

New York State's

# Resource Guide

for older New Yorkers



New York State  
Office for the Aging

Information on programs and  
services for older New Yorkers





The New York State Office for the Aging (NYSOFA) was created by Executive Order of the Governor in 1961 and was one of the first State Units on Aging in the nation. In 1965, the office was made an independent agency in the Executive Department and became the central state agency to plan and coordinate programs and services for the aging at all levels in both the public and private sectors.

The agency serves as an advocate for over 3.7 million New Yorkers age 60+. The office advocates for older persons at all levels of government and the private sector with the cooperation of concerned organizations and older New Yorkers.

The Office also:

- advises and assists the Governor in developing policies to help meet the needs of older New Yorkers and to encourage their full participation in the community;
- coordinates State programs and services for older New Yorkers;
- promotes public awareness of resources available to older New Yorkers;
- assists with the development of local programs; and
- fosters and supports studies, research and education on issues and concerns of older New Yorkers.

The New York State Office for the Aging administers programs funded under the federal Older Americans Act, as amended, and a variety of state-funded programs. In all these programs, preference is given to providing services to older persons who have been historically underserved, including those with the greatest economic or social need, with special emphasis on the needs of low income minority seniors.

The majority of programs are administered through local offices for the aging. There are 59 local offices that serve each county, the City of New York, the St. Regis Mohawk Indian Reservation and the Seneca Nation of Indians which includes the Cattaraugus and Allegany Reservations. Notably, these are the only Indian Reservations with offices for the aging east of the Mississippi River.

### **NYSOFA's Mission-**

The mission of the New York State Office for the Aging is to help older New Yorkers be as independent as possible for as long as possible through advocacy, development and delivery of person-centered, consumer-oriented, and cost-effective policies, programs and services which support and empower the elderly and their families, in partnership with the network of public and private organizations which serve them.

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## **Reaching Out To You**

### **Citizen Participation-**

The New York State Office for the Aging (NYSOFA) identifies issues and concerns of the public through its advisory committees, and through forums held throughout the state. These forums provide a way for older New Yorkers to inform the agency about issues important to them.

### **On TV-**

NYSOFA's award-winning cable TV program, "Aging and You," examines topics of interest to older New Yorkers and their families in a talk-show format. The program is broadcast on most public access channels in New York State and features experts in their fields. Check your local listings or call your cable company for dates and times, or view the show on our website.

### **On the Internet-**

NYSOFA's website contains a wealth of information to assist older New Yorkers and their families access programs and services: <http://www.aging.ny.gov/>

### **Help Line-**

NYSOFA Senior Citizens' Help Line -1-800-342-9871 is available to provide general information and assistance with connecting seniors and caregivers to local programs and services. Hours of operation for reaching a representative are 8:00 am - 4:00 pm Monday-Friday, with voice mail option during high volume call periods. Language line services are available. To connect directly with your local office for the aging see page 2-4.

## **Local Offices for the Aging**

You will encounter the phrase "Contact your Local Office for the Aging" throughout this Guide, and for good reason! Your county (or New York City's) office for the aging is your first stop in learning about, and applying for, the many services and programs that New York State and the federal government offer for older residents and their family members.

The people who work at your local office have the training, experience and local knowledge to help you access most of the opportunities mentioned in this Guide, or can direct you to the appropriate agency or organization. They can help you understand health insurance (including Medicare and Medicaid), legal matters (wills, estate planning, access to legal services) and how to manage your finances.

Your local office for the aging also works with a network of private contractors, charitable organizations, volunteers and local government agencies to provide a wide range of services to older people and their families in your community. These include, but are not limited to, congregate and home-delivered meals, nutrition counseling, employment and volunteer opportunities, senior centers, transportation, home heating and weatherization, and much, much more. Your local office will help you discover how older New Yorkers can live longer, healthier and happier lives.

If you are a caregiver, you will find a wealth of information and access to resources at your local office for the aging. Training and activities are readily available to help you better care for your loved ones. Support groups will put you in touch with other caregivers in your community who share the same challenges as you. You can also learn about your options for long term care in most of the state through the NY Connects program.

You will find the phone number for your local office for the aging on the next two pages.

## Local Offices for the Aging

Albany County Department for Aging	518-447-7177
Allegany County Office for the Aging	585-268-9390
Broome County Office for the Aging	607-778-2411
Cattaraugus County Department of the Aging	716-373-8032
Cayuga County Office for the Aging	315-253-1226
Chautauqua County Office for the Aging	716-753-4471
Chemung County Dept. of Aging & Long Term Care	607-737-5520
Chenango County Area Agency on Aging	607-337-1770
Clinton County Office for the Aging	518-565-4620
Columbia County Office for the Aging	518-828-4258
Cortland County Area Agency on Aging	607-753-5060
Delaware County Office for the Aging	607-746-6333
Dutchess County Office for the Aging	845-486-2555
Erie County Department of Senior Services	716-858-8526
Essex County Office for the Aging	518-873-3695
Franklin County Office for the Aging	518-481-1526
Fulton County Office for Aging	518-736-5650
Genesee County Office for the Aging	585-343-1611
Greene County Department for the Aging	518-719-3555
Herkimer County Office for the Aging	315-867-1121
Jefferson County Office for the Aging	315-785-3191
Lewis County Office for the Aging	315-376-5313
Livingston County Office for the Aging	585-243-7520
Madison County Office for the Aging, Inc	315-697-5700
Monroe County Office for the Aging	585-753-6280
Montgomery County Office for the Aging, Inc.	518-843-2300
Nassau County Dept of Senior Citizen Affairs	516-227-8900
New York City Department for the Aging	212-442-1000
Niagara County Office for the Aging	716-438-4020
Oneida County Office for Aging and Continuing Care	315-798-5456
Onondaga County Department of Aging & Youth	315-435-2362

Ontario County Office for the Aging	585-396-4040
Orange County Office for the Aging	845-615-3700
Orleans County Office for the Aging	585-589-3191
Oswego County Office for the Aging	315-349-3484
Otsego County Office for the Aging	607-547-4232
Putnam County Office for the Aging	845-808-1700
Rensselaer County Unified Family Services	518-270-2730
Rockland County Unified Family Services	845-364-2110
St. Lawrence County Office for the Aging	315-386-4730
Saratoga County Office for the Aging	518-884-4100
Schenectady County Dept. of Senior & Long-Term Care Services	518-382-8481
Schoharie County Office for the Aging	518-295-2001
Schuyler County Office for the Aging	607-535-7108
Seneca County Office for the Aging	315-539-1765
Steuben County Office for the Aging	607-664-2298
Suffolk County Office for the Aging	631-853-8200
Sullivan County Office for the Aging	845-807-0241
Tioga Opportunities Inc	607-687-4120
Tompkins County Office for the Aging	607-274-5482
Ulster County Office for the Aging	845-340-3456
Warren/Hamilton Counties Office for the Aging	518-761-6347
Washington County CARES	518-746-2420
Wayne County Department of Aging and Youth	315-946-5624
Westchester County Dept. of Senior Programs & Services	914-813-6400
Wyoming County Office for Aging and Youth	585-786-8833
Yates County Area Agency on Aging	315-536-5515
Seneca Nation of Indians Office for the Aging	716-532-5778
St. Regis Mohawk Office for the Aging	518-358-2963

## **Health Care Information**

### **Health Care-**

#### **Consumer Information & License Verification Service-**

You have the right to competent professional services. The State Education Department's Office of the Professions licenses and regulates 47 health, business and design professions. Professional misconduct and unlicensed practice of the profession are against the law. For information on recognizing and reporting professional misconduct or unlicensed practice, visit the web site at [www.op.nysed.gov](http://www.op.nysed.gov) or call 518-474-3817 (TDD/TYY: 518-473-1426) for a free "You Have the Right" brochure. If you believe a professional has committed misconduct, or you know of someone practicing a profession without a license,

call 1-800-442-8106 (for all professions other than physician, physician assistant or specialist assistant) or e-mail [conduct@mail.nysed.gov](mailto:conduct@mail.nysed.gov). To report physicians, physician assistants or special assistants, call the New York State Department of Health at 518-402-0836 or 1-800-663-6114.

### **Disease Prevention & Health Promotion Services-**

A variety of health services such as health screening, flu shots, medication management, nutrition counseling and physical fitness are offered through senior centers and congregate meal sites. For more information, including the location of senior centers and congregate meal sites, call your local office for the aging.

### **Health Care Proxy-**

The New York health care proxy law allows people of all ages to designate someone to make health care decisions on their behalf if they can no longer do so. Forms are available at local offices for the aging or call the Senior Citizens' Help Line at 1-800-342-9871; or on the web at <http://www.health.ny.gov/forms/>

### **Hospital Patients' Rights-**

Upon admission to the hospital, a patient should receive a copy of the Hospital Patient's Bill of Rights. This booklet is designed to help you understand what rights you have during your hospitalization regarding treatment, care and discharge planning.

### **Complaints about New York State Health Care Facilities & Diagnostic & Treatment Centers-**

The New York State Department of Health is responsible for checking acute and primary care facilities and nursing homes in New York State for compliance with Article 28 of the Public Health Law. A primary program for fulfilling this responsibility is the complaint review system. State Department of Health regulations allow individuals to register complaints (even anonymously) about the care and services provided by hospitals, diagnostic and treatment centers, nursing homes and other licensed facilities.

