Resource Guide 2025-26



NEW YORK STATE | NY Connects
Your Link to Long Term Services and Supports
of CORTLAND COUNTY
(800) 342-9871 (607) 756-3485

USAging
Member 2025

RESOURCE GUIDE

TABLE OF CONTENTS

1. Information & Assistance Overview (*Page 1*)
2. Aging Services
    a. Health Insurance . . . . . Page 2
        i. Health Insurance Information, Counseling and Assistance Program (HIICAP)
    b. Medicare . . . . . Page 2 - 4
        i. Medicare Overview
            1. Medicare Part A
            2. Medicare Part B
            3. Medicare Part C
            4. Medicare Part D
        ii. Medicare Enrollment
        iii. Medicare Choices
            1. Original Medicare
            2. Medicare Advantage Plan
    c. Medicaid . . . . . Page 4 - 5
        i. Medicaid Overview
        ii. Types of Medicaid
            1. Community Based
            2. Institutional Based
    d. Prescription Drug Assistance . . . . . Page 5 - 8
        i. Medicare Part D
        ii. Elderly Pharmaceutical Insurance Coverage Program (EPIC)
        iii. Pharmacy Programs
        iv. New York State RX Card
        v. PROACT (Cortland County Discount Card)
        vi. Medicare Assistance Tool
        vii. Rx Assist
        viii. Needy Meds

ix. Partnership for Prescription Assistance
x. Rx Hope
xi. Good Rx
xii. Accessible Pharmacy Services (APS)
xiii. Extra Help with Medicare Prescription Drug Costs
xiv. Medicare Savings Program

e. Insurance Options for Older Adults Not Yet Eligible for Medicare . . . . Page 8 - 9
i. COBRA
ii. Veterans Health Care
iii. Affordable Care Act, Marketplace Exchanges

f. Long-Term Care Insurance . . . . . Page 9

g. NYS Partnership for Long Term Care . . . . . Page 10

h. Social Security Administration . . . . . Page 10 - 11
i. Supplemental Security Income (SSI)
ii. Direct Deposit
iii. Direct Express Card

i. Tax Exemptions – Relief for Homeowners . . . . . Page 11 - 13
i. School Tax Relief Program (STAR)
1. Basic STAR
2. Enhanced STAR
ii. Real Property Tax Exemption for Senior Citizens
iii. Tax Credit
iv. IT-214 Claim for Real Property Tax Credit for Homeowners and Renters

j. Home Maintenance and Rehabilitation . . . . . Page 13 - 16
i. Home Energy Assistance Program (HEAP)
1. Heating Season Supplement
2. Clean & Tune Benefit
3. Cooling Assistance
ii. USDA Rural Development Section 504 Home Repair Program
iii. Weatherization Assistance Program (WAP)
iv. EmPower NY

v. Thoma Development
vi. Handyman Program
vii. Ramps for Home Accessibility
k. Housing Options . . . . . Page 17 - 19
i. Independent Living
ii. Income Based Housing
iii. Cortland Housing Assistance Council (CHAC)
iv. Housing Counseling Services
v. Assisted Living
vi. Assisted Living – Family Type Homes for Adults (FTHA)
vii. Nursing Homes (Skilled Nursing Facilities)
l. Long-Term Care Ombudsman . . . . . Page 20
i. ARISE, Inc.
ii. Independent Consumer Advocacy Network (ICAN)
m. Legal Services . . . . . Page 21
i. CCOFA Legal Services for Older Adults Program
ii. Will Referral Program
iii. Legal Aid Society of Mid-New York, Inc.
iv. Legal Services of Central New York

3. Long Term Care Services

a. NY Connects – Choices for Long Term Care . . . . . Page 22
b. Caregivers Resource Center . . . . . Page 22 - 23
c. Support Groups . . . . . Page 23 - 25
i. Addiction
1. Al-Anon
2. Alcoholics Anonymous (AA)
3. Narcotics Anonymous (NA)
4. Overeaters Anonymous (OA)
ii. Caregivers
1. Alzheimer's Support Group
2. Family Caregivers Support Group
iii. Bereavement

1. Grief Support
2. Grieving Together

iv. LGBTQ+
1. Gender Expression and Revolution (GEAR)
2. Wavelengths
3. Sage Social

v. Physical Health
1. Cancer Resource Center of the Finger Lakes
2. Renzi Cancer Center

vi. Fraud Survival

d. Expanded In-Home Services for the Elderly Program (EISEP) . . . . . Page 25

e. Levels of Care in Cortland County . . . . . Page 26
i. Adult Homes
ii. Skilled Nursing Facilities
iii. Adult Day Programs
1. Medical Day Program - Guthrie
2. Portzline Day Program (Social Day Program)
3. Elizabeth Brewster House

f. Home Health Care . . . . . Page 27 - 28
i. Medical Services / Certified Home Health Agency
ii. Licensed Home Health Care Agencies
iii. Managed Long Term Care (MLTC)
iv. Guthrie Cortland Medical Supply

g. Hospicare and Palliative Care Services . . . . . Page 28

h. Access to Independence of Cortland County, Inc. . . . . Page 29

i. Springbrook . . . . . Page 29 - 30

j. Counseling Services . . . . . Page 30
i. Cortland County Mental Health Clinic
ii. Family Counseling Services of Cortland County, Inc.

k. Safety . . . . . Page 30 - 31
i. TeleCare
ii. Telephone Reassurance Program

iii. Personal Emergency Response System
iv. Project Lifesaver
v. Yellow Dot Program
vi. Grab & Go Notebook

4. Transportation
   a. OFA Older Adult Bus Program . . . . . Page 32
   b. Cortland Transit . . . . . Page 32
   c. Bus Buddies . . . . . Page 33
   d. Medicaid Transportation . . . . . Page 33
   e. Supports for Health Transportation Assistance . . . . . Page 33
   f. Disabled American Veterans Volunteer Transportation Network . . . . . Page 33
   g. Taxi Service and Other Specialized Transportation Options . . . . . Page 34
   h. GoGoGrandparent . . . . . Page 34
   i. Disability Parking Permits . . . . . Page 34
5. Social Programs
   a. Age Well Center (AWC) . . . . . Page 35
   b. Local Aging Adult Satellite for Services (LASS) Centers . . . . . Page 36
   c. Community Activity Programs for Older Adults . . . . . Page 36
   d. Friendly Visitor Program . . . . . Page 36
6. Nutrition & Wellness (*Page 35*)
   a. Older Adult Nutrition Services . . . . . Page 37
   b. Home Delivered Meals & Mealtime Express . . . . . Page 37 - 38
   c. Nutrition Counseling . . . . . Page 38
   d. Supplemental Nutrition Assistance Program (SNAP) . . . . . Page 38 - 39
   e. Produce Prescription Program . . . . . Page 39
   f. Community Food Pantries . . . . . Page 40 - 42
   g. Exercise Programs . . . . . Page 43
      i. Bonesavers
      ii. A Matter of Balance

7. Employment & Volunteerism
   a. Employment and Training Services . . . . . Page 44
      i. Cortland Works! Career Center
      ii. Senior Community Services Employment Program (SCSEP)
      iii. Employment Connection, JM Murray Center Employment Services
   b. OFA Volunteer Engagement Program . . . . . Page 44 - 45
   c. Person to Person: Citizen Advocacy Volunteer Program . . . . . Page 45
8. Veterans Services
   a. Cortland County Veterans Service Agency . . . . . Page 46
   b. DAV Transportation . . . . . Page 46
   c. Tompkins/Cortland County VA Outpatient Clinic . . . . . Page 46
   d. St. Joseph's Veterans Residence . . . . . Page 47
9. Other Area Agencies
   a. Cancer Resource Center of the Finger Lakes . . . . . Page 48
   b. Cancer Services Program of Cayuga, Cortland and Tompkins . . . . . Page 48
   c. Catholic Charities of Cortland County . . . . . Page 48
   d. Community Health Advocates . . . . . Page 48
   e. Cortland Prevention Resources . . . . . Page 49
   f. Healthy Neighborhoods Program . . . . . Page 49
   g. Immunization Ambassador Program . . . . . Page 49
   h. Seven Valleys Health Coalition . . . . . Page 49
   i. StateWide Senior Action Council, Inc. . . . . Page 50
10. Miscellaneous
   a. Outreach . . . . . Page 51
   b. Newsletter . . . . . Page 51
   c. Blooming Health . . . . . Page 51
   d. Services for the Vision Impaired . . . . . Page 52
      i. Association for Vision Rehabilitation and Employment (AVRE)
      ii. Fingerlakes Library System
   e. ClearCaptions for the Hearing Impaired . . . . . Page 53
   f. Elder Abuse Awareness . . . . . Page 53
   g. LGBTQ+ Resources . . . . . Page 54

i. Cortland LGBTQ Center
ii. National Resource Center on LGBTQ+ Aging
iii. LGBTQ+ Elder Hotline
iv. LGBT National Help Center
h. Cayuga Health Home Phlebotomy Service . . . . . Page 54
i. NYS Resources – Quick Links . . . . . Page 55 - 56
i. Council on Developmental Disabilities
ii. Department of Health
iii. Department of Veterans' Services
iv. Division of Human Rights
v. Justice Center for the Protection of People with Special Needs
vi. Office for People with Developmental Disabilities
vii. Office for the Aging
viii. Office of Addiction Services and Supports
ix. Office of Mental Health
x. Office of Temporary and Disability Assistance
j. Empire Pass . . . . . Page 56
k. New York State Golden Park Program . . . . . Page 56
l. Help to Pay for Telephone Service . . . . . Page 56 - 57
i. Lifeline Discount Program
ii. Assurance Wireless
iii. SafeLink Wireless Lifeline Services
m. Grievance/Complaint Contacts . . . . . Page 57 - 58
n. Home Delivery . . . . . Page 58 - 59
i. Grocery Shopping Assistance Program
ii. Area Stores
o. Language Assistance . . . . . Page 59
i. Cortland Community Center – ESL
ii. General Language Assistance
p. Quick List of Web Resources . . . . . Page 60 - 61

2025-26

INFORMATION AND ASSISTANCE

The Office for 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 Office for Aging and other providers, both private and public.

