to this location at 6:00 am and 5:30 pm.

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  $\frac{3}{4}$  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](http://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.

## **Taxi Service and Other Specialized Transportation Options**

For more information on transportation options in Cortland County, including taxi service and specialized options, visit the Seven Valley Health Coalition's Mobility Management Program website at [www.way2go.org](http://www.way2go.org) or call (607) 756-4198.

## **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 contribution of \$3.00 for a lunch meal and \$4.00 for evening meals for those who are age 60 or older. (For people under age 60 who are accompanying someone who is 60 or older, there is a cost of \$6.00 for a lunch meal and \$7.00 for evening meals.) Contributions made for meals are completely voluntary. Contributions can be made on a daily, weekly, or monthly basis. Services will not be denied due to inability to contribute. Any and all contributions are greatly appreciated. Contributions 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 8:00am-3:00pm Thurs 8:00 am-7:30pm Breakfast: Monday & Thursday 8:00-9:00am	753-5166 753-5061
Harford	Creamery Hills Senior Complex , Creamery Rd., Harford	Monday-Thursday 8:30-2:30pm	844-3808
Homer	Town Hall 31 N. Main St., Homer	Monday 2:00-7:30pm Tues-Thurs 9:00am-2:30pm	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-3:00pm	836-8916
Scott	United Methodist Church Route 41, Scott	Monday-Thursday 8:30am-2:30pm Friday 6:00 am-12:00 pm	749-7973
Truxton	United Methodist Church Route 13, Truxton	Mon., Wed., Thurs. 8:30am-2:30pm 2 <sup>nd</sup> & 4 <sup>th</sup> Tues. 2:00-7:30pm 1 <sup>st</sup> & 3 <sup>rd</sup> Thurs. 6:00 am- 12:00 pm	842-6253
Willet/ Cincinnatus	Willet Town Hall Route 41, Willet	Monday-Thursday 8:00am-3:00pm Friday 6:00am – 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.

Mealtimes 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 Mealtimes 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.