To initiate a complaint, you can call the toll-free number at 1-800-804-5447, or you can file a complaint in writing and send it to: New York State Department of Health, Centralized Hospital Intake Program, 433 River Street, Troy, New York 12180-2299

### **Patients' Rights for Medicare & Medicaid Participants-**

Island Peer Review Organization (IPRO) is a New York-based not-for-profit organization that contracts with the Centers for Medicare & Medicaid Services (CMS) to improve the quality of health care provided to New York State's Medicare beneficiaries. IPRO works to resolve beneficiary quality of care complaints and appeals to notices of non-coverage.

A quality of care complaint can be made about a number of issues, injury while in a nursing home or hospital, or developing bed sores from not being moved regularly.

If you live in New York and wish to file a quality of care complaint, please call 1-800-331-7767.

## **Long Term Care Ombudsman Program (LTCOP)-**

This program investigates and resolves complaints and concerns about long term care facilities such as adult homes, skilled nursing facilities, nursing homes and assisted living residences. Trained volunteers serve as certified ombudsmen who advocate for residents, assisting them, their families and the facilities in resolving problems. Technical assistance is provided by the New York State Long Term Care Ombudsman Program staff to 51 local programs with over 1,600 certified ombudsmen. These ombudsmen serve more than 180,000 long term care residents in the state. For more information about filing a complaint, call the Senior Citizens' Help Line at 1-800-342-9871, or visit us on the web at: [www.ltcombudsman.ny.gov](http://www.ltcombudsman.ny.gov)

## **Health Insurance**

### **Balanced Billing-**

In New York State, a physician who doesn't accept Medicare assignment cannot charge more than 5% above the Medicare-approved amount for covered services. However some routine office visits and any home visits are exceptions in which you must pay the Federal limit of 15% more than the Medicare-approved amount. For specific information on balanced billing, contact the Health Insurance Information, Counseling and Assistance Program (HIICAP) at 1-800-701-0501 or your local office for the aging.

### **Elderly Pharmaceutical Insurance Coverage (EPIC)-**

EPIC, administered by the New York State Department of Health helps many older New Yorkers pay for prescription drugs. It covers those who do not have adequate insurance coverage for prescription drugs and who are not eligible for Medicaid. EPIC is being coordinated with Medicare prescription coverage and works with Part D plans to provide services with additional coverage for prescription medication. To be eligible for EPIC, you must be a New York State resident age 65 or over, with an income of under \$35,000 (single) or \$50,000 (married). For more information, call the EPIC Help Line at 1-800-332-3742.

### **New York State Prescription Saver Card (NYP\$)-**

NYP\$ is a free pharmacy discount card that is sponsored by New York State. You can use the card at participating pharmacies to save up to 60% on generics and 30% on brand-name drugs. To be eligible, applicants must a) be a New York State resident between the ages of 50 and 65, or b) determined disabled by the Social Security Administration. In addition, an applicant's income must be under \$35,000 (single) or \$50,000 (married). For an application, contact your local county office for the aging or go to <http://nyprescriptionsaver.fhsc.com>

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

More than 500 trained HIICAP counselors located in county offices for the aging across the state are available to answer questions about Medicare, Medicare Advantage programs (managed care), Medicare prescription drug coverage, Medigap and other health and long term care insurance issues. Counseling is also available through a toll-free HIICAP HelpLine at 1-800-701-0501. Callers will be prompted to enter their zip code and will be routed to their local office for the aging to talk with a trained counselor. HIICAP is on the web at: [www.aging.ny.gov/healthbenefits](http://www.aging.ny.gov/healthbenefits)

## **New York State Partnerships for Long Term Care-**

The New York State Partnership for Long Term Care combines private long term care insurance with Medicaid to help people prepare financially for possible nursing home care, home care or other long term care services as specified under the policy. It allows New Yorkers to protect assets while remaining eligible for Medicaid Extended Coverage if their long term care needs exceed the period covered by their private partnership insurance policy. For information about the New York State Partnership for Long Term Care, call 1-888-697-7582, or log on to: [www.nyspltc.org](http://www.nyspltc.org)

## **Medicaid-**

This program provides medical assistance for people 65 or older, blind or disabled who are eligible for SSI or for those who have too little income and resources to meet their medical needs. As of January 1, 2006, people who have Medicare and Medicaid will receive prescription drugs through plans overseen by Medicare, but they will continue to receive their other health care services under Medicaid. For more on the Medicare Prescription drug benefits, see below.

Medicaid also pays for long term care services for people after they “spend down” their assets to qualify for benefits. For information contact your local Social Services District (see pages 31-32).

## **Medicare-**

Medicare provides health insurance for persons age 65+, certain disabled persons and those in final stages of renal (kidney) disease. The Social Security Administration takes applications for Medicare and provides information. To avoid penalty, apply during the period from 3 months before your 65th birthday month through 3 months after your birthday month.

## **Medicare has Four Programs-**

Hospital Insurance (Part A) – helps pay for inpatient hospital care, limited inpatient care in a skilled nursing facility, home health care and hospice care. Part A has deductibles and co-insurance, but most people do not have premiums for Part A.

Medical Insurance (Part B) – helps pay for doctor’s services, outpatient hospital services, durable medical equipment and a number of other medical services and supplies that are not covered by Part A. Part B has premiums, deductibles and co-insurance that you must pay yourself or through coverage by another insurance plan.

Medicare beneficiaries in many counties can choose to receive Medicare through “original” Medicare (also called fee-for-service or traditional Medicare), or join a Medicare Advantage Plan (also called a Medicare health maintenance organization or managed care plan). If choosing a fee for service plan, you must also arrange for separate prescription coverage.

Preventive Health Benefits – Medicare provides coverage under Part B for many health screening and preventative health tests including colorectal and breast cancer screening, diabetes screening, flu and pneumococcal vaccinations and smoking cessation among others (see your annual “Medicare and You” book). Identifying disease early increases the chance for improved

treatment outcomes and living a longer life. In 2007, NYSOFA implemented its Senior Health Check-Up initiative to promote awareness of these benefits and increase the use of health screenings and related preventive health services. One way we do this is through our HIICAP program which reminds callers of their benefits. Staying healthy makes good sense!

Medicare Advantage Plans (Part C) – are health plan options that are approved by Medicare and run by private companies. Some of these plans require referrals to see specialists. In many cases, the costs of services (co-pays) can be lower in a Medicare Advantage Plan than they are in the Original Medicare Plan with a Medigap policy. Medicare Advantage Plans provide all of your Part A (hospital) and Part B (medical) coverage and must cover medically necessary services. They generally offer extra benefits, and many include Part D drug coverage. These plans often have networks, meaning you may have to see doctors who belong to the plan or go to certain hospitals to receive services. Medicare Beneficiaries who have signed up for an Advantage Plan should check with their plan to see if they offer any benefits for hearing aids. Some Advantage Plans offer an allowance towards eyeglasses (which original Medicare does not cover) and may have other limited benefits available.

Medicare Prescription (Part D) – is prescription drug coverage for everyone with Medicare. This coverage may help lower prescription drug costs and help protect against higher costs in the future. It can give you greater access to prescription drugs that you can use to prevent complications of diseases and stay well. If you join a Medicare drug plan, you usually pay a monthly premium. These plans are administered by private companies approved by Medicare. Part D is optional, but if you decide not to enroll in a plan when you are first eligible, you may pay a penalty if you join one later. There are three ways to get Medicare prescription drug coverage: 1) Join a Medicare Prescription Drug Plan that adds drug coverage to the Original Medicare Plan, or 2) Join a Medicare Advantage Plan that includes prescription drug coverage as part of the plan; or 3) You get all of your Medicare coverage through these plans, including prescription drugs.

### **Medicare Savings Program-**

New York State and the federal government help low income Medicare beneficiaries with out-of-pocket expenses. Contact your local office for the aging to learn about Medicare Savings Programs. New plan choices are announced in October of each year.

Qualified Medicare Beneficiary Program (QMB) is for people with limited resources whose incomes are at or below the national poverty level. It covers the costs of the Medicare premiums, co-insurance and deductibles that Medicare beneficiaries normally pay out-of-pocket. Contact your local Department of Social Services (listed on page 31-32) for more information.

Specified Low Income Medicare Beneficiary Program (SLMB) is for people whose incomes are up to 120 percent of the poverty level. If you qualify for assistance under the SLMB program, you will not have to pay the Medicare monthly Part B premium. Contact your local Department of Social Services or HIICAP (see pages 31-33).

Qualified Individual 1 (Q1-1) is for Medicare beneficiaries of any age who have low income.

This program pays your Medicare Part B premium. You do not need Medicaid to get QI-1. Contact your department of social services for income limits for one person and two person households. If you qualify, you will not have to pay your Medicare Part B premium.

For help with Medicare, call your local office for the aging and ask to speak with a health insurance counselor; or contact The New York State Insurance Counseling and Assistance Help Line at 1-800-701-0501; or the National Medicare Help Line at 1-800-MEDICARE (1-800-633-4227) or TTY-TDD 1-877-486-2048. For information about Medicare on the web, go to: [www.medicare.gov](http://www.medicare.gov)

## Reporting Medicare or Medicaid Fraud-

Senior Medicare Patrol (SMP) is a federally funded program designed to combat health care waste, fraud and abuse. Every year Medicare/Medicaid loses billions of dollars to fraud. In New York State federal, state and local agencies work together to prevent this wasteful spending.