Information and Assistance is provided:

- By phone, through office visits or at home visits
- Through linkages with 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
- Through NY Connects
- Via Social Media
    - Website: https://www.cortlandcountyny.gov/434/Office-for-Aging
    - Facebook: Cortland County Office for Aging
    - Twitter: @CortlandOFA
    - Instagram: @CortlandOFA
    - Blooming Health Notification System (subscription required)

To contact the office by telephone, please call 607-753-5060. You may also contact the office by e-mail at ccofa@cortlandcountyny.gov.

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

PLEASE NOTE: Rates & tables included within this booklet are shown as of the publishing date and are subject to change.

The Cortland County Office for 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 2020, 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
- Medicare website at www.medicare.gov
- 1-800-Medicare (1-800-633-4227)
- Social Security website at www.ssa.gov

Medicare

Medicare Overview

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
  - 2025 monthly premium is $185.00 for people new to Medicare. Higher premiums for people with income higher than $106,000 for an individual and $212,000 for married couples
  - If you don't sign up for Part B when you are first eligible, you might have to pay a late enrollment penalty

- ***Medicare Part C (Medicare Advantage Plans)***
  - Health coverage option run by private insurance companies that contract 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
  - Annual Open Enrollment period is October 15 – December 7

- ***Medicare Part D (Prescription Coverage)***
  - Prescription coverage run by private insurance companies that have contracted with Medicare
  - Helps pay for prescription medications
  - Must have Medicare Part A or Part B
  - Annual Enrollment period is 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 might have to pay a late enrollment penalty

Medicare Enrollment

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

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

NOTE: Medicare has an Open Enrollment period each year (October 15-December 7) when you can change your Medicare Advantage & Prescription Drug Programs.

For information on Medicare enrollment or to enroll:

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

Medicare Choices

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

- ***Original Medicare***
  - Part A and Part B
    - Fee-for-service coverage
    - Ability to see any provider who is enrolled in Medicare
    - Deductibles and co-insurance apply, however, you can purchase supplemental plans called ***Medigap*** policies to help pay the "gaps" that Medicare does not pay
    - Prescription coverage is not automatically included; for this 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 co-insurance apply
    - Cannot purchase supplemental insurance to help with costs
    - Prescription coverage is not included. 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 offers additional benefits not covered under traditional Medicare such as dental, vision and hearing benefits.

For information on Medicare and available options:

- Call a HIICAP counselor with the Cortland County Office for Aging at 607-753-5060
- Call the HIICAP Hotline at 1-800-701-0501
- Medicare at 1-800-633-4227
- Medicare Rights Center at 1-800-333-4114
- Visit the following websites: www.medicare.gov or www.medicarerights.gov

Medicaid

Medicaid Overview

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 might want to apply for Medicaid for help with services and supplies that 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.

Types of Medicaid

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 2025 financial guidelines are as follows:

- ***Community Based Medicaid*** – Coverage for people living in the community

Family Size	Monthly Income	Resource Level
1	$1,800	$32,396
2	$2,433	$43,781

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

	Monthly Income	Resource Level
*Community-based spouse	$3,948	$74,820
Institutionalized person	$ 50	$32,396

*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 Office for 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 Office for Aging at 607-753-5060
- Call the toll free HIICAP Hotline at 1-800-701-0501
- Call Medicare at 1-800-633-4227
- Visit the Medicare website at www.medicare.gov

Elderly Pharmaceutical Insurance Coverage Program – EPIC

EPIC provides premium assistance for income eligible seniors and helps lower drug co-pays. You can join EPIC if you are 65 or older, a legal resident of New York State, and have 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 Office for Aging at 607-753-5060

Pharmacy Programs

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

New York State RX Card

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
- Call a HIICAP counselor at the Cortland County Office for Aging at 607-753-5060
- Visit the website at 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 insurance to lower copayments or deductibles.

For more information about the Cortland County discount card:

- Call 877-776-2285 (client service representative)
- Call a HIICAP counselor with the Cortland County Office for Aging at 607-753-5060
- Visit the website at www.proactrxsavings.com

Medicare Assistance Tool

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 with certain diseases. Programs may charge enrollment fees and may offer discounts or require co-pays.

For more information:

- Call 1-888-477-2669
- Call a HIICAP counselor with the Cortland County Office for Aging at 607-753-5060

Rx Assist

Rx Assist provides a comprehensive database of pharmaceutical assistance programs. For information, visit their website at www.rxassist.org.

Needy Meds

Needymeds.org has information on pharmaceutical and healthcare assistance programs. For information, visit the website at www.needymeds.org or call 1-800-503-6897.

Partnership for Prescription Assistance

The Partnership for Prescription Assistance helps qualifying patients without prescription drug coverage get the medications they need for free or nearly free.

Additional information is available:

- Visit their website at www.pparx.org
- Call 1-888-477-2669

Rx Hope

Rx Hope is a web-based resource that acts as a facilitator for helping people get their medications for free or for a small copay.

For further information:

- Visit their website at www.rxhope.com
- Call 1-877-267-0517

GoodRx

This website compares prescription drug prices at pharmacies nationwide. They offer pharmacy coupons and free savings cards that will help with getting medications at many U.S. pharmacies.

For information on offers:

- Visit the website at www.goodrx.com
- Call 1-888-799-2553

Accessible Pharmacy Services (APS)

APS for the Blind is excited to announce their upgraded and expanded braille printing capabilities for medication. The new label printing system allows for the application of contracted braille labels to anything through our home delivery pharmacy service:

- Prescription Medication
- OTC Medication
- Eye Drops
- Insulin
- Vitamins
- Nutritional Supplements

They can also apply braille labels to our various accessible packaging:

- Presorted Disposable Pill Organizers
- Presorted Daily Pill Packets
- Standard and Easy Open Bottles

For braille readers and family members, this is the most robust braille solution in the pharmacy industry. All braille labeling, accessible packaging and delivery are **FREE.**

Call 215-799-9900 or contact them through the Specialized Help Section on ***Be My Eyes*** to speak with a pharmacist to learn more!

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. 2025 LIS helps with monthly premiums, annual deductibles, and prescription co-payments. Income and resource limits apply.

Household Size	Monthly Income	Resource Level
1	$1,956	$17,600
2	$2,644	$35,130

For more information:

- Call a HIICAP counselor at the Cortland County Office for Aging at 607-753-5060
- Call Social Security at 1-800-772-1213
- Visit the website at www.ssa.gov

Medicare Savings Programs

The Medicare Savings Programs help limited income individuals who are not eligible for Medicaid to pay for their Medicare premiums, deductibles and co-insurances. 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 co-insurances. Eligible beneficiaries can have both QMB and Medicaid.

Household Size	Monthly Income
1	$1,820
2	$2,453

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

Household Size	Monthly Income
1	$2,446
2	$3,299

For assistance with these programs, contact HIICAP at the Office for Aging at 607-753-5060 or the Cortland County Department of Social Services at 607-753-5133.

Insurance Options for Older Adults 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 for 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 might 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 Office for 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 for those who served prior to September 7, 1980. Because there are a number of other exceptions to the minimum duty requirements, the VA encourages all Veterans to apply so 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 is right for your health needs and your budget. The Marketplace will also see if you 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:

- Fidelis Care 607-256-2032
- Southern Tier Independence Center at 1-855-478-4262
- Family Health Network at 607-423-1198
- Guthrie Hospital at 607-756-3500

Medicare eligible beneficiaries in need of supplemental insurance should contact the Office for 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 Office for 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 Office for Aging at 607-753-5060 to speak with a counselor.