### Community Food Pantries

<p>Catholic Charities 37 Central Avenue 756-5992 x 134 <b>Food Pantry</b> <b>Monday- Friday</b> <b>1:00 - 4:00pm</b> <b>open to community</b></p>	<p>Emergency Assistance Grace Christian Fellowship 1250 Fisher Avenue 749-3233 <b>Food Pantry</b> <b>2nd &amp; 4th Friday 10-12noon</b> <b>18 Main St.</b> <b>open to community</b></p>	<p>Helping Hands Cortland County Nutrition Program County Office Bldg., Room B-28 60 Central Avenue 753-5061 Sara Teeter <b>open to community</b> <b>Basement: 1st &amp; 3rd Fri. of Month</b> <b>9:00am - 12 noon</b></p>	
<p>Loaves and Fishes (Grace Episcopal Church) 13 Court St. 756-6195 (Kim Hill) *Soup Kitchen <b>Lunch: Mon., Tues., Thurs., 11:30-1:00pm</b> <b>Dinner: Wed., Fri. 4:00-6:00pm</b> <b>Bag Lunches: Sat 11:30am-12:00 Noon</b> Free Bread: Monday-Friday during meal times <b>open to community</b></p>		<p>Salvation Army 138 Main Street <b>open to community</b> 753-9363 Monday &amp; Friday 9-12pm + 1-3pm Tues, Wed &amp; Thurs. 9-12pm  Soup Kitchen: Wednesday 12-1pm</p>	
<p>First United Methodist Church "Cupboards of Love" 734 State Route 222 756-5426 <b>open to community</b>  <b>Food Pantry: Wednesday 3:30-5:00pm</b></p>	<p>Bible Baptist Church Route 281 at Lauder &amp; MacGregor 756-7716 <b>open to community</b> <b>4th Wednesday 5:00-6:30pm</b> use McGregor Entrance</p>	<p>Ukrainian Pentecostal Church 729 McLean Road 756-8255 <b>church members only</b> <b>2nd Saturday of the month</b> <b>5pm-9pm</b></p>	
<b>Harford</b>		<b>Homer</b>	
<p>Harmony Methodist Church Route 221 844-4269 (Melinda)  <b>Pantry:</b> <b>2nd Friday 3:30-5:30</b></p>	<p>Homer Methodist Church 16 Cayuga Street <b>Homer residents only</b> <b>Food Pantry</b> <b>Tuesday 10:00 am -12:30pm</b>  Call 749-3260 749-7159 (Tiny)</p>		<p>St. Margaret's Church 14 Copeland Ave. <b>Homer, Scott,</b> <b>Preble</b> <b>Pantry: For Emergencies Only</b> <b>Call for Appt.</b> 749-2542 - Toni</p>
<b>Marathon</b>		<b>McGraw Community FP</b>	<b>McLean</b>
<p>Old Town Hall PO Box 824 Marathon <b>Open to Community</b> <b>Every Tuesday 4-5:30pm</b>  Laurie Tebbie: 849-9727</p>		<p>McGraw Methodist Church 20 E. Main Street <b>Open to Community</b>  <b>Pantry: Every Thursday 6 - 7 pm</b>  <b>Paul Halstead: 836-8972</b></p>	<p>McLean Community Church 50 Church St. McLean 423-6962 Free Food Giveaway <b>4th Sat. of each month</b> <b>1:30-3:00pm</b></p>
<b>Spafford/Scott</b>		<b>Truxton</b>	
<p>United Methodist Church 743 Route 41 749-7973 <b>Residents only</b> <b>Food Pantry:</b> <b>3rd Friday 1:00-5:00 pm</b></p>		<p>Truxton Senior Center United Methodist Church Main St. 842-6253 Food Pantry: <b>Mon, Wed,Thurs 8:30-2:30pm</b> <b>Tues. 2-7pm</b></p>	
<b>Willet</b>		<b>Cincinnatus</b>	
<p>Town Hall - Willet Senior Center 863-4887 (Laurie Snyder) Food Pantry: 9:00am-2:00pm &amp; Friday 6-1pm</p>		<p>Cortland-Chenango Rural Services 2704 Lower Cincinnatus Road 863-3828 Joanne Brown-Garringer <b>Food Pantry: Mon, Wed, Fri, Sat 9-12pm, Tues 9-4, Thurs 9-7pm</b></p>	



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 English As A Second Language Program

**Disaster Services**

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

**Benefits to joining RSVP include:**

- Volunteers can choose from opportunities available that appeal 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 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](mailto: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.  
For transportation to Freeville call (607) 591-7425.

## Tompkins/Cortland County VA Outpatient Clinic

- Primary Care services for Veterans in Cortland County and surrounding area.
- Personal Care: A health care team provides primary care services at the clinic as well as routine diagnostic procedures and dietary services. Patients with specialized medical needs are treated at VA Health Care Upstate New York at Syracuse.
- Laboratory: Blood drawing and analysis services available.
- Prescriptions: Routine prescriptions processed through the mail. Emergency medicines provided.
- Behavioral Health Care services.
- Comprehensive Woman's Health Services: PAP screening, breast cancer screening, pregnancy testing

Hours of Operation: 8:00 a.m. to 4:30 p.m.

Address: 1451 Dryden Road; Freeville, NY      Phone: 607-347-4101      Fax: 607-347-4110

# 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.

## Newsletter

The Area Agency on Aging publishes one newsletter:

- The Senior News is published quarterly 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 or email [ccaaa@cortland-co.org](mailto:ccaaa@cortland-co.org).

The newsletter is 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](http://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. Educational programs and lunch provided.

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

### **Finger Lakes Library System**

The Finger Lakes Library System provides accessible services and materials which include Large Print Books, Audio Books, Accessible eBooks, Descriptive Videos, Braille Resources, Talking books and Braille Library, and mail options for homebound.