SMP's goal is to alert Medicare and Medicaid beneficiaries of illegal schemes and encourage them to examine their Medicare Summary Notices and report erroneous billing. SMP volunteers are trained to do presentations and help individuals who suspect false charges to their accounts. To report suspicious activities in your accounts call the SMO hotline at 1-877-678-4697. This 24-hour hotline utilizes tele-interpreter service which can interpret up to 150 languages.

## Medicare Preventive Health Screening Tests and Benefits

	Services	How Often?	Cost to Beneficiary
<input type="checkbox"/>	Annual Wellness Exam	Once every 12 months	Medicare pays 100%
<input type="checkbox"/>	"Welcome to Medicare" Physical Exam	Once within the first 12 months that you have part B	Medicare pays 100%
<input type="checkbox"/>	Abdominal Aortic Aneurysm Screening	Once for those at-risk	Medicare pays 100%
<input type="checkbox"/>	Bone Mass Measurement	Every 24 months for those with certain medical conditions	Medicare pays 100%
<input type="checkbox"/>	Cardiovascular Screening	Once every 5 years	Medicare pays 100%
<input type="checkbox"/>	Cervical Cancer Screening (Pap Smear and Pelvic Exam)	Once every 24 months or every 12 months for those at high-risk	Medicare pays 100%
<input type="checkbox"/>	Colorectal Cancer Screening	Frequency based on test for those age 50 and older Ask your Doctor	Medicare pays 100% for most tests
<input type="checkbox"/>	Diabetes Screening	One to two per year based on risk factors Ask your Doctor	Medicare pays 100%
<input type="checkbox"/>	Diabetes Self-Management Training	Education for those with diabetes--doctor must provide written order	20% of Medicare approved amount (subject to deductible)
<input type="checkbox"/>	Flu Shot	Once per Flu Season	Medicare pays 100%
<input type="checkbox"/>	Glaucoma Screenings	Every 12 months for those at-risk	20% of Medicare approved amount (subject to deductible)

changed since 1.01.11



## Medicare Preventive Health Screening Tests and Benefits (continued)

<input type="checkbox"/>	Hepatitis B Shot	Based on risk factors Ask your Doctor	Medicare pays 100%
<input type="checkbox"/>	HIV Screening	Once every 12 months	Medicare Pays 100% for the test (subject to 20% co-pay for doctor's visit)
<input type="checkbox"/>	Breast Cancer Screening (Mammogram)	Every 12 months for women age 40 and older	Medicare pays 100%.
<input type="checkbox"/>	Medical Nutrition Therapy	Two hours per year for people with diabetes or kidney disease or with kidney transplant	Medicare pays 100%.
<input type="checkbox"/>	Pneumococcal Shot	Usually once in lifetime	Medicare pays 100%.
<input type="checkbox"/>	Prostate Cancer Screening	Once every 12 months for men aged 50 and older	Medicare pays 100% based on test
<input type="checkbox"/>	Smoking and Tobacco Cessation	Up to 8 face-to-face visits per year with qualified doctor	Medicare pays 100%

changed since 1.01.11

## Nutrition

Good health requires good nutrition! These programs help older adults maintain nutritious diets and provide for socialization and referral to other services/programs.

### **Congregate Meals-**

Healthy, nutritious meals in a congregate setting are offered to New York's elders age 60+ (and spouses of any age) up to five days a week. Allied services include nutrition education, nutrition counseling and transportation. More than 1,000 locations offer congregate nutrition in New York State. They are located in senior centers, senior clubs, senior housing complexes, town halls and other facilities. Contact your local office for the aging (pages 2-4).

### **Home-Delivered Meals-**

Home-delivered meals are available to eligible homebound older persons age 60 or older (spouses and disabled dependents of any age who live with a disabled person). Allied services include nutrition education and nutrition counseling. Based on client assessments, older persons may receive a wide variety of other services, as well. For more information about this program, contact your local office for the aging.

### **Food Stamps-**

This federally-sponsored program helps persons with low-incomes buy food or meals to stay healthy. Instead of coupons, recipients now receive a debit card for purchases. For information, contact your local office for the aging, department of social services (see pages 2-4, 31-33) or in New York City the Human Resources Administration Infoline at 1-718-557-1399 or on the web at [mybenefits.ny.gov](http://mybenefits.ny.gov).

### **Senior Farmers' Market Nutrition Program (SFMNP)-**

The Senior Farmers' Market Nutrition Program (SFMNP) gives eligible, low-income older adults free coupons that can be exchanged for eligible foods at local farmers' markets. The program encourages consumption of fresh fruits and vegetables. Coupons are available in July,

on a first come, first served basis, for use through November. For information and location of farmers markets, call your local office for the aging.

### **Determine Your Nutritional Health-**

Answer the following questions to determine your nutritional health or the health of someone you love. Read each statement. For every one that applies to you, circle the number to the right of the statement. Total the circled numbers and check your score.

-I have an illness or condition that me change the kind and/or amount of food I eat: 2 points

-I eat fewer than 2 meals a day: 3 pts.

-I eat few fruits or vegetables or milk products: 2 pts.

-I have 3 or more drinks of beer, liquor or wine almost every day: 2 pts.

-I don't always have enough money to buy the food I need: 4 pts.

-Tooth or mouth problems make it difficult to eat: 2 pts.

-I eat alone most of the time: 1 pt.

-I take 3+ different prescribed or over-counter drugs a day: 1 pt.

-Without wanting to, I have lost or gained 10 pounds in the last 6 months: 2 pts.

-I am not always physically able to shop, cook or feed myself: 2 pts.

**Your point total:** Total your nutritional score. **If it's 0-2 Good!**

**3-5** You are at moderate risk. See what can be done to improve your eating and lifestyle. Your local office for the aging, senior nutrition program, senior citizens center or health department can help.

**6+** You are at high nutritional risk. Bring this checklist when you see your doctor, dietician or other qualified health or social service professional. Talk with them about any problems you may have. Ask for help to improve your nutritional health.

Recheck your score in 3 months.

### **Fitness & Wellness**

Fitness and wellness programs are available at many senior centers, congregate meal sites and other local sites. Your local office for the aging also has information on medication management, health fairs, flu shots and more.

### **HIV & AIDS-**

Older New Yorkers should be aware that they risk contracting HIV and AIDS just as much as younger people, and they are less likely to be diagnosed. Call the Department of Health Help Line at 1-800-541-AIDS.

### **Addictions-**

Older New Yorkers are as susceptible to alcohol and substance abuse as any other segment of the population. In addition, alcohol and drug use that previously has been without negative health and social consequences will be further complicated by changes in metabolism due to aging and the use of prescription over the counter drugs.

It is important to recognize that most people can gamble responsibly without negative consequences;

however, some individuals suffer enormous social, economic and psychological implications from compulsive gambling, also known as pathological gambling. Compulsive gambling is considered a “hidden addiction” because there are no outward warning sign of a problem. Unlike chemical dependencies, there are no breathalyzers or urinalysis to help determine a problem. New York State currently funds compulsive gambling treatment programs, prevention programs and one statewide outreach and education program. If you or someone you care about suffers from these conditions, contact the New York State Office of Alcoholism and Substance Abuse Services (see page 28-29 for a listing of regional offices). No one is too old to begin the recovery process.

### **Exercise Clubs-**

Many exercise clubs, racquet clubs and swim clubs offer discounts for seniors. Check with clubs in your area to see what discounts they may offer. Some Medicare Advantage Plans include membership as a benefit.

## **Legal Assistance For Older New Yorkers**

New Yorkers aged 60+ may access the State’s legal system by contacting their local office for the aging. Local offices provide counseling and assistance through legal service providers. Each office identifies a range of services and legal issues that are of concern to elders in their service area, working to increase access to legal assistance. They try to establish and maintain close working relationships with the legal Services Corporation serving the area, and local Bar Associations.

As people age, legal issues arise that need attention. Some face age discrimination at work; others become fraud victims. The following examples may help elders understand where to turn to for help:

### **Age Discrimination-**

Age discrimination is sometimes clear, but more subtle. It can occur in employment, housing, education and with your credit. If you have a question of whether you are being discriminated against because of your age and are 60+ or older, call our Help Line at 1-800-342-9871, the New York State Division of Human Rights at (718) 741-8400 or the Equal Employment Opportunity Commission at 1-800-669-4000 (TTY 1-800-669-6820).

### **Consumer Issues-**

Consumer frauds often target the older citizens. About 85% of the victims of telemarketing fraud are age 65+. Scams include, but are not limited to: home repair, foreign lottery or sweepstakes solicitations; investments; and charities fraud. Elders targeted by fraud should contact the New York State Attorney General’s consumer hot line at 1-800-771-7755, and also your county’s district attorney, who will prosecute offenders. The Consumer Protection Board Consumer Hotline is 1-800-697-1220 and you can check for scams on their web site at [www.nysconsumer.gov](http://www.nysconsumer.gov). You can also contact the State Insurance Department about abusive sales practices for Medigap insurance and the Centers for Medicare & Medicaid Services on Medicare Advantage Plans and Medicare Prescription Drug plans.

If you want to stop unwanted phone solicitations, have your telephone number added to the State and National “Do Not Call” registries. Contact your local office for the aging for information on how to register, as well as to obtain information on how to fight fraud and protect yourself and your home.

**Estate Planning-**

Information on estate plans, planning for incapacity and avoiding guardianship, surrogate health care decision making and financial management, tax implications/advantages in doing advance planning and choosing surrogate decision makers can be obtained through your local office for the aging.

**Guardianship-**

Information on New York’s guardianship law may be obtained through local offices for the aging or your attorney. You can learn about situations and procedures for appointments of guardians; authority the guardian may or may not have, such as health care decision making; and duties of the guardian and temporary guardianships.