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

- **Plan Ahead NY:** https://planaheadny.health.ny.gov
- **New York State Office for the Aging:** https://aging.ny.gov/
- **NYS Department of Health - Partnership for Long Term Care:** https://nyspltc.health.ny.gov/
- **National Clearinghouse for Long Term Care Information:** https://acl.gov/ltc

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.nylaarp.com 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 – 3:00pm
Wednesday	9:00am – 12:00pm
Thursday & Friday	9:00am – 3:00pm

- Website: www.socialsecurity.gov

Supplemental Security Income (SSI)

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 2025, the maximum federal SSI payment for an eligible individual is $967 per month and $1,450 per month for an eligible couple. The monthly payment may be adjusted by your income and your living arrangement.

You may 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 or visit www.socialsecurity.gov.

Direct Deposit

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

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

- Ease: It is easy to sign up for Direct Deposit in any of the following ways:
  - On Line – go to www.GoDirect.org
  - By phone – call Go Direct at 1-800-333-1795
  - In person – visit the bank or credit union where you have an account.

If you would like to use Direct Deposit, but do not have a bank account or credit union account, there are still options. Call Go Direct at 1-800-333-1795 for more information or see information on obtaining a Direct Express Card.

NOTE: 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 is 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)
  - PIN is required to use at ATMs and retail locations
  - Money on the card is FDIC insured
  - Protection against unauthorized use of the card when promptly reported
- Easy to enroll
  - Call 1-800-333-1795
  - Visit: 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)

This is a 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. Applications must be filed by May 1st, however you are not required to renew this application annually.
- ***Enhanced STAR*** is available for the primary residences of older adults age 65 and older (by December 31 of the year when the exemption will begin) with income at or below $107,300. Income is based on the applicants' second prior year's income. For instance, on the 2025 assessment roll, income eligibility is based on your 2023 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 May 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) 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. Enhanced STAR will be automatic when applying online and through the IVP.

For more information, contact:

- www.tax.ny.gov
- Local Assessor (additional contact information available at the Real Property Tax Office)
  - **Cortlandville** 607-756-7306
  - **Cortland, Homer and Virgil** 607-749-3153
  - **Cincinnatus, Harford, and Solon** 607-749-0546
  - **Freetown, Marathon, Lapeer, Taylor, and Willet** 607-849-6966
  - **Cuyler, Scott and Truxton** 607-842-6289
  - **Preble** 607-749-3199



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 based on the preceding calendar year prior to the date of application. Eligible property owners who are eligible must re-apply each year. Filing deadline is now May 1.

For more information:

- www.tax.ny.gov
- Real Property Tax office 607-753-5040
- Office for 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. Rebates can be as much as $375 (*rebate amounts vary*).

Other eligibility criteria:

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

For more information:

- www.tax.ny.gov
- NYS Department of Taxation and Finance 1-518-457-5181
- Office for Aging 607-753-5060

Home Maintenance and Rehabilitation

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

Home Energy Assistance Program (HEAP)

Heating Season Supplement

HEAP might 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).

Regular HEAP benefits through the Office for 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 2024-2025 HEAP season are as follows:

Household Size	Maximum Monthly Income
1	$3,322
2	$4,345
3	$5,367

Emergency HEAP benefits, pending funding, are available through the Department of Social Services for those with a heat or utility disconnection notice, with less than ten days' fuel supply, or who 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/or Office for Aging 607-753-5060

◆ *Clean and Tune Benefit*

Eligible households can receive energy efficiency services, which includes the cleaning of primary heating equipment, but may also include chimney cleaning, minor repairs, installation of carbon monoxide detectors or programmable thermostats, if needed, to allow for the safe, proper and efficient operation of the heating equipment. Benefit amounts are based on the actual cost incurred to provide clean and tune services, up to a maximum of $500.

◆ *Cooling Assistance*

The HEAP Cooling Assistance Component provides for the purchase and installation of an air conditioner, not to exceed $800, 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 is provided per dwelling. No additional HEAP cash benefits are available.

The HEAP Cooling Assistance Component is scheduled to open April 15, 2025. 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 age 60+ or an individual with a documented medical condition that is exacerbated by extreme heat **AND**
- Your household meets the income requirements for HEAP (see Heating Season Supplement 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
- Office for Aging 607-753-5060

USDA Rural Development Section 504 Home Repair Program

This program provides loan and/or grant assistance to low-income homeowners to make housing repairs that remove a variety of health and safety hazards. 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 $10,000.

Loans with generous terms are available to make general repairs and improvements to property to remove health and safety hazards, as long as the dwelling remains modest in size and design.

Grants are available for homeowners age 62 or older and who cannot otherwise afford a loan. Grant funds must be used to remove health and safety hazards, or to make the property more accessible for household members with disabilities. Income guidelines are as follows:

Household Size	Maximum Income
Any	$42,900

More information is available at:

- www.rd.usda.gov/programs-services/single-family-housing-repair-loans-grants
- Rural Development 607-753-0851 x 4
- Office for Aging 607-753-5060

Weatherization Assistance Program (WAP)

This free program is administered through the Cortland Community Action Program (CAPCO) and provides assistance with energy conservation measures for low-income households. Income eligibility is based on HEAP guidelines. WAP may assist with insulation, air sealing, furnace clean & tunes and repairs or replacements of hot water heaters. The program also funds health & safety measures, which include carbon monoxide detectors, smoke detectors and indoor air quality issues. Both owners and renters may be eligible.

For more information, call the Office for Aging 607-753-5060 or CAPCO 607-753-6781.



EmPower New York

EmPower New York provides no-cost energy efficiency solutions to low-income New Yorkers. 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:

- Electrical reduction measures & education
- Pipe Insulation
- Replacement of inefficient refrigerators and freezers
- LED lightbulbs & nightlights
- Plus, free health and safety checks of your smoke detectors, appliances and more

For more information:

- Office for Aging 607-753-5060
- www.nyserda.ny.gov/All-Programs/Programs/EmPower-New-York
- EmPower New York 1-800-263-0960

Thoma Development

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

For more information: Thoma Development 607-753-1433

Handyman Program

The Handyman Program enhances the safety and well-being of senior homeowners age 60 and over. This program assists with minor home repairs and installs safety devices and equipment. Priority is given to safety issues such as repair of broken or rotted steps, installation of handrails and/or grab-bars, etc. The service is provided by the Office for Aging through a contract with the Cortland Housing Assistance Council. Income eligibility is based on HEAP guidelines.

For more information: Office for Aging 607-753-5060

Ramps for Home Accessibility

This is a program sponsored by the Cortland County Office for 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 individual no longer needs the ramp, 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: Office for Aging 607-753-5060



Housing Options

Independent Living

Cortland County has several housing options for individuals who 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	37 Galatia Street Marathon, NY 13803
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		

For more information, contact:

- Cortland Housing Authority at 607-753-1171
- http://www.cortlandha.com/
- Office for Aging 607-753-5060

Income Based Housing: Eligibility is based on income

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

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

Ellis Pines Apartments
45 Cortland Street
Homer, NY 13077
607-749-4016
62 and older/disabled

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

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

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

Income Based Housing (continued)

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 (CHAC)

The CHAC, 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	Rent 1 bedroom $450 Rent 2 bedrooms $500

For more information, contact:

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

For a more detailed listing of housing options in Cortland County, you may request a Cortland County Housing Guide by calling the Office for Aging at 607-753-5060. You may also view the Housing Guide online at https://www.cortlandcountyny.gov/982/Agency-Documents

Housing Counseling Services

The Cortland Housing Assistance Council may pre-purchase counseling for first time buyers for a fee.

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 older adults 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
- Office for Aging 607-753-5060

Assisted Living

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

Walden Place
A Senior Lifestyle Community
839 Bennie Road, Cortland NY 13045
607-323-0217
www.seniorlifestyle.com

Assisted Living – Family Type Home for Adults (FTHA)

Portzline Family Home
5590 US Route 11
Homer, NY 13077
607-283-6456

Nursing Homes (Skilled Nursing Facilities)

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

Guthrie Cortland Nursing & Rehab Center
134 Homer Avenue
Cortland, NY 13045
607-756-3900
https://www.guthrie.org/locations/guthrie-cortland-nursing

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

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

Northwoods Rehab and Nursing Center
7 Keeler Avenue
Moravia, NY 13118
315-497-0440
www.northwoodscenter.com

For more information regarding the residential care facilities listed, contact:

NY Connects ☎ 607-756-3485, 607-423-0345 or 1-800-342-9871

You may also view detailed information about past NYS Department of Health inspection performance of Medicare and Medicaid certified skilled nursing facilities at www.medicare.gov by typing "Compare Nursing Homes in Your Area" in the search bar.



Long-Term Care Ombudsman

ARISE, Inc.