Cortland County Member Libraries:

Kellogg Free Library

5681 Telephone Rd Extension

PO Box 150

Cincinnatus, NY 13040

(607) 863-4300

Peck Memorial Library

PO Box 325 (24 Main Street)

Marathon, NY 13803

(607) 849-6135

Cortland Free Library

32 Church St

Cortland NY 13045

(607) 753-1042

Lamont Memorial Library

5 Main Street

PO Box 559

McGraw, NY 13101

(607) 836-6767

Phillips Free Library

37 South Main Street

Homer, NY 13077

(607) 749-4616

## **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 suspect elder abuse or have been a victim of elder abuse you should contact:

- Cortland County Department of Social Services - (607) 753-5265
- Cortland City Police Department - (607) 756-2811
- Cortland County Sheriff's Department - (607) 753-3311
- New York State Police - (607) 756-5604

## **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/cortlandworks.cortlandhome.asp](http://www.cortland-co.org/cortlandworks.cortlandhome.asp)

- ***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 Passport**

The Empire Passport is an annual pass providing unlimited day use vehicle entry to most of New York State's parks and recreational facilities.

- The cost for a 2019 Empire Passport is \$80 and is valid through December 31, 2019
- The Passport 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
- The Empire Passport is a vehicle entry pass and provides entry to everyone in the vehicle

## To apply:

- Order online at <http://nysparks.com/admission/empire-passport>
- Order by phone at (518) 474-0458 using a credit card
- Purchase at any state park or state park regional office
- Mail an application (available online at above internet address) with a check or money order to: Empire Passport  
New York State Parks  
Albany, NY 12238

## New York State Golden Park Program

If you are a New York State resident 62 or older, on any weekday (except holidays), you can obtain free vehicle access to most\* state parks, boat launch sites and arboretums and fee reduction to state historic sites and state-operated golf courses.

Simply present your current valid New York State Driver License or New York State Non-Driver Identification Card\*\* at the park entrance. **No application is required as your NY State Driver's License/Non-Driver ID Card serves as your pass.** For locations with pay stations, please contact the facility directly for information.

For information about facilities where this program is valid, contact the nearest state park, state park regional office or:

New York State Parks  
Albany, New York 12238  
518-474-0456

## 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](http://www.verizon.com/lifeline)
- Frontier customers 1-800-921-8101 or [www.frontier.com/discountprograms](http://www.frontier.com/discountprograms)
- Spectrum Cable customers 1-800-892-2253 or <https://www.spectrum.net/support/voice/new-york-life-phone-credit>
- Area Agency on Aging (607) 753-5060

### Assurance Wireless

- Provides a free cell phone and 350 free minutes each month, unlimited free texts, and 2 GB 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 1-888-321-5880 or [www.assurancewireless.com](http://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 1 GB 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](http://www.safelinkwireless.com)
- Area Agency on Aging at (607) 753-5060

## Help to Pay for Cable TV

There is assistance available to help individuals reduce their monthly cable television 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 purchased privately.

For more information: Call (607) 758-3880 between 6:00 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:

- **Instacart** – **CVS Pharmacy, Tops, and Price Chopper.** Instacart is a third party company that provides delivery services for participating pharmacies and grocery stores. Instacart is website based. The website is [www.instacart.com](http://www.instacart.com). Through this website you set up your account, choose the store you want to shop at, select the items you want to purchase, and place your order.

OR

For those who do not have internet access, you can place your order with Instacart by calling 1-888-317-8968. You need to have an account created online first with your credit card number attached to your account. For those who do not have online access, you may need to get assistance from someone you trust who can help you set up an online account.

- **Homer IGA Foodliner** (607) 749-3311  
Delivers on Thursday only to Homer and

Cortland. \$3.00 delivery fee. Call by 9am Thursday.