**Mediating Disputes to Avoid Court-**

Not all disputes need to end up in court. The New York State Unified Court System works with local, non-profit organizations to provide mediation, arbitration, group facilitation and other dispute resolution options. These services are available in all counties, and enable citizens to develop their own solutions to issues. For more information, log on to <http://www.nycourts.gov/ip/adr/cdrc.shtml> or call 518-238-4351.

**Medicaid Eligibility-**

Do you have questions about Medicaid eligibility requirements, the use of trusts and other planning techniques, or liens against real property to recover Medicaid payment for long term care? Contact your local office for the aging and ask to speak to a HIICAP counselor or legal service provider to have your questions answered. NY Connects is another program that can help you with information and assistance in this area.

**Powers of Attorney-**

What’s involved in making and revoking durable powers of attorney, choosing an agent or determining powers that can be conveyed? (Powers of attorney cannot be used for health care decisions). What are the advantages/disadvantages of durable powers of attorney or springing powers of attorney? What are the duties of an agent under a durable power of attorney? Your local office for the aging can provide you information.

**Prison Families of New York, Inc.-**

If you have a loved one in prison, Prison Families of New York (PFNY) can help you. When you call, everything you tell them is confidential. They do not need to know your name or where you live. PFNY can help you locate a lost relative in prison, tell you about correspondence, phone calls and visiting, how to locate transportation and support for yourself in your community. PFNY may also know of other seniors in your area who also have loved ones in

prison and who might benefit from talking with you.

If you are taking care of your grandchildren while their parent is in prison, PFNY can help to find you the resources you may need to make life easier for you. Call 518-453-6659 or log onto their web site at <http://www.prisonfamiliesofnewyork.org/seniors.html>

## **Financial and Tax Assistance**

Cash benefits are available to eligible low income New Yorkers. To learn if you qualify for a cash benefit or other support, such as weatherization, food stamps or home energy assistance complete the application at [mybenefits.ny.gov](http://mybenefits.ny.gov) Emergency Assistance for Adults (EAA) helps meet emergency financial needs of people eligible for, or who are receiving Supplemental Security Income. EAA provides assistance in hardship situations, such as replacing lost, stolen or not received SSI checks, or providing funds to cover food needs or to prevent eviction or utility shut-off. Contact your local Department of Social Services (pages 31-32). In New York City, call the Human Resources Administration Infoline: 1-718-557-1399 or 311.

### **Real Property Tax Credit-**

The “Circuit Breaker,” New York State’s income tax credit program for eligible homeowners and renters, helps elderly and moderate income homeowners and renters who pay a disproportionate amount of property tax in relation to their household income. It works like a rebate for real property taxes. File New York State income tax form IT-214 for the credit/rebate, which is available through the Department of Taxation and Finance or your local office for the aging. To inquire about this program and to find out if you are eligible, contact your local office for the aging.

Other programs and credits that assist New York’s elders in keeping their tax liabilities within acceptable levels, especially when living on fixed incomes include,:

### **Local Real Property Tax Exemption-**

Homeowners age 65 and older may reduce their real property tax. Each locality sets its own maximum income standard (within limits set by law) at or below which an older property owner can qualify yearly for exemption. Contact your local assessor.

Persons with disabilities may also qualify for an exemption (even if they are younger than 65), but a person cannot receive both for the same municipal tax purpose. They can, however, receive other exemptions, such as those for School Tax Relief (STAR), veterans, etc. Check with assessors or clerks of your local governments and school district to determine if you have options. Your assessor’s number can be found in the “blue pages” of your phone book.

### **School Tax Relief (STAR)-**

Eligible older homeowners can receive a significant exemption on the taxable value of their homes, resulting in considerable school property tax savings. Ask your local assessor about Enhanced STAR or log on to <http://www.tax.ny.gov/pit/property/star/index.htm>

# **Community Programs, Services, and Resources**

## **Local Support Services-**

In order for many older New Yorkers to remain in their homes, they may need a wide range of services that allow them to continue participating in family and community life. In addition, caregivers such as spouses, partners, children, siblings and friends may need supports to help them continue in their caregiving responsibilities.

## **New York Connects-**

NY Connects is designed to help people learn about long term care services. Most counties have a NY Connects program. When needed, consumers will be linked with services. Information and assistance will be given without regard to income. For more information, or to find out if your county has NY Connects, go to <http://www.nyconnects.org>

## **Alzheimer's Disease or other Dementias-**

Many people and families struggle to cope with the challenges of Alzheimer's disease and other forms of dementia. Many services are available to assist both the persons afflicted with the disease and their families. See the list of Alzheimer's Disease Assistance Centers on page 34.

These centers can help persons obtain a clinical diagnosis and referral for proper treatment. Also see the list of Alzheimer's Disease Community Services, Programs and Alzheimer's Associations. They provide a variety of valuable programs for persons with dementia, as well as their family members and other caregivers. Services may include support groups, respite information, training for families and educational materials.

## **Caring for Minor Children-**

More than 100,000 grandparents and other relatives in New York State care for minor children whose parents are unavailable to provide care.

The New York State Office for the Aging has developed a Grandparent/Kinship Caregivers Support Programs Directory that is designed to provide information on resources and services available across state to support grandparents and other relatives (kinship caregivers) raising children. The directory is available on the web at [www.aging.ny.gov/caregiving/index.cfm](http://www.aging.ny.gov/caregiving/index.cfm).

The Kinship Navigator is a statewide program specifically designed to provide information and resources to kinship caregivers across the state. For more information, go to [www.nysnavigator.org/](http://www.nysnavigator.org/) or call 1-877-454-6463.

## **Elder Caregiver Support Program-**

This program provides support and assistance to those persons (such as spouses, partners, children and friends) who are caring for an older person who needs assistance to be able to remain at home in the community.

The assistance provided to caregivers may include the following: information about available

services; assistance with obtaining services; individual counseling, participation in support groups and training to assist on making decisions and solving problems related to their caregiver roles; respite care to provide a temporary, short-term break from their caregiving responsibilities; and other supplemental services to complement the caregiver's efforts. Some counties, may also provide support for grandparents and other older relatives caring for children. Contact your local office for the aging about caregiver programs in your area.

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

EISEP assists older New Yorkers who need help with activities of daily living (e.g., dressing, bathing, personal care) and instrumental activities of daily living (e.g., shopping, housekeeping, cooking), who want to remain at home and are not eligible for Medicaid. Case managers help elders and their families decide what help is needed and arrange for services that may include non-medical in-home services, non-institutional respite services for caregivers, ancillary services and other services available in the community. EISEP supports and supplements care provided by families and friends. Participants whose incomes are above 150% of poverty share in the cost of the services, according to a sliding scale. For more information, call your local office for the aging.

### **Eldercare Locator-**

This is a nationwide directory assistance service designed to help older people and caregivers find local support resources. Call their toll-free service which links callers with information and services in their own community and in other states at 1-800-677-1116.

### **Home Care Services-**

Local providers offer services in the homes of people with temporary or chronic needs who cannot perform day-to-day tasks. Services may range from nursing care to assistance in shopping, meal preparation and other household functions, as well as bathing, grooming and feeding. For more information, contact your local office for the aging.

### **Hospice Services-**

Hospice care provides all the reasonable and necessary medical and support services for the management of a terminal illness. Under Medicare, hospice is primarily a comprehensive program of care delivered in a person's home. To determine whether Medicare-approved hospice is available in your area contact the National Hospice Association at 1-800-658-8898 or the Hospice and Palliative Care Association of New York State at 1-800-860-9808.

### **Long Distance Caregiving-**

If you are providing care to someone in another state, please know that the state in which the person resides will have caregiver services of its own. Log onto the U.S. Administration on Aging's web site to find services that the out-of-state care receiver may be eligible for: [www.aoa.gov/](http://www.aoa.gov/)

### **Respite Services-**

Respite services provide infrequent and temporary substitute care or supervision of frail or disabled adults. Respite care gives the caregiver a break from caring for their loved one, providing

the caregiver with temporary relief from the stresses or responsibility of caregiving, enabling them to maintain their loved one at home for as long as possible. Respite can be provided on a planned or emergency basis, on a regular schedule or one time. Contact your local office for the aging to find out about respite services in your area.

### **Senior Centers-**

Senior centers throughout New York State offer recreational, social, wellness and health promotion and nutritional services.

### **Social Adult Day Services-**

Social Adult day services provide older people with stimulation and assistance in a protective setting during part of a day, but for less than a 24-hour period. They include assistance with personal care, nutrition, socialization, supervision and monitoring, and may include enhancement of daily living skills, transportation, caregiver assistance and other services. They help the participants remain in the community and provide family caregivers with relief. Individuals with complex health issues may need a medical adult day program. For adult day services programs in your community, call your local office for the aging.

### **Statewide Caregiving and Respite Coalition of New York (SCRCNY)-**

A statewide, cross-disability, cross-generational caregiving and respite coalition that was borne out of agencies and individuals understanding the need to build strong coalitions to advance caregiver policy and program issues in New York State. The Coalition, as recommended by the New York State Family Caregiver Council, supports cooperative efforts and communication among, state, county, community and faith-based organizations that serve and advocate for caregivers and the loved ones they care for. For more information, please visit <http://www.scrny.org>.

### **Supportive Services-**

Supportive services include transportation, information and referral, outreach, in-home services, adult day care and legal services, as well as other services. These are offered through local offices for the aging.

### **Telephone Reassurance and Friendly Visiting-**

For seniors who live alone, telephone contact assures well-being and good health. Friendly visiting provides person-to-person social contact which helps prevent isolation. Contact your local office for the aging to request this service.

## **Housing**

In recent years, the choice in housing alternatives for seniors has grown because of an increasing number of older New Yorkers seeking living environments that match their needs and preferences. Contact your local office for the aging to learn more about housing programs that may be available in your area.

### **Active-Adult Community-**

An age-restricted (often aged 55 and over) community of single-family homes, condominiums



or cooperative units. It may include lifestyle amenities such as a tennis court, swimming pool, golf course, fitness center, clubhouse and/or restaurant. This housing is NOT licensed by a government agency.

### **Accessory Apartments-**

An accessory apartment is created when a single-family home is modified to include a complete, private apartment for use by an older person, typically a relative. Or, as a source of additional income and security, older New Yorkers may convert their own home to include an apartment.

### **Adult Home (New York State Licensed)-**

An adult home is housing for adults of all ages that provides private or shared, meals, housekeeping, laundry, linen service, transportation, social activities, some personal care and 24-hour supervision to five or more adults. This housing is licensed and regulated by the New York State Health Department.

### **Assisted Living Program-**

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

### **Continuing Care Retirement Communities-**

Continuing care retirement communities (CCRCs) and fee-for-service continuing care retirement communities (FFSCCRCs) are residential alternatives for adults that offer, under one contract, an independent living unit (an apartment or cottage), residential amenities and access to a continuum of long term care services, as residents' health and social needs change over time. Residential and health care services include:

Independent housing including meals, social activities, scheduled transportation, housekeeping and maintenance; Access to physician, prescription drug and rehabilitation services;  
Supportive housing and services provided in an adult home, an enriched housing setting, or an assisted living residence (FFSCCRCs must provide residents with access to this intermediate level of care; while CCRCs generally provide access to this service, it is not required under the CCRC statute); Skilled nursing facility (nursing home) care for residents who become temporarily ill or who require long-term care. Skilled nursing care may be provided in an on-site facility or in an off-site nursing home affiliated with the CCRC/FFSCCRC.

### **Dementia Care Facility or Wing/Unit-**

This is specifically for people with dementia. It can be a discrete facility or can be a special wing in a housing development or a residential care facility. The physical layout, programmatic aims, staffing and care plans are designed to address the needs of people with Alzheimer's

disease or other dementia conditions. This housing is licensed and regulated by the New York State Health Department as Enriched Housing or as an Adult Home.

### **Enriched Housing-**

This provides senior residents in apartment-housing with a package of services that includes: meals, housekeeping, homemaking/chores, shopping, transportation, social activities and some personal care assistance.

Some Enriched Housing Programs operate in a discrete building for all residents in the building, and these facilities and services are licensed and regulated by the New York State Health Department. Other Enriched Housing Programs provide the package of services for a limited number of residents in a senior or age-integrated apartment building; these buildings are not licensed, but the Enriched Housing Program operating in them is licensed and regulated by the Health Department.

### **Enriched Housing or Adult Home with Limited Licensed Home Care Agency-**

This housing provides the services and staffing of the State's licensed Enriched Housing or Adult Home programs and also provides residents with additional personal care and health-related services. The Limited Licensed Home Care Agency is licensed and regulated by the New York State Health Department.

### **Intergenerational Housing-**

This includes a specified number of units/apartments that are available to younger-aged persons/families. Often the younger-aged persons belong to a special-needs population. Intergenerational housing may or may not include activities and supportive services for tenants. This housing is typically not licensed or regulated by a government agency. Subsidized versions may be supervised by a government housing agency. There is growing interest in initiatives that support "aging in place" as most older adults want to remain in homes and communities where they have lived for many years. NORCS are a specific type of "aging in place" strategy targeted to multi-unit apartments or neighborhoods which have high concentrations of seniors. NORCS/NNORCs initiatives have been organized to actively involve older residents living in these buildings or neighborhoods in planning and implementing supportive social and health services, counseling, health care assessment, transportation, nutrition activities and home health care which enable them to "age in place."

### **Naturally Occurring Retirement Communities (NORCS)-**

There is growing interest in initiatives that support "aging in place" as most older adults want to remain in homes and communities where they have lived for any years. These communities offer a wide range of supportive services for residents.

### **Senior Housing (with no services)-**

This is housing that is restricted to seniors (and possibly younger adults with special needs). It includes no formal supportive services or staffing to address the special needs of residents. This housing is NOT licensed by a government agency. Subsidized versions may be supervised by a government housing agency.

### **Shared Living Residence-**

This is housing for two to ten people who live together like a family. Residency may be restricted to seniors or may be inter-generational. This housing may be a shared single-family home or a shared apartment. Tenants share the finances and maintenance of the residence. Each has a private bedroom and bath. All have a common living room, dining room and kitchen. Shared living may or may not include activities, supportive services or personal care services for tenants.

### **Supportive Senior Housing-**

This is senior housing that includes one or more of the following non-licensed supportive services: meals/dining program, housekeeping/homemaking, transportation, socialization activities, laundry/linen services, various amenities and a resident advisor or services coordinator who helps tenants access other services and programs from community-based agencies. This housing is not licensed by a government agency. Subsidized versions may be supervised by a government housing agency.

### **Single Room Occupancy (SRO)-**

This is a multi-unit housing for very low-income persons that typically consists of a single room and shared bath and also may include a shared common kitchen and common activity area. SROs may be restricted to seniors or be available to persons of all ages. This housing is typically not licensed or regulated by a government agency. Subsidized versions may be supervised by a government housing agency.

### **Subsidized Housing-**

This is housing in which tenants pay less than the going market rate for rent or for rent and services. Subsidized housing receives financial assistance from a government or other public entity to build or operate the development, or to help pay for some of the rent and utility costs or for the provision of services. Rent prices are typically set or approved by the entity that provides the financial support. People who meet specified household income guidelines are eligible to live in subsidized housing.

## **Energy**

Programs to assist older New Yorkers in meeting their heating and home repair needs are available in many forms. With seniors living in their homes longer and housing stock aging, energy efficiency becomes important. Call your local office for the aging to request a home energy audit.

### **Home Energy Assistance Program (HEAP)-**

This program provides cash to help pay heating bills for low-income individuals and families. It is administered by local social services departments for people under age 60 and by most local offices for the aging for people age 60 and over. You can begin applying for a HEAP grant in November. HEAP provides grants on a first come, first served basis until the funds provided for each heating season run out. For more information, contact your local office for the aging.

**Utility Rights-**

Residential customers of natural gas, electric and steam utility companies are protected by New York's Utility Consumers Bill of Rights. Protections cover billing, deposits, termination of service and special cold weather safeguards. Ask your utilities for your Bill of Rights.

**Other Assistance with Utility Emergencies-**

The American Red Cross operates assistance programs with various electric and gas utilities around the state. These programs help persons over 60 years of age with utility emergencies. They also assist persons with disabilities and those with certain medical conditions. This Red Cross assistance may be used for many heating emergencies, such as a threatened shutoff because of an overdue bill or a broken furnace. Red Cross heating or utility help is generally given to an individual only once a year.

To learn whether there is a Red Cross utility program in your county, contact the nearest Red Cross office. Phone numbers and addresses of Red Cross offices can be found under the American Red Cross in your telephone directory.

**Public Service Commission-**

New Yorkers can also obtain information about becoming "energy smart" and relying less on fossil fuels by visiting the New York State Public Service Commission at <http://www.dps.ny.gov>

**Energy Conservation-**

If your income level prevents you from obtaining the benefits of the programs described earlier in this section (for example, HEAP and WRAP), there are many simple and inexpensive ways to reduce energy costs in your home. Visit your local hardware store or home improvement center for ideas.

**Transportation**

Whether seeking a ride to a physician's office or to the nutrition center, or looking for information on driver safety, older New Yorkers need to know where they can seek assistance in meeting their transportation needs.

**Transportation to Appointments-**

Some local offices for the aging and senior centers offer transportation to doctor appointments, nutrition sites, shopping or other vital destinations. Contact your local office for the aging or senior center to find out what may be available in your locality.

**Transportation Discounts-**

Many public transportation systems offer discounts for older New Yorkers. New York City, for example, has reduced fares for subway and buses. Residents 65 and older must show their Medicare card or other proof of age to obtain a Reduced Fare Metro Card. For information,

contact the New York City Department for the Aging at 311. To determine if you can get discounts, contact your local office for the aging or local transportation system. Anyone planning extensive travel should check with their travel agent or the carrier to see if they offer discounts for older New Yorkers.

### **Older Driver Family Assistance Project-**

The Older Driver Family Assistance Project handbook “When You Are Concerned” is available for families and caregivers concerned about an older family member who may no longer drive safely. The handbook provides information on where families can turn for assistance and provides strategies to help them deal with the aging driver. The publication is available on the web at: [www.aging.ny.gov/caregiving](http://www.aging.ny.gov/caregiving)

### **Personal Identification Card-**

For older New Yorkers who do not drive, or have never driven, a non-driver photo identification card may be purchased from the Department of Motor Vehicles. Some local offices for the aging may also provide identification cards. Call your local office for the aging to ask if they have such a program.

## **Employment**

Employers recognize the advantages of hiring older workers. Your local office for the aging is a resource for help in finding work and can connect you with other services in the community. The following programs employ or train low-income senior citizens.

### **Older American Community Service Employment Program (SCSEP or Title V)-**

This program fosters and promotes useful part-time community service assignments for persons with low incomes who are 55 years old or older, while promoting transition to unsubsidized employment. Services provided include up to 1,300 hours per year of part-time community service assignments, job training and related educational opportunities and opportunities for placement in unsubsidized jobs. Community service assignments include social, health, welfare and educational services; library, recreational and other similar services; conservation; community betterment and beautification; weatherization activities; legal and other counseling services.

### **Workforce Investment Act (WIA)-**

The Workforce Investment Act (WIA) assists job seekers and persons looking to further their careers to access the employment, education, training and information services they need at One-Stop Centers in their neighborhoods. The centers consist of two areas, “core services” (available to all adults with no eligibility requirements) and “intensive services” for those individuals who are unable to find jobs through core services alone. The core services will include job search and placement assistance (including career counseling), labor market information (which identifies job vacancies, skills needed for in-demand jobs and local, regional and national employment trends); initial assessment of skills and needs; information about available services, and

follow-up services to help employees keep jobs once they are placed.

These and other employment and training services, including Title V, literacy and adult education are accessible through the One-Stop Centers. Contact your local Department of Labor office for the center nearest you or find it online at [www.labor.ny.gov](http://www.labor.ny.gov)

## **Crime**

### **Crime Prevention-**

Your local police department and office for the aging can help you make your dwelling secure. They have publications, education and referral to local crime prevention efforts.

### **Crime Victims Protection-**

Personal property lost or destroyed during a crime can be reimbursed if it is necessary to maintain a victim's health and welfare (For more information, call 1-800-247-8035/TTY: 1-877-215-5251 or log onto [www.ovs.ny.gov/](http://www.ovs.ny.gov/)).

### **Elder Abuse Prevention-**

Sadly, many older persons become victims of physical, emotional or sexual abuse; financial exploitation; neglect, self-neglect or abandonment. However, there is help to both prevent abuse and to assist the victim should it occur.

The New York State Office for the Aging works with local offices for the aging and other state and local agencies to educate older New Yorkers and their families in preventing elder abuse, neglect and exploitation.

For information or to report an incident of elder abuse, call the New York State Office of Temporary and Disability Assistance Information Line at 1-800-342-3009. Select option 6.

## **Services for Older Immigrants & Refugees**

The New York State Office of Refugee and Immigration Services (ORIS) is available to provide valuable assistance for all immigrants. ORIS provides refugees with:

Job preparation, training, placement and other employment services;

English as a second language, case management, resettlement assistance and other services;

Case management services to older refugees, ensuring access to mainstream aging services;

Foster care to refugee children in the U.S. without a parent or guardian;

Health screening within the first 90 days of eligible immigration status to assure appropriate medical care, and access to the U.S. health care delivery system;

Health and mental health care through case management and outreach; and

Temporary assistance for refugees who are not eligible for other cash or medical assistance programs within eight months of being granted an eligible status.

### **SSI Eligibility Concerns-**

Older refugees in New York State may need help in applying for citizenship. The New York

State Office of Refugee and Immigration Services can help them apply for citizenship tests, learn about barriers that confront older persons who seek citizenship, and learn about local agencies that can help them. They can also help older refugees obtain health screening services.

To find out about the programs and services of the New York State Office of Refugee and Immigration Services you can go to their web site at: <http://otda.ny.gov/>

The New York State Immigration Hotline is: 1-800-566-7636, or 212-419-3737. Hours are 9 am to 6 pm, Monday-Friday. Operators speak 17 languages, including Spanish, Russian, Arabic, Chinese and Korean. It assists callers with immigration issues related to status. Application assistance and other supportive services are offered to immigrants eligible for citizenship. Call for more information: 518-402-3096

## **Lifestyles**

### **Recreation-**

Studies have shown a connection between physical activity and better health among older New Yorkers. Along with appropriate physical exercise, it is important for people to challenge their minds to improve their quality of life.

### **Federal Golden Age Passport-**

You can purchase a lifetime pass to national parks, monuments, historic sites, recreation areas and national wildlife refuges for \$10. This also entitles you to a 50% discount on fees for facilities and services (like camping, swimming, parking, boat launching, cave tours). Contact the National Park Service at 518-474-0456 for information.

### **New York State Sporting License-**

Various discounts and fee waivers may apply to military personnel, disabled veterans or seniors over 70 for hunting and fishing licenses.

### **Exercise Clubs-**

Many exercise clubs, racquet clubs and swim clubs offer discount for seniors. Check with clubs in your area to see what discounts they may offer.

### **Empire State Senior Games-**

The games are an organized sports and leisure program for New York State residents ages 50 and older. They combine sports and games with fitness, fun and fellowship while encouraging fitness as a lifelong activity. They provide recreational opportunities and help promote a positive public image of older New Yorkers. It's never too early to start thinking about participating in the Senior Games, so start planning now! Many county offices for the aging host Senior Games on a county or regional level.

Competitive sports at the Senior Games include:

Archery                      Badminton                      Basketball Bowling                      Bridge

Cycling	Golf	Handball	Horseshoes
Orienteering	Pickle-Ball	Race Walk	Racquetball
Road Races	Shuffleboard	Softball	Swimming
Table Tennis	Volleyball	Triathlon	Track & Field

## **Volunteering**

Studies show that volunteering not only helps others, but improves the health of the older volunteer. Your local office for the aging can help you find a role in your community or checkout opportunities within miles of your zip code at [www.newyorkersvolunteer.ny.gov](http://www.newyorkersvolunteer.ny.gov) Some volunteer opportunities follow here:

### **Long Term Care Ombudsman Program (LTCOP)-**

Volunteer ombudsmen advocate for elderly residents and their families in nursing and adult homes and assisted living facilities. They receive complaints, investigate and help resolve problems. Volunteers are trained and certified by the New York State ombudsman. Visit us on the web at <http://www.ltcombudsman.ny.gov>

### **Foster Grandparent Program-**

With Federal and state support, low income volunteers age 55 and older work with children with special needs. Foster grandparents receive a stipend, meals and assistance with transportation. For more information, contact your local office for the aging.

### **Health Insurance Information, Counseling and Assistance Program (HIICAP)-**

Trained volunteers help Medicare beneficiaries and their caregivers to become informed consumers and to understand their health insurance coverage and options. Call the HIICAP Help Line at 1-800-701-0501.

### **Senior Companion Program-**

Senior Companions offer companionship and friendship to frail, elderly adults, people who have disabilities and those who have terminal illnesses. They also provide respite for caregivers. Senior Companions are 55 years and older and volunteer between 15 and 40 hours a week. Income-eligible seniors are offered a modest stipend. All volunteers receive meals and assistance with transportation.

### **Retired and Senior Volunteer Program (RSVP)-**

RSVP, is a nationally acclaimed program that enlists older adults and retirees (age 55 and older) to serve as volunteers in their communities. In New York, thousands volunteer in roles tailored to their interests and skills.

## **Veterans Benefits**

Men and women who served in America's Armed Forces may be eligible for a variety of veteran's benefits and services provided by federal, state and local governments. Entitlement often is determined by the period of military service, service-connected disabilities and financial



need. Your local state veteran counselor or veterans' service agency can advise you of eligibility and assist you in the preparation and presentation of claims for entitled benefits. For more information call toll-free, 1-888-VETSNYS.

### **Blind Annuity-**

New York State offers a Blind Annuity benefit paid monthly to visually impaired wartime veterans who live here. This benefit is extended to un-married surviving spouses.

### **Burial-**

Financial assistance for burial and plot expenses is available for certain eligible veterans. Headstones and grave markers also are provided for veterans with unmarked grave sites. Burial in national cemeteries is available for eligible veterans and spouses.

### **Disability Compensation & Pension-**

These benefits provide monthly financial assistance to veterans who incurred a service-connected disability or disease or to wartime veterans, who are totally disabled and have low incomes. Similar programs provide monthly income to eligible surviving spouses.

### **Health Care-**

Veterans are eligible to receive medical care through the United States Department of Veterans Affairs (VA) health care system.. Veterans who did not serve during wartime may be subjected to a test of financial means and co-payment. Long term health care is offered to wartime veterans and certain eligible spouses at New York State Veteran Homes.

### **New York State Sporting License-**

Various discounts and fee waivers apply to some military personnel and persons over 65 for hunting and fishing licenses.

### **Property Tax Exemption-**

Veterans may be eligible for a reduction in their real property tax. Your local assessor can assist in determining if you are eligible for such an exemption.

### **High School Diploma for WW II Veterans-**

Under legislation passed by New York State, World War II veterans who were not able to complete high school are eligible to receive a high school diploma from their local high school. Contact your local Veterans' office for information.

## Local Veterans Offices

Albany	518-626-5680
Allegany	585-268-9387, exts. 387/388
Bronx	718-584-9000, exts. 6361/6332
Broome	607-778-2147
Cattaraugus	716-373-8010, ext. 3298
Cayuga	315-253-1281
Chautauqua	716-661-8255 716-363-3842 (M-F)
Chemung	607-737-5445 607-737-5449
Chenango	607-843-3299 (T, Th)
Clinton	518-565-4720
Columbia	518-828-3610
Cortland	607-753-5014
Delaware	607-746-2334
Dutchess	845-486-2060
Erie	716-858-6363
Essex	518-873-3488 518-873-3695
Franklin	518-481-1540
Fulton	518-773-3401 (M-F)
Genesee	585-344-2580 ext. 5944
Greene	518-943-3703
Hamilton	518-736-5650 518-648-5211
Herkimer	315-867-1127
Jefferson	315-785-3086
Kings	718-836-6600, ext. 6799
Lewis	315-376-5316
Livingston	585-243-7960
Madison	315-366-2395
Monroe	585-753-6040
Montgomery	518-853-8152
Nassau	516-572-6560
New York City	212-442-4171
Niagara	716-438-4090

Oneida	315-336-4270, (Rome)
	315-798-5830, (Utica)
Onondaga	315-435-3217
Ontario	585-396-4185
Orange	845-291-2470
Orleans	585-589-3219
Oswego	315-591-9100
Otsego	607-547-4224 (M-Th, 8 am-12 pm)
Putnam	845-808-1620
Queens	718-459-1828 718-526-1000, ext. 2217
Rensselaer	518-270-2760
Richmond	718-447-8787
Rockland	845-638-5244
St. Lawrence	315-386-4754
Saratoga	518-884-4115
Schenectady	518-377-2738
Schoharie	518-295-8360
Schuyler	607-535-2091
Seneca	315-539-1798
Steuben	607-664-2198 607-962-1042
Suffolk	Hauppauge 631-853-8387 Riverhead 631-852-1410
Sullivan	845-807-0233
Tioga	607-687-8228
Tompkins	607-272-1084
Ulster	845-340-3190
Warren	518-761-6342
Washington	518-746-2470
Wayne	315-946-5993
Westchester	914-995-2145, (White Plains) 914-665-2319, (Mt. Vernon) 914-377-6700, (Yonkers)
Wyoming	585-786-8860
Yates	315-536-5196

## U.S. Government Agencies

Administration on Aging	202-619-0724
Federal Information Center (for all locations)	1-800-688-9889
Food and Drug Administration	1-888-463-6332
Health Care Fraud Help Line (Inspector General)	1-800-447-8477
Housing and Urban Development, Department of	NYC 212-264-0777, ext 3723 Buffalo 716-551-5755
Internal Revenue Service – U.S. Department of the Treasury	
Information Line	1-800-829-1040
Forms Line	1-800-829-3676
Tele-Tax Line (Buffalo Office)	1-800-829-4477
Lawyers’ Fund for Client Protection	518-434-1935
New York State Only	1-800-442-3863
Legal Services Corporation	202-295-1500
Medicare Help Line	1-800-633-4227
TTY-TTD	1-877-486-2048
Social Security Administration Help Line	1-800-772-1213 TTY 1-800-325-0778
Veterans Affairs, Department of	1-800-827-1000

## New York State Government Agencies

**NYS Office of Alcoholism & Substance Abuse Services (OASAS) Hotline**  
1-877-846-7369

### Western Region:

Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans and Wyoming Counties  
716-847-3037

### Finger Lakes Region:

Broome, Chemung, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Tioga, Tompkins,  
Wayne and Yates Counties 585-454-4320

### Central Region:

Cayuga, Chenango, Cortland, Delaware, Herkimer, Jefferson, Lewis, Madison, Oneida,  
Onondaga, Oswego, Otsego and St. Lawrence Counties 315-428-4113

### Northeastern Region:

Albany, Clinton, Columbia, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery Rensse-  
laer, Saratoga, Schenectady, Schoharie, Warren and Washington Counties 518-485-1660

### Mid-Hudson Region:

Dutchess, Orange, Putnam, Rockland, Sullivan, Genessee  
Ulster and Westchester Counties 518-485-1484

## Downstate:

Bronx	646-728-4544
Upper Manhattan	646-728-4566
Lower Manhattan	646-728-4561
Brooklyn	646-728-4549
Queens/Staten Island	646-728-4592
Nassau/Suffolk	631-434-7263

## Banking Department, NYS

-Consumer Services New York City	212-709-3590
-Rest of State	1-877-226-5697
-Holocaust Claims Processing Office	1-800-695-3318
- <a href="http://www.dfs.ny.gov">http://www.dfs.ny.gov</a>	213-709-5583

Commission on Quality of Care and Advocacy for Persons with Disabilities, NYS  
(Voice and TTY)

1-800-624-4143

## Crime Victims Board, NYS

-Albany	518-457-8727
-Buffalo	716-847-7992

## Division of Human Rights, NYS

-New York City	718-741-8400
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## Division of Housing and Community Renewal, NYS

-Albany	518-473-2526
-New York City	212-480-6700
Toll-free	1-866-275-3427

## Education Department, NYS

-Albany Library for the Blind	518-474-5935
-Office of the Professions	518-474-3817
-To Report Professional Misconduct Or Unlicensed Practice	1-800-442-8106
-NYS Talking Book & Braille Library	1-800-342-3688

## EPIC (Senior Prescription Plan) Help Line 1-800-332-3742

## Health, Department NYS

Public Health Officer Helpline 1-866-881-2809

## Insurance, NYS Department of

-Albany	518-474-6600
-New York City	212-480-6400
-Rest of State (Complaints)	1-800-342-3736

Immigration and Refugee Assistance 1-800-566-7636  
212-419-3737

## Labor, NYS Department of

-Albany 518-457-9000

Law, NYS Department of	
-Attorney General's Office	xxx-xxx-xxxx
-Albany complaints (consumer fraud)	518-474-5481
-New York City complaints	212-416-8300
-Rest of State	1-800-771-7755
Mental Health, NYS Office of	1-800-597-8481
NYS State Office for the Aging Senior Citizens' Help Line	1-800-342-9871
People with Developmental Disabilities, NYS Office for-Albany	
-Albany	518-473-1997
Parks, Recreation & Historic Preservation, NYS Office of	
-Albany	518-474-0456
Partnership for Long Term Care Insurance, NYS	
-Help Line	1-888-697-7582
State Police Emergency, NY	Use 911 or local number
-Deaf/hearing impaired (Voice and TDD)	1-800-262-4321
Public Service Commission, NYS	
-Emergencies/disconnections/service refusals	1-800-342-3355
-HelpLine: complaints/service billing	1-800-342-3377
-Cable Helpline	1-800-342-3377
Temporary and Disability Assistance, NYS Office of	
-Information	1-800-342-3009
-Temporary Assistance (Employment)	518-474-9222
-Disability Determination	518-473-0070
State, NYS Department of (Albany)	518-474-4750
-Division of Consumer Protection	(518) 474-8583 (800) 697-1220
Taxation and Finance, NYS Department of	
-Tax Questions	518-457-5181
-Tax Forms	518-457-5431
Veterans' Affairs, NYS Division of	
-Albany	518-474-6784
-Benefit Counseling	1-888-838-7697

**Local Social Services Districts**

Albany	518-447-7300
Allegany	585-268-9622
Broome	607-778-8850
Cattaraugus	716-373-8065
Cayuga	315-253-1011
Chautauqua	716-753-4421
Chemung	607-737-5309
Chenango	607-337-1500
Clinton	518-565-3300
Columbia	518-828-9411
Cortland	607-753-5248
Delaware	607-832-5300
Dutchess	845-486-3000
Erie	716-858-8000
Essex	518-873-3441
Franklin	518-481-1808
Fulton	518-736-5600
Genesee	585-344-2587
Greene	518-943-3200
Herkimer	315-867-1291
Jefferson	315-782-9030
Lewis	315-376-5400
Livingston	585-243-7300
Madison	315-366-2211
Monroe	585-753-6000
Montgomery	518-853-4646
Nassau	516-227-8472
New York City	718-557-1399
Niagara	716-439-7600
Oneida	315-798-5733
Onondaga	315-435-2985
Ontario	585-396-4060
Orange	845-291-4000
Orleans	585-589-7000
Oswego	315-963-5000
Otsego	607-547-4355
Putnam	845-225-7040
Rensselaer	518-283-2000
Rockland	845-364-3100

St. Lawrence	315-379-2111
Saratoga	518-884-4140
Schenectady	518-388-4470
Schoharie	518-295-8334
Schuyler	607-535-8303
Seneca	315-539-1800
Steuben	607-776-7611
Suffolk	631-854-9700
Sullivan	845-292-0100
Tioga	607-687-8300
Tompkins	607-274-5252
Ulster	845-334-5000
Warren	518-761-6300
Washington	518-746-2300
Wayne	315-946-4881
Westchester	914-995-5000
Wyoming	585-786-8900
Yates	315-536-5183

## County Health Departments

Albany	518-447-4580
Allegany	585-268-9250
Broome	607-778-3930
Cattaraugus	716-373-8050
Cayuga	315-253-1560
Chautauqua	716-753-4314
Chemung	607-737-2028
Chenango	607-337-1660
Clinton	518-565-4840
Columbia	518-828-3358
Cortland	607-753-5036
Delaware	607-746-3166
Dutchess	845-486-3400
Erie	716-858-7690
Essex	518-873-3500
Franklin	518-481-1710
Fulton	518-736-5720
Genesee	585-344-2580
Greene	518-719-3600
Hamilton	518-648-6141



Herkimer	315-867-1176
Jefferson	315-786-3770
Lewis	315-376-5453
Livingston	585-243-7270
Madison	315-366-2526
Monroe	585-753-2991
Montgomery	518-853-3531
Nassau	516-227-9697
New York City	212-788-5261
Niagara	716-439-7435
Oneida	315-798-6400
Onondaga	315-435-3252
Ontario	1-800-299-2995
Orange	1-845-291-2332
Orleans	585-589-3278
Oswego	315-349-3547
Otsego	607-547-6458
Putnam	845-278-6558
Rensselaer	518-270-2626
Rockland	845-364-2512
St. Lawrence	315-386-2325
Saratoga	518-584-7460
Schenectady	518-386-2810
Schoharie	518-295-8474
Schuyler	607-535-8140
Seneca	315-539-1920
Steuben	607-664-2438
Suffolk	631-853-3000
Sullivan	845-292-0100
Tioga	607-687-8600
Tompkins	607-274-6600
Ulster	845-340-3150
Warren	518-761-6580
Washington	518-746-2400
Wayne	315-946-5749
Westchester	914-813-5000
Wyoming	585-786-8890
Yates	315-536-5160

## **Alzheimer's Disease Assistance Centers (ADACs)**

Downstate locations:

Brooklyn ADAC	718-287-4806
Long Island ADAC (Stony Brook)	631-444-1365
New York City ADAC (Manhattan)	212-659-8872
	212-263-3210
Hudson Valley ADAC (White Plains)	914-597-2831
Capital District ADAC	518-262-0800
Central New York ADAC (Syracuse)	315-464-5167
Finger Lakes ADAC (Rochester)	585-760-6607
Northeastern NY ADAC (Plattsburgh)	518-564-3377
Western New York (Buffalo)	716-887-4021

## **Alzheimer's Disease Community Service Program**

Downstate locations:

Alzheimer's Association Long Island Chapter (Ronkonkoma)	631-580-5100
Alzheimer's Association New York City Chapter (Manhattan)	1-800-272-3900
Long Island Alzheimer's Foundation (Port Washington)	631-444-1365
Mount Sinai School of Medicine, Alzheimer's Community Service Program (Manhattan)	212-241 9382

SUNY Downstate Brooklyn, Health Science Center (Brooklyn) 718-287-4806

Upstate locations:

Alzheimer's Association of Central NY (Syracuse)	315-472-4204
Alzheimer's Disease and Related Disorders Assoc. (Poughkeepsie)	845-471-2655
Alzheimer's Association (Rochester and Finger Lakes)	585-760-5400
Alzheimer's Disease and Related Disorders Association, Inc. Northeastern NY Chapter (Albany)	518-867-4999
Alzheimer's Disease and Related Disorders of Western NY (Williamsville)	716-626-0600
Chautauqua Opportunities (Dunkirk)	716-366-3335
Resource Center for Independent Living (Utica)	315-797-4642
SUNY Binghamton, Decker School of Nursing (Binghamton)	607-777-4954
Alzheimer's Association, Long Island Chapter Nassau County	516-935-1033
Suffolk County	631-580-5100
Alzheimer's Disease Education/Referral Center	1-800-438-4380

## **Web Sites for People with Alzheimer's Disease and their Families**

<http://www.alz.org/index.asp>

<http://www.health.ny.gov/diseases/conditions/dementia/>

## Toll-free Helplines & Other Important Numbers

AARP	202-434-2277
Alliance for Aging Research	202-293-2856
Alzheimer's Association	1-800-272-3900
American Association of Homes & Services for the Aging	202-783-2242
American Cancer Society Help Line	1-800-227-2345
American Council for the Blind	1-800-424-8666
American Diabetes Association	1-800-342-2383
American Heart Association	1-800-242-8721
American Lung Association (Northeast New York)	1-800-586-4872
Brain Injury Association of New York State	1-800-228-8201
Equal Employment Opportunity Commission	1-800-669-4000
Gray Panthers	1-800-280-5362
National Association for Continence	1-800-252-3337
Leukemia And Lymphoma Society	1-800-955-4572
Lighthouse International (for vision related issues)	1-800-334-5497
Medicare and Medicaid Services Help Line	1-800-633-4227
	1-877-486-2048 (TTY)
Medicare Rights Center	1-800-333-4114
National Aids Support Line	1-800-CDC-INFO
National Alliance for the Mentally Ill (NAMI Help Line)	1-800-950-6264
National Cancer Institute	1-800-422-6237
National Caregiving Support Line	260-855-3274
National Center on Elder Abuse (NCEA NY)	
Mistreatment in the home	1-800-342-3009 option 6
Mistreatment in nursing homes	1-888-201-4563
Assisted living complaints	1-866-6772
Home care complaints	1-800-628-5972
National Consumer Voice of Quality Long Term Care (NCCNHR)	202-332-2275
National Clearinghouse for Alcohol & Drug Information	1-800-729-6686
National Committee to Preserve Social Security & Medicare	1-800-966-1935
National Eye Care Project Helpline	1-800-222-3937
National Health Information Center	1-800-336-4797
National Hospice Organization	1-800-658-8898
National Institute on Aging	1-800-222-2225
National Institute on Deafness & Other Communication Disorders Information Clearinghouse	1-800-241-1044
National Institute of Mental Health Information Center	1-800-421-4211
National Institute of Neurological Disorders & Stroke	1-800-352-9424
National Insurance Consumer Helpline	1-800-942-4242

New York Council on Problem Gambling	1-518-427-1622
NYS State Office for the Aging Senior Citizens' Help Line	1-800-342-9871
Parkinson's Disease Foundation	1-800-457-6676
Patients' Rights Helpline	1-800-333-4374
State Units on Aging	202-898-2586
Verizon LifeLine Service	1-800-837-4766
Verizon Center for Individuals with Disabilities	1-800-712-3000
	(Voice and TTY)

## County Mental Health Departments

Albany	518-447-4555
Allegany	585-593-6300
Broome	607-778-2351
Cattaragus	716-373-8040
Cayuga	315-253-2746
Chautauqua	716-753-4104
Chemung	607-737-5501
Chenango	607-337-1600
Clinton	518-566-0100
Columbia	518-828-9446
Cortland	607-758-6100
Delaware	607-865-6522
Dutchess	845-485-9700
Erie	716-858-8531
Essex	518-873-3670
Franklin	518-891-2280
Fulton	518-773-3531
Genesee	585-344-1421, ext. 6632
Greene	518-622-9163
Hamilton	518-648-5355
Herkimer	315-867-1465
Jefferson	315-785-3283
Lewis	315-376-5450
Livingston	585-243-7250
Madison	315-366-2327
Monroe	585-325-3145
Montgomery	518-841-7340
Nassau	516-227-7057
New York City	347-396-7193
Niagara	716-439-7410
Oneida	315-798-5903

Onondaga	315-435-3355
Ontario	585-396-4363
Orange	845-291-2603
Orleans	585-589-7066
Oswego	315-963-5361
Otsego	607-433-2343
Putnam	845-278-7600
Rensselaer	518-270-2807
Rockland	845-364-2378
St. Lawrence	315-386-2167
Saratoga	518-584-9030
Schenectady	518-386-2218
Schoharie	518-295-8407
Schuyler	607-535-8288
Seneca	315-539-1958
Steuben	607-776-6577
Suffolk	631-853-3105
Sullivan	845-292-8770
Tioga	607-687-0200
Tompkins	607-274-6300
Ulster	845-340-4000
Washington & Warren	518-792-7143
Wayne	315-946-5722
Westchester	914-995-5236
Wyoming	585-786-8871
Yates	315-536-5115

## **Disasters & Emergencies-**

Emergencies can result from a variety of sources, including earthquake, flood, fire, heat, hurricane, lightning, thunderstorms, tornado and winter weather. Emergency preparedness and a plan of action to take in the aftermath are critical. Helpful information can be obtained through the New York State Emergency Management Office at 518-242-5000 or [www.dhses.ny.gov/](http://www.dhses.ny.gov/)

The New York City Office of Emergency Management (OEM) Household Preparedness Guide takes an all-hazards approach to teaching New Yorkers emergency preparedness essentials. This guide outlines steps New Yorkers can take to prepare for all disasters. The Household Preparedness Guide is a comprehensive pamphlet that may be downloaded online at [www.nyc.gov/oem](http://www.nyc.gov/oem)

Your local office for the aging can also provide you with information regarding plans for disas-

ters/emergencies in your county, such as how to prepare for them in advance, contacts to help you in a disaster/emergency, the location of relief centers, etc. If you are concerned about how you will fare in an emergency, call your local office for the aging to have your name added to their emergency contact list.

### **Preparing for Disasters and Emergencies-**

The U.S. Department of Homeland Security and the American Red Cross recommends that you keep a supply of basic items in case of an emergency. Two kits need to be assembled.

Kit #1: Put in everything you will need to help you stay where you are and to make it on your own for a period of time.

Kit #2: This should be a lightweight, smaller version that you can take with you if you have to leave home.

### **Basic supplies should include:**

- Water – one gallon per person per day for at least three days. For drinking and sanitation with food.
- Non-perishable food – a 3-day supply and can opener if kit contains canned food
- Battery-powered or hand crank radio and extra batteries
- Battery-powered or hand crank flashlight and extra batteries
- First Aid Kit
- Prescription medication –keep an up-to-date list of all drugs you need, as well as a 2-3 month supply; check expiration date periodically.
- Dust mask to help filter contaminated air and plastic sheeting and duct tape
- Moist towelettes
- Garbage bags, plastic ties and toilet paper for personal sanitation
- Wrench or pliers to turn off utilities
- Local maps
- Pet food if you have a pet, and extra water









Agency Building 2  
Empire State Plaza  
Albany, NY 12223-1251

Help Line:  
1.800.342.9871

Website:  
[www.aging.ny.gov](http://www.aging.ny.gov)



Andrew M. Cuomo  
*Governor*

Greg Olsen  
*Acting Director*