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: ARISE, Inc.
635 James St., Syracuse, NY 13203
315-472-3171
New York State Long Term Care Ombudsman Program
1-855-582-6769
Local Ombudsman: Margaret Sweeney 315-671-5108

Independent Consumer Advocacy Network (ICAN)

ICAN is the New York State Ombudsman Program that advocates for and supports people with Medicaid who need long-term care services. They are available to:

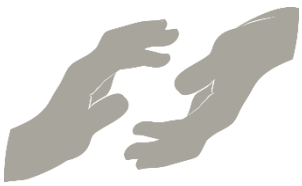
- Answer your questions related to home care, nursing home care and your managed care plan;
- Help solve problems with your managed care plan or with service providers such as home care agencies, nursing homes, doctors, hospitals and pharmacies;
- Help lodge complaints or appeal health care decisions.

An ICAN advocate can assist:

- Anyone in a Medicaid managed care plan who needs long-term care services;
- People applying for Medicaid and need help enrolling in a Medicaid managed care plan such as:
    - Managed Long-Term Care (MLTC)
    - Medicaid Managed Care (MMC)
    - Medicaid Advantage Plus (MAP), or
    - Health and Recovery Plan (HARP)
- Friends, family members and anyone else who is helping with your medical decisions.

For further information:

- Call the ICAN Program Coordinator, Shari Caudell at 607-722-1251
- Email scaudell@actionforolderpersons.org
- Visit the website at https://actionforolderpersons.org/



Legal Services

CCOFA Legal Services for Older Adults Program

The agency contracts with a legal services attorney to provide advice and representation to individuals age 60 and over. Assistance includes but is not limited to Power of Attorney, Health Care Proxy, Living Will, age discrimination, abuse, neglect, and exploitation. Services are available on a contribution basis. For information contact: 607-753-5060.

Will Referral Program

Last Will and Testament services are unable to be provided through the above mentioned Legal Services for Older Adults Program due to funding restrictions; therefore, CCOFA maintains a list of attorneys who are willing to complete wills on a reduced-fee basis for adults age 60+. If you are in need of these services, contact CCOFA at 607-753-5060, and we will begin the referral process for you.

Legal Aid Society of Mid-New York, Inc.

Serving a thirteen county area which includes Cortland, with offices in Binghamton, Oneonta, Oswego, Syracuse, Utica and Watertown clients are working people, families, and people with disabilities. They are senior citizens, veterans, and people who get public benefits. They are U.S. Citizens, immigrants, refugees, and temporary workers. You may qualify for services, based on your income and family size.

To find out if you qualify, call or visit an office near you. If you are 60 or older, or if you are a victim of family violence, you may qualify for our services even if you are not low-income. Please apply for services by calling the Toll-Free helpline at 1-877-777-6152 or Apply Online. They handle elder law, estate planning, family court, disability benefits, foreclosure prevention, bankruptcy and more (must apply & qualify for services).

For more information, contact:
Legal Aid Society of Mid-New York, Inc.
Administrative Offices: 120 Bleecker Street, Utica, NY 13501
General Phone: 315-793-7000
Legal Helpline: 877-777-6152
Fax: 315-732-3202
Web: https://www.lasmny.org/

Business hours: Monday through Friday 9:00am – 5:00pm

Legal Services of Central New York

Serving a thirteen county area which includes Cortland; providing legal advice, counsel, and representation; policy advocacy; community education; and support for community organizing. They represent people in **civil** cases, not criminal, and do not typically handle personal injury or family law.

For more information, contact:
Legal Services of Central New York
1 North Main Street, 1st Floor
General Phone: 607-428-8400
Legal Helpline: 877-777-6152
Web: https://www.lscny.org/



Business hours: Monday through Thursday 8:30am – 5:00pm

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 they are seeking and need.

Long-term services and supports are 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 assistance, when needed, from
    - hospital to home;
    - long-term care setting to home; and
    - home to long-term care setting
- 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 Office for Aging – NY Connects website at https://www.cortlandcountyny.gov/612/NY-Connects.

NEW YORK STATE | NY Connects
Your Link to Long Term Services and Supports
of CORTLAND COUNTY
(800) 342-9871 (607) 756-3485

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 607-753-7363.

Caregivers Resource Center

The Cortland County Office for 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 or individuals of any age with dementia, including:

- **Caregiving Support**: one-on-one support to caregivers.
- **Caregiver Resource Library**: Books and DVDs are available for loan.

- **Caregiver Seminars**: Educational programs offered on all aspects of caregiving.
- **Caregiver Assessments and Referrals**: Phone intake or home visit by an Aging Services Specialist to complete a needs assessment and assist with agency referrals.
- **Caregivers Support Groups**: Monthly facilitated group meetings that provide caregivers with peer and professional support, currently in-person and on-line via Zoom.
- **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 Office for Aging's bi-monthly newsletter.
- **Caregiver Respite Programs**: Limited Respite for family caregivers with a homecare aide or a social day program.
- **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.
- **Bright Ideas Sr. TECH Program**: offers discounted technology such as tablets, medication dispensers, Reminder Rosie's, Walker Squawkers and digital blood pressure cuffs to people based on income using a sliding scale fee.
- **Joy for All pets**: Animatronic Cats, Dogs and Birds to prevent social isolation.

For more information, contact: Office for Aging 607-753-5060

Support Groups

Addiction:

Al-Anon

- A group for families and friends of alcoholics.
- Web: https://al-anon.org/al-anon-meetings/

Alcoholics Anonymous (AA)

- A 12-step alcohol addiction recovery group - check the website or call for a recording of meeting times.
- 607-261-5848
- Web: https://www.aacortland-homer.org/meetings

Overeaters Anonymous (OA)

- A community of people who through shared experience, strength and hope are recovering from unhealthy relationships with food and body image.
- Web: https://oa.org/find-a-meeting

Caregivers:

Alzheimer's Support Group

- ALZConnected is an online Alzheimer's Association online community for everyone affected by Alzheimer's; join at https://www.alzconnected.org or call 315-472-4201 x227.
- In-Person Meetings: 3rd Wednesday of each month at 12:30pm
  - Walden Place, 839 Bennie Road, Cortland
  - Call to Register: 315-472-4201 x227

- ***Family Caregivers Support Group***
  - Open to those who provide care and support for a loved one, friend or neighbor who is 60 or older or has dementia.
  - Meets in-person at the Access to Independence Office, 26 N. Main Street, Cortland & on-line via Zoom every fourth Thursday at 2:30pm. For more information, call Cortland County Office for Aging 607-753-5060 - or join the online Family Caregivers Alliance support group at www.caregiver.org/support-groups.

Bereavement:

- ***Grief Support***
  - In-person on-going General Support Group for Bereaved Adults
  - This group meets the 3rd Thursday of each month from 1:30pm-2:30pm
  - Location: Lifelong, 119 W. Court Street, Ithaca, NY (go to the main entrance, and you will be directed to the meeting room)
  - This group is FREE of charge, open to all residents of Cortland or Tompkins County aged 18+ who are grieving a loss, regardless of when the death occurred.
  - Registration is required. Please contact Laura Word, LMFT at 607-272-0212 or bereavement@hospicare.org. Login details are provided after registration.
  - For a complete list of group options, visit: https://www.hospicare.org/grief-support-groups/

- ***Grieving Together***
  - Ongoing General Support Group for Bereaved Adults
  - This group meets the first and third Wednesday of every month via Zoom from 5:30pm-7:00pm
  - This group is FREE of charge, open to all residents of Cortland or Tompkins County age 18+ who are grieving a loss, regardless of when the death occurred.
  - Registration is required. Please contact Liz Wood at 607-272-0212 or bereavement@hospicare.org. Login details are provided after registration.

LGBTQ+ Support Groups:

- ***Gender Expression and Revolution (GEAR for Adults 18+)***
  - A monthly support and community building meeting for people who are on a gender journey, identify as TGNC, or are questioning their gender identity. They meet the first Thursday of every month from 6 - 7pm at the Cortland LGBTQ+ Center, 165 Main Street, Cortland.

- ***Wavelengths***
  - A monthly group for all LGBTQ+ adults 18+. They meet the last Thursday of every month from 6 - 7pm at the Cortland LGBTQ+ Center, 165 Main Street, Cortland.

- ***Sage Social***
  - Geared toward older members of the LGBTQ+ Community
  - Meetings held at the Philanthropy Center, 431 East Fayette Street, Syracuse
  - Men's Group meets 1st Tuesday & 3rd Monday at 6pm
  - Gender Blend, for Trans/Non-binary communities meets 2nd Saturday in-person & via Zoom
  - SAGEVets Group meets 4th Tuesday at 6pm in-person & via Zoom
  - Contact Sage Upstate at 315-478-1923
  - Additional Information: https://www.sageupstate.org/programs

Physical Health:

- ***Cancer Resource Center of the Finger Lakes***: offers both in-person and remote support group options. Some people come for information, some for support, and others for a sense of community. For more information:
  - Call 607-277-0960,
  - Email info@crcfl.net, or
  - Visit their website at: https://crcfl.net/support-groups/

- ***Renzi Cancer Center***: Support services include a nurse navigator, social worker, patient financial advocate and a chaplain.
  - 34 W. Main Street, Cortland
  - 607-756-3130

Fraud Survival:

- ***Fraud Awareness Network Peer-to-Peer Support Group***

A weekly peer-to-peer program for fraud survivors age 60 and older. Meetings are facilitated by Lifespan's Fraud / Scam Prevention Team and take place on Tuesdays at 10am via Zoom or by telephone. For information please contact Lifespan at 585-244-8400 or by email: fraudnetwork@lifespanrochester.org.

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 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(s)
- Need assistance with at least one activity of daily living (i.e. dressing, bathing, hygiene, etc.) or two instrumental activities of daily living (i.e. meal preparation, housekeeping, shopping, etc.)
- 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 depending on income.

For more information, contact: Office for Aging 607-753-5060

Levels of Care in Cortland County

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

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

Walden Place, A Senior Lifestyle Community
839 Bennie Road
Cortland, NY 13045
607-756-8101
Respite available

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

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

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

Groton Community Health Care Center
120 Sykes Street
Groton, NY 13073
607-898-5876
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

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 provides service for adults requiring medical and/or rehabilitative care during the day.

Adult day programs enhance quality of life as well as 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 work outside the home.

Medical Day Program

Guthrie Cortland Regional Nursing & Rehab Center
134 Homer Avenue, Cortland, NY 13045
607-756-3916
https://www.guthrie.org/guthrie-cortland-nursing-rehabilitation-center/adult-day-health-care-program

Portzline Day Program (Social Day Program)

46 Cortland Street, Homer, NY 13077
607-299-4045
portzlinefamilyhome@gmail.com

Elizabeth Brewster House

41 S. Main Street, Homer, NY 13077
607-749-2442
https://www.brewsterhouse.org/

Home Health Care

Medical Services / Certified Home Health Agencies

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

Guthrie Home Care
4005 West Road
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.

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

Caregivers Home Care
2359 N. Triphammer Rd., Unit 1A
Ithaca, NY 14850
607-275-0238
www.caregivershomecare.com

Elderchoice
165 Main St., Suite 7
Cortland, NY 13045
1-800-HOMECARE / 607-753-7500 (Cortland)
www.elderchoiceinc.com

Stafkings Healthcare Systems
417 Electronics Parkway
Liverpool, NY 13088
607-273-5335
www.stafkingshealthcare.com

Maxim Health Care Services
1011 W. Genesee St., Suite 3
Syracuse, NY 13202
315-476-0600
www.maximhomecare.com

Comfort Keepers
1301 Trumansburg Road, Suite F
Ithaca, NY 14850
607-272-0444
www.comfortkeepers.com

Managed Long Term Care (MLTC)

Managed Long Term Care Plans 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 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 are approved to provide services in Cortland County:

Fidelis Care at Home
1-888-343-3547
TTY: 1-800-558-1125
www.fideliscare.org

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

iCircle (Molina)
860 Hard Road
Webster, NY 14580
1-844-424-7253
www.icirclecarecny.org

Guthrie 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: Guthrie Med Supply Depot
160 Homer Ave., Cortland, NY 13045
607-756-3880
Monday-Friday 8:30 am – 5:00 pm

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 can 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:

- Phone: 607-272-0212
- Website: www.hospicare.org
- Email: info@hospicare.org
- Cortland Office: 11 Kennedy Parkway, Cortland, NY 13045
- Ithaca office: 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
- Community education and outreach
- Work readiness and employment
- 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
- Phone: 607-753-7363
- Fax: 607-756-4884
- Email: info@aticortland.org
- Web: www.aticortland.org

Springbrook

Springbrook provides lifelong supports and services to people of all ages with developmental disabilities. They support over 1,000 people and families from across New York State and beyond. Their services are designed to teach the skills needed to maximize potential while putting those experiences in context. Programs range from work at school, in communities, and in the home to create comprehensive learning experiences that make every day a chance to discover, build and grow.

For over 90 years, Springbrook has provided a place where barriers are overcome, where staff are creative, compassionate, and skilled, and where each person is seen as a unique individual. Springbrook employs more than 1,300 people across Central New York. With spacious and bright facilities, Springbrook provides both the environment and skill necessary to support the people who choose their services as they work toward their goals and dreams.

Contact Springbrook at:

- 105 Campus Drive, Oneonta, NY 13820
- Phone: 607-286-7171
- Email: news@springbrookny.org
- Web: https://springbrookny.org/

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 authorization.

For more information, contact the clinic at:

- 607-758-6100
- 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

Safety

TeleCare

TeleCare is a FREE telephone reassurance program that offers a daily connection and supports caregiving services already in place by providing friendly calls to older adults and those with disability. The TeleCare program aims to reduce isolation, loneliness and depression and helps people remain independent in their homes by offering: emotional support with a friendly check-in, medication reminders, well-being checks and temporary support upon hospital discharge. TeleCare calls are made 365 days a year.

For more information:

- Call: 315-218-1915
- Visit: ContactSyracuse.org/TeleCare
- Email: TeleCare@ContactSyracuse.org

Telephone Reassurance Program

The goal of the Telephone Reassurance Program is to pair participants with a volunteer caller who can help provide conversation to those who may otherwise be homebound or lacking companionship. This program is only offered to persons already receiving services from either Home Delivered Meals, NY Connects or Expanded In-Home Services for the Elderly (EISEP). If you are interested in this program, you can request a referral from the OFA staff person with whom you are currently working.

Personal Emergency Response System

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

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 Office for 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 has a 24 hour/7 days a week caregiver.

For more information about Project Lifesaver, contact: Office for 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 ordered online at www.nysheriffs.org/yellowdot and are available from the Cortland County Office for 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 Office for Aging, the Grab & Go Notebook has sections for everything from emergency contacts and medical info/history to Health Care Proxy, Living Will, and Power of Attorney documents. Easy to carry and easy to find (Emergency Responders suggest keeping it on top of the refrigerator), it can hold valuable information for an emergency trip to the ER, for admittance to a hospital/rehab, or for a visit to the doctor. Grab & Go Notebooks are purchased from the Cortland County Office for Aging, 60 Central Avenue, Cortland for $6.00. For more information, please call 607-753-5060.



TRANSPORTATION

OFA Older Adult Bus Program

The Cortland County Office for Aging provides bus transportation services to adults age 60+ from anywhere within Cortland County to the Age Well Center at 165 Main Street, Cortland. This is the only 60+ public transportation bus in the County. The OFA bus can accommodate up to 14 passengers and is wheelchair and walker accessible. Bus services are offered Monday – Friday from 8 am to 1:30 pm; this service is at no cost; however, contributions are suggested. Services will not be denied for the inability to contribute.

For additional information or to get on the route schedule, call 607-753-5060.

Cortland Transit

Cortland Transit provides the public transportation system in Cortland County. All buses are wheelchair accessible. ***(The current Cortland Transit system is scheduled to be transitioning to Centro in April of 2025; the information below might change at that time)***

Four fixed routes serve Cortland, Homer and Cortlandville. Buses operate at 45-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. Dial-a-Ride services are also available.

Additional fixed routes provide service to Marathon, Cincinnatus, Willet, TC3 and Cornell University at specified times. Flex routes run twice per day. Route deviations (within ¾ mile of the route) may be available in certain locations and can be scheduled in advance by calling Cortland Transit at 607-758-3383.

Check out all bus schedules online at www.way2gocortland.org or by calling the Mobility Manager at 607-756-3416 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.

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 OFFICE FOR AGING receives limited State funding to provide transportation to older adults in need and has purchased bus tokens for older adults 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 everyone has the opportunity to receive them. Tokens are distributed in packages of six, and participants may receive up to a maximum of 18 tokens per month (3 packages). Contact the Office for Aging at 607-753-5060 for more information. **IMPORTANT NOTICE**: Cortland County will begin utilizing Centro for public transportation services starting 4/01/2025. Centro has agreed to continue accepting OFA bus tokens for a short period of time and will slowly transition to single-ride passes. OFA will have additional information on how this new program will work as soon as it is available.

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

Medical Answering Services, LLC (MAS), provides Medicaid transportation in Cortland County. MAS provides Medicaid Transportation Management and Prior Authorization for all 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 Office for Aging at 607-753-5060.

Supports for Health Transportation Assistance

Supports for Health, a program of Seven Valleys Health Coalition, provides transportation assistance to support health. Examples of health supports where transportation assistance can be requested include:

- Access to Healthy Food
- To attend classes to improve your health
- Prescriptions or medical supplies pick-up
- To apply for or renew crucial benefits

Transportation assistance must be arranged at least five days before the service. Together we will explore and identify the most cost-effective solution for your needs, which may involve arranging transportation, delivering items, or coordinating pick-up by others. To qualify for this service you must be **65 or older and/or** have at least one of the following:

- ✓ Medicare
- ✓ Medicaid
- ✓ HEAP
- ✓ SNAP
- ✓ Disability
- ✓ Chronic disease or illness

For more information or to apply for assistance, call the Seven Valleys Health Coalition at 607-756-4198.

Disabled American Veterans Volunteer Transportation Network

The DAV is a private, non-profit agency that provides transportation to veterans' medical appointments at either the Syracuse VA Hospital or the Ithaca VA Clinic using volunteer drivers.

Veterans needing to schedule DAV transportation should call as far in advance as possible to schedule their rides; at least three days' notice is appreciated.

For more information, contact the DAV at 1-800-792-4334 Ext. 54352 or online at www.dav.org/

For transportation to the Syracuse VA, call 607-591-7425; for the Ithaca Clinic call 607-591-7388.

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 https://www.way2gocortland.org/ or call 607-756-3416.

GoGoGrandparent

GoGoGrandparent is a subscription (fee-based) program that provides on-demand services for rides, grocery & meal deliveries and more. Services are currently limited in the Cortland area. For additional information visit their website at https://www.gogograndparent.com/ or contact GoGo by phone at 1-855-464-6872 or via email at support@gogograndparent.com.

Disability Parking Permits

Applications for disability parking permits are 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 local municipal office.

The application can be accessed on-line at: https://dmv.ny.gov/forms/mv6641.pdf



SOCIAL PROGRAMS

The Age Well Center (AWC)

Located at 165 Main Street, Suite B2 within the Crescent Commons Building, the AWC is open Monday through Friday from 8 AM – 4 PM. The AWC is proud to be the main older adult engagement location for Cortland County's older adults age 60+. Enrichment programming and activities are offered daily from 9 AM until 3 PM, and the AWC also has an exercise room, open activity spaces and a technology room available to help you stay connected. Congregate meals are served from 11 AM to 12 PM each day, and transportation to the AWC is available via our OFA bus. Congregate meals and/or bus transportation require advance reservations. Please call us at 607-753-5084 to make reservations or for the latest AWC updates and activity schedules.

Here are some examples of AWC activities & offerings:

Board Games	Cornhole	1:1 Consultation Space
Bonesavers	Tai Chi	Mexican Train Dominoes
Computer Room	Fitness Room	Reading Space
Crafting	Grocery Outings	Pitch
Shuffleboard	Ping Pong	Billiards
Wii Bowling & Games	Chair yoga	Puzzles
Book & Photo Tours	Nature Walks	Line Dancing

~ COMING SOON: Art & Music Classes ~



Local Aging Adult Satellite for Services (LASS) Centers

The goal of a LASS Center is to provide aging adults the knowledge, skills, and where appropriate, the resources to help them achieve and maintain a safe, secure, nourishing and emotionally fulfilling environment in whatever way, however they may define that term, which enables older persons to exercise more control over how, where, and with whom they choose to live their lives.

The County OFA currently has a Memorandum of Understanding to provide a LASS Center in the following areas:

CINCINNATUS/WILLET:
Cortland/Chenango Rural Services
Seton Hall
2704 Lower Cincinnatus Rd., Cincy
Contact: Joanne Brown-Garringer
607-863-3828

SCOTT:
The Scott Club, Inc.
United Methodist Church
6816 Route 41, Scott
Contact: Coretta Smith
607-745-8652

VIRGIL:
United Methodist Church
1194 Church Street, Virgil
Contact: Pastor Steph Brown
607-857-3556

PREBLE:
Town of Preble (Fire Station)
1911 Preble Road, Preble
Contact: Dave Morse
315-663-1654

TRUXTON:
Town of Truxton (Living Well Center)
United Methodist Church
Route 13, Truxton
Contact: Jill Kraft
607-244-1445



Community Activity Programs for Older Adults

- David Harum Senior Center, 31 North Main Street, Homer; Contact Sylvia Hammond 607-749-7811
- McGraw Senior Socials, Lamont Memorial Free Library, 5 Main Street, McGraw; Contact Heather Cobb 607-836-6767

Friendly Visitor Program

The Friendly Visitor Program is designed to provide social interaction through conversation and cooperative activities. Activities can range from more interactive, such as playing cards or working on a puzzle to less interactive such as watching television or reading books together. The goal is to decrease isolation and help older adults to remain safely at home. To be eligible for this program, participant must already be enrolled in and/or receiving services from another OFA program such as Home Delivered Meals, NY Connects or EISEP; it is also dependent on the availability of a compatible volunteer. If you are interested in this program you can request a referral from the OFA staff person with whom you are currently working.

NUTRITION & WELLNESS

Older Adult Nutrition Services - Cortland County Nutrition Program – 607-753-5084



Congregate

^

Older Adult Dining

Nutrition Security/Health Education
Activities/Fitness/Social Time
Gathering Place
Nutrition Counseling
Emergency Blizzard Bags
Information and Assistance

Meals on Wheels
(Home Delivered Meals)

^

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
Assistance for Older Adults 60+
Screening and Referrals
Information and Assistance

Home Delivered Meals and Mealtime Express

Cortland County Home Delivered Meals (HDM) and Mealtime Express (MTE) are programs that provide a nutritious meal through the Cortland County Office for Aging (OFA) 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.

Home Delivered Meals provide a balanced and nutritious hot lunch that are prepared fresh and delivered daily, Monday through Friday, from the Cortland County Office for Aging's 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 a bagged supper 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 report to the OFA office if a consumer is missing or is experiencing unusual stress or difficulty. Personnel in the OFA office then take action to locate the missing consumer or arrange assistance as necessary.

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

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

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

For more information on HDM or to request MTE, contact the Cortland County OFA Nutrition Program at 607-753-5084.

Nutrition Counseling

The Cortland County Nutrition Program offers nutrition counseling provided by a Registered Dietitian, to Cortland County residents who are 60 or over.

- The dietitian consults with new *Home Delivered Meals* participants who screen as high risk and/or as requested by clients or physicians.
- The dietitian is available by appointment to review the dietary status and needs of Cortland County older adults, and to provide them with information regarding special diets.
- Nutrition education presentations are provided at the Age Well Center and to individuals or in group settings.

For more information, or to schedule an appointment, contact the Office for Aging at 607-753-5060.

Supplemental Nutrition Assistance Program (SNAP)

SNAP benefits can help you put healthy food on the table and help supplement your monthly grocery bill. The program issues monthly benefits 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 (*eff. 10/01/2024*) for households with an older adult (60 years old and over) or disabled member are as follows:

Household Size	Monthly Gross Income	Annual Gross Income
1	$2,510	$30,120
2	$3,407	$40,884
3	$4,303	$51,636

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 SNAP 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 website: www.myBenefits.ny.gov allows any NYS resident to apply for SNAP 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 Office for Aging. However, once the application is submitted, you will be assigned a worker from DSS who will be responsible for determining eligibility and benefit amounts.

For further information:

- www.myBenefits.ny.gov
- www.fns.usda.gov/snap/
- www.otda.ny.gov/programs/food-stamps/
- Cortland County Department of Social Services 607-753-5133
- Office for Aging 607-753-5060

Produce Prescription Program

The Produce Prescription Program (PRx) is offered through the Seven Valleys Health Coalition as a component of their Supports for Health initiative. PRx uses a 'food as medicine mode' to increase positive health outcomes by improving food security and preventing/treating diet-related chronic diseases by increasing access to, and consumption of, more fresh produce for those who live in Cortland County. Participants generally receive 22 weeks of fresh produce through a local Community Supported Agriculture (CSA). Home delivery of the weekly produce box provided by the CSA share is available to those enrolled in the program. Participants also receive support and education throughout the program, and the option to attend cooking and/or chronic disease prevention and self-management classes to help lead to lifestyle change.

Eligibility for this program includes:

- ✓ Low-income status.
- ✓ Currently experiencing food insecurity.
- ✓ At-risk for, or currently diagnosed with, a chronic disease which is known to be positively impacted by an improved diet including consumption of more fresh fruits & vegetables (i.e. obesity, pre-diabetes, diabetes, heart disease, etc.)
- ✓ Willingness to complete all intake, screening and evaluation paperwork.
- ✓ Desire to accept supports that will facilitate making lifestyle changes to improve your overall health.
- ✓ Willingness and ability, with support and instruction, to prepare and consume the produce provided.

For additional information or to start the Supports for Health application process, call 607-756-4198.



Community Food Pantries

For more information, please call the Office for Aging at 607-753-5060

Cortland Area

Bible Baptist Church
Route 281 at Lauder & MacGregor
607.756.7716
4th Wednesday of each month 5-6:30pm or until supplies run out.
Clients are permitted to enter and make choices within their categories of food. Please use McGregor St. entrance.
Updated: 3/13/25

Bread of Life Food Pantry
106 N. Main St. | 607.753.1521
Last Saturday of the month 1-3pm.
Drive through. Each household receives a box to their vehicle as they drive through. Free delivery is available upon request; please give 48 hours' notice.
Updated: 3/13/25

Catholic Charities
37 Central Avenue | 607.756.5992 x134.
Mon., Wed., Fri., 1-4pm.
Clients are served on a walk-in basis with no appointments.
Updated: 3/10/25

First United Methodist Church
"Cupboards of Love"
734 State Route 222 | 607.756.5426.
Wednesday from 3:30-5pm.
Updated: 3/10/25

Helping Hands
(Cortland County Nutrition Program)
60 Central Avenue | 607.753.5084
Monday-Friday 9am – 3pm.
To access the pantry, enter through the main entrance, check in at security station, and then walk down the hall to Office for Aging Room B4. ID is required. Cortland County community members 60+ years old.
Updated: 3/10/25

Loaves and Fishes (Grace Episcopal Church)
13 Court Street | 607.756.6195
Soup Kitchen.
Lunch: Mon., Tues. Thurs., 10:30am-12:30pm.
Dinner: Wed. & Fri. 3:30pm -5:30pm
Bag Lunches: Saturdays 11:30am to Noon.
Open to all.
Updated: 3/10/25

Salvation Army
138 Main Street | 607.753.9363
Soup Kitchen: **Wednesday Noon-1:00pm.**
Food pantry: **Mon.,Tues. & Thurs. 10am–1:30pm.**
Appointments are recommended but not required.
Updated: 3/10/25

YMCA
22 Tompkins Street | 607.756.2893
Walk-In food pantry open daily:
Monday–Thursday 5:30am-8pm
Friday 5:30am-6:30pm
Saturday 7:00am-4pm
Sunday 8am-4pm
Updated: 3/10/25

The Chapel NY
1118 NY-222 | 607.299.4873
A fresh food giveaway is happening in the church's parking lot monthly at **4:30pm.** Please call or visit their Facebook page for specific dates. If you are a walker, we ask that you line up to the left of the building with ample distance between each person in the line. If you are driving, we ask that you please stay in your car. All items will be pre-boxed. Vehicles are preferred.
Updated: 3/10/25

Homer Area

Homer Methodist Church
16 Cayuga Street
607.749.3260
Tuesdays 10am – 12pm.
Thursdays 5pm – 7pm.
No appointment needed.
Homer residents only, please.

Updated: 3/11/25

Phillips Free Library
37 South Main St.
607.749.4616
Pantry is available when library is open: **Mon. 12-6pm, Tues. 12-7pm, Wed. 9am-6pm, Thurs. 12-7pm, Fri. 12-5pm, and Sat. 10am-1pm.** Fresh vegetables available on Fridays (when in season) until gone. Open to all.
No appointment needed.

Updated: 3/10/25

St. Margaret's Church
14 Copeland Ave.
607.749.2542
Wednesdays 3pm – 5pm.
Pre-Registration is required by the Wednesday prior. Call on Wednesdays from 1pm – 4pm to register.

~ TEMPORARILY CLOSED ~

Updated: 03/13/25

Cincinnatus Area

Cortland Chenango Rural Services Food Pantry
2704 Lower Cincinnatus Rd. | 607.863.3828
Food pantry and assistance by appointment only. Please call to make an appointment:
Monday-Friday 10am-2pm or
Saturday 9am-12pm.
Open to residents of the towns in our service areas: Cincinnatus, Freetown, Solon, Taylor, Willet, German, Lincklaen, McDonough, Otselic, Pharsalia & Pitcher. Accepting food items or monetary donations at this time.

Updated 3/10/25

Marathon Area

Civic Building on Brink St.
11 Brink St., Marathon | 607.423.8768
Tuesdays 4pm-6pm.
Pantry is located in the North end of the Civic Building.
Open to all Marathon Central School District residents.
You are encouraged to call ahead if you plan to arrive after 5pm.

Updated 3/10/25

Harford Area

Harmony Helping Hands at United Methodist Church
726 Route 221
607.844-4269
2nd Friday of the month from 3:30-5:30pm.

Updated: 3/13/25

McGraw Area

McGraw Community Food Pantry (McGraw Methodist Church)
20 E. Main Street, McGraw
607.836.8972
Thursdays from 6pm–7pm.
Please come inside to complete a food shopping list.

Updated: 3/10/25

McLean Area

McLean Food Give Away (McLean Community Church)
50 Church St., McLean
607.838.8234
4th Saturday of each month, 1:30pm. Pre-register 12pm-1pm.
Open to all.

Updated: 3/10/25

Preble Area

Preble Calvary Baptist Church
6753 State Rt. 281, Preble | 607.745.8459
Food Bank of CNY hosts a mobile food pantry giveaway in the church's parking lot on the **4th Tuesday of each month at 4pm.** Exact day will be posted on the Facebook page. All items will be pre-boxed. Please stay in your car, and items will be brought to you.

Updated: 3/10/25

Preble Community Food Pantry
1953 Preble Road, Preble | 607.749.3606
Pantry is hosted by the Preble Congregational UCC.
3rd Thursday of every month, 4pm–6pm.
Entrance located at side door of church. Bags will be pre-filled. All are welcome.

Updated: 3/10/25

Scott/Spafford Area	Truxton Area
Scott United Methodist Church 6816 NYS Route 41 | 607.749.7973 **Every 3rd Friday & Saturday from 1pm - 4pm.** Scott & Spafford residents only. **Updated: 3/10/25**	**Truxton Food Pantry** **(Truxton United Methodist Church)** 3670 NY-13, Truxton, NY 13158 | 607.753.5060 **3rd Saturday of every month 10am-1pm.** **Updated: 3/10/25**
Virgil Area	**Willet Area**
The Lord's Cupboard **(United Methodist Church)** 1194 Church St., Virgil | 607.857.3556 **3rd Saturday of each month 9am-11am.** Additional dates posted on Virgil UMC website. You may go straight to the registration and sign in when you arrive. Virgil residents only. **Updated: 3/10/25**	**Willet Food Pantry** **(Willet Town Hall / Senior Center)** Town Hall on Rt. 41 in Willet | 607.753.5060 **2nd Thursday of each month from 1pm-4pm.** No appointment needed. **Updated: 3/10/25**



Exercise Programs

Registration is required for the programs listed below and can be made by calling the Office for Aging at 607-753-5060 Monday – Friday from 8am – 4pm.

Bonesavers

The Bonesaver Exercise Program is an ongoing weight-bearing exercise class geared toward adults 60 and older although people younger than 60 can attend if class size permits. Classes are currently scheduled twice weekly at the Age Well Center, 165 Main Street, Cortland. Each class provides an hour-long, gentle routine which provides strength training done slowly with light hand and ankle weights. Classes are led by trained volunteers and participants must complete a registration process which includes obtaining a physician's release prior to participating.

The goal of the Bonesaver Program is to reduce the prevalence of osteoporosis while increasing strength, balance, flexibility, energy and stamina. There is a nominal fee to attend this class series.

A Matter of Balance

A Matter of Balance is an evidence-based program geared toward older adults who have started to restrict their activity level due to increased concern of falling. The program is specifically designed to reduce the fear of falling and improve activity levels among older adults. The program includes eight two-hour classes presented to a small group of participants led by trained coaches. The program enables participants to reduce the fear of falling by learning to view falls as controllable, setting goals for increasing activity levels, making small changes to reduce fall risks at home, and exercise to increase strength and balance.

The curriculum includes group discussions, mutual problem solving, role-play activities, exercise training, assertiveness training, and a few minimal homework assignments.

Participants learn about the importance of exercise in preventing falls and practice exercises to improve strength, coordination, and balance. Participants also conduct a home safety evaluation and learn to get up and down safely. Recommended class size is between 8-12 participants, however smaller classes are permitted.

Additional topics covered include home safety, assertiveness, developing positive strategies for change, reducing barriers to exercise, identifying physical risk factors for falls, personal action planners, recognizing misconceptions about falls, and moving from self-defeating to self-motivating thoughts.

Intended outcomes include a reduced number of falls, improved falls management, and increased activity/exercise levels.



EMPLOYMENT & VOLUNTEERISM

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

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.

- Location: 99 Main Street, Cortland, NY 13045
- Phone: 607-756-7585
- Website: https://www.cayugacortlandworks.org/

Senior Community Services Employment Program (SCSEP)

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"

Employment Connection, JM Murray's Employment Services Department

A community-based service that assists people in obtaining and maintaining employment. The staff works with individuals of all abilities to assist them in maintaining employment to increase their independence and thus raise their self-esteem. Employment Connection offers a variety of state and federally-funded programs which provide employment services to individuals with disabilities and other barriers to independence, including Supported Employment, Direct Placement Services, Pre-Employment and services for individuals receiving TANF (Temporary Assistance to Needy Families), and Ticket to Work.

Contact JM Murray's Employment Connection at 607-756-0246.

OFA Volunteer Engagement Program

The Office for Aging Volunteer Engagement Program recruits individuals 18 years or older to volunteer their time in a variety of OFA programs.

Registration to become a volunteer includes:

1. Completing a Volunteer Registration form and other county-required forms
2. Completing county required online training
3. Providing a copy of your Driver License/Sheriff I.D.
4. National Sex Offender Public Website (NSOPW) check completed by Agency staff at no cost to the volunteer

OFA staff can provide information on available volunteer opportunities, along with information on the duties, time and skills involved with each job. OFA staff will provide orientation and training. Examples of volunteer jobs include, but are not limited to:

- Home Delivered Meals
- Food Pantry
- Clerical/Receptionist Duties
- Health & Wellness Programs
- Grocery Shopping for the Homebound
- Friendly Visitor Program
- Telephone Reassurance Program

To learn more about how you can become a volunteer for the agency, contact the office at 607-753-5060.

Person to Person: Citizen Advocacy (PPCA) Volunteer Program

PPCA is a non-profit organization serving Onondaga, Oswego and Cortland Counties. Their mission is to reduce the risk of social isolation for adults with developmental disabilities (protégés) by creating meaningful relationships rooted in one-on-one connections and community support.

PPCA creates one-on-one matches between a protégé and a community volunteer (advocate) who wishes to share their talents, gifts and friendship. If you are seeking a way to be the encouraging friend someone needs, consider becoming a PPCA volunteer.

For more information contact the PPCA Cortland Coordinator, Laura Spencer at 315-480-6142 or by email at lspencer@ppcadvocacy.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.

Clear Path for Veteran's in Chittenango also assist with Cortland County services. The Cortland County Outreach Coordinator / Peer Mentor can be reached at 315-687-3300 ext. 3901. Visit them on the web: https://www.clearpath4vets.com/ for a complete list of services.

DAV Transportation

Cortland County veterans who have appointments at the Syracuse VA hospital or the Ithaca VA Clinic 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 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 Monday through Friday from 9:00 am to 2:00 pm.

For transportation to the Syracuse VA, call 607-591-7425; for the Ithaca Clinic call 607-591-7388.

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 exams, breast cancer screening, pregnancy testing
    - Hours of Operation: 8:00 a.m. to 4:30 p.m.
    - Address: 2309 N. Triphammer Road, Ithaca, NY 14850
    - Phone: 607-257-2045

St. Joseph's Veterans Residence

St. Joseph's Colonel David Merkel, MD Veterans Residence is a fully credentialed addiction and trauma treatment program. Their 25-member community of Veterans is served by 24/7 medical care: psychiatric nurse practitioner, primary counselors, spiritual counselors and a mental health care manager. They provide:

- Door-to-door admission transportation
- Stabilization services
- PTSD and TBI Treatment
- EMDR
- Adventure Based Therapeutic Activities
- Equine Assisted Therapy
- Employment/Education Opportunities
- Family Therapy and Support
- Mindfulness and Meditation
- Spiritual Direction
- VA Benefits Coordination
- Third-Party Insurance acceptance
- Telemedicine
- Teleconference for legal mandates
- Fitness Center
- Computer/WiFi access
- Resident Therapy Dog

Call for information: 518-891-4135



OTHER AREA AGENCIES

Cancer Resource Center of the Finger Lakes

The mission of the Cancer Resource Center of the Finger Lakes is to create and sustain a community of support for people living with and affected by cancer. Staff members and trained volunteers offer support and comfort to persons who have cancer or who are otherwise affected by the disease (including family members and caregivers). They answer questions, make referrals and help clients understand their options. They tailor their services to individual needs. Assistance is provided by phone or in-person at our Resource Center (612 West State Street, Ithaca) and at the Cancer Resource Room on the Ithaca Campus of the Cayuga Medical Center.

It's best to make an appointment to be sure that someone is available by calling 607-277-0960, but drop-ins are welcome. Questions can also be e-mailed to info@crcfl.net.

Cancer Services Program of Cayuga, Cortland & Tompkins County

Their mission is to reach all uninsured/under-insured residents in Cayuga, Cortland and Tompkins Counties (who qualify) to provide free breast, cervical and colorectal cancer screenings in an effort to reduce cancer rates in those counties. Call 607-758-5523 for eligibility information.

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

Community Health Advocates (CHA)

CHA helps New Yorkers navigate the complex health care system by providing individual assistance, outreach, and education by providing one-stop services to consumers with public or private health insurance coverage, or no coverage at all.

CHA helps New Yorkers:

- Understand how to use their health insurance
- Resolve medical billing and debt issues
- Dispute coverage denials and eligibility determinations
- Get the most from their coverage (get prior authorizations, access specialists, and out-of-network services when needed)
- Access affordable health care services and hospital and prescription financial assistance programs
- Understand how small business owners can offer health insurance & get health insurance tax credits
- Understand health insurance tax credit forms and the reconciliation process

For information, contact the Human Services Coalition of Tompkins County, 26 North Main Street, Cortland, NY 13045; locally dial 2-1-1 or 1-877-211-866 or contact the helpline Monday through Friday, 9am to 4pm, at 888-614-5400 or email cha@cssny.org.

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:

- Phone: 607-756-8970
- Fax: 607-756-0058
- Web: www.cortlandprevention.org

Healthy Neighborhoods Program

Healthy Neighborhoods is a program through the Cortland County Health Department. They provide FREE healthy home assessments and discuss different ideas about how participants can make their homes safer and healthier. All residents of Cortland County are eligible to participate and will receive a care package of safety items depending on need and availability. Care packages may include items such as: smoke detectors, carbon monoxide alarms, night lights, outlet covers, first aid kits, radon kits, flashlights, etc. For more information or to schedule your FREE home assessment, call 607-428-5410 or visit them on the web at: https://www.cortlandcountyny.gov/536/Healthy-Neighborhoods-Program.

Immunization Ambassador Program

The Immunization Ambassador Program is an initiative through the Immunization Coalition of Cortland County working in close conjunction with the Cortland County Health Department. The Coalition has engaged other organizations and Health Department staff to work together to improve immunization rates in Cortland County. The Coalition has focused on educational efforts related to HPV, Hepatitis A and most recently COVID and Flu vaccinations. The Cortland County Office for the Aging is a proud partner in this community initiative. If you have questions about vaccinations or if you wish to become an Ambassador, please contact the Health Department at 607-753-5108.

Seven Valleys 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.

Some of their programs include:

- Chronic Disease Self-Management Program
- Way2Go (connecting people with local transportation options)
- 2-1-1 (a free, confidential, multilingual service to get connected with services in the community)
- Diabetes Prevention
- Supports for Health Program

Contact Information:

- Office Location: 10 Kennedy Parkway, Cortland, NY 13045
- Phone: 607-756-4198
- Website: https://www.sevenvalleyshealth.org

StateWide Senior Action Council, Inc.

As a consumer directed and governed grassroots organization, New York StateWide Senior Action Council works as the trusted voice for all seniors through advocacy, education and services.

Services provided include:

- Medicare Counseling & Enrollment
- Patient Rights Helpline
- Medicare Fraud Complaints
- Medical Billing Appeals
- Presentations & Tabling Events (Health Fairs)
    - Medicare Fraud Alerts
    - Advance Directives
    - Wills & Estates

Contact Information:

- Website: https://www.nysenior.org/
- Phone: 1-800-333-4374



MISCELLANEOUS

Outreach

The Office for Aging's mission includes providing a coordinated system of programs and services on behalf of all aging adults in 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 Age Well Center.

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 Office for Aging at 607-753-5060.

Newsletter

The Office for Aging publishes its newsletter, *Senior News*, every two months. It is distributed by postal mail or e-mail to individuals and/or caregivers who are providing care to persons 60 and older who live in Cortland County. *Senior News* provides information on current topics and local events of interest for aging adults as well as covering topics and events designed to provide support to caregivers.

The newsletter is provided at no charge, but donations to defray printing and mailing costs are appreciated. If you are interested in a subscription, call 607-753-5060 or email ccofa@cortlandcountyny.gov. These newsletters can also be viewed on-line at: https://www.cortlandcountyny.gov/1133/Newsletter.

Blooming Health

The Office for Aging participates in *Blooming Health*, which is a mass-notification system allowing subscribers to receive information related to agency events, program updates and items of interest. Notifications can be set up for delivery via land line, cell phone call, cell phone text, email or any combination of those methods. *Blooming Health* notifications are available for the following categories:

- General Information & Announcements
- Age Well Center
- Caregivers
- Home Delivered Meals / Meals on Wheels
- Home Energy Assistance Program (HEAP)
- Transportation
- Health Insurance Information, Counseling & Assistance Program (HIICAP)
- Expanded In-Home Services for the Elderly Program (EISEP)

If you are interested in receiving updates related to specific programming for older adults, please contact Cortland County Office for Aging at 607-753-5060 and request your free subscription to *Blooming Health*