- **Gregg's Market** (607) 849-3277 Free delivery within the Village of Marathon.
- **Bill Bros. Dairy** (607) 836-4012 Free delivery within the Village of McGraw, Mon – Fri, 6am – noon.
- **Cincinnatus Home Center/Market** (607) 863-4175 Delivers to Cincinnatus/Willet area. Delivery fee starts at \$15.
- **P&C Fresh** – (607) 753-8479 In store pickup service only. No delivery service. Call to place your order and then pick it up (11 am-7 pm daily). Service fee of \$3.99.
- **Kinney Drugs Rte 281** (607) 753-9359 Free prescription delivery. Delivery fee of non-prescription items is \$2.00 if delivered without prescription. Delivers to Cortland/Homer/Cortlandville areas Mon – Fri afternoons. Delivers to Marathon &

Cincinnati area on Mon, Wed, and Fri afternoons.

- **Kinney Drugs Clinton Ave** (607) 753-1591 Free prescription delivery. Delivery fee of non-prescription items is \$2.00 if delivered without prescription. Delivers to Cortland/Homer area Mon – Sat. Delivers to McGraw on Friday

## **Full Service Gas Stations**

Express Mart/Speedway  
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.

## **Seven Valley Health Coalition**

The Seven Valleys Health Coalition is a rural health network actively promoting effective, efficient and accessible health and human services to its constituents. They accomplish this by promoting, sponsoring and fostering programs and activities aimed at improving the health and wellbeing of both the consumer and the coalition's participating agencies.

Programs provided include “Healthy Now”, “Way2Go”, “211”, “Diabetes Preventions”, “Cortland Counts”, “Think Again”, “Mighty Molar Program”, “Directory of Health Providers”, “Backpacks for Kids in Care”, and “Tedx Cortland”.

Located at 10 Kennedy Parkway; Cortland, NY 13045

Phone: (607) 756-4198

Website: <https://www.sevenvalleyshealth.org>

## **Catholic Charities of Cortland County**

Catholic Charities of Cortland County is a private, non-profit human service agency. Services are targeted to those affected by mental illness and substance abuse, people living in poverty, and delinquent and at-risk youth. Basic services include case management, residential services, and emergency assistance.

Located at 33-35 Central Avenue; Cortland, New York 13045

Phone: (607) 756-5992



## Information & Assistance

Free Language Assistance is available

Cortland County Area Agency on Aging  
[www.cortland-co.org/434/Area-Agency-on-Aging](http://www.cortland-co.org/434/Area-Agency-on-Aging)  
607-753-5060  
Fax 607-758-5528  
Weekdays 8:00a.m. - 4:00p.m.  
60 Central Ave  
Cortland NY 13045

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

## Grievance/Complaint Contacts

- Federal Communications Commission (FCC): 1-888-225-5322
- Federal Trade Commission (FTC): 1-877-FTC-HELP
- Americans with Disabilities (ADA):
  - Website: [www.ada.gov/filing\\_complaint.htm](http://www.ada.gov/filing_complaint.htm)
  - Mail: US Department of Justice  
950 Pennsylvania Avenue, NW  
Civil Rights Division  
Disability Rights Section – 1425 NYAV  
Washington, D.C. 20530
  - Fax: 1-202-307-1197
- Complaints about care:
  - Adult Care and Assisted Living: 1-866-893-6772
  - Home Care & Hospice: 1-800-628-5972
  - Hospital Patient Care: 1-800-804-5447
  - Hospital Patient and Treatment Center 1-800-804-5447
  - Medicaid Fraud Hotline: 1-877-87FRAUD
  - Managed Care (including commercial Health plans and Medicaid managed care):1-800-206-8125
  - Nursing Home Patient Care complaints: 1-888-201-4563
  - Office of Professional Medical Conduct: 1-800-663-6114
  - Ombudsman Program (Advocating for the rights of those in skilled nursing & adult care facilities): 1- 315-671-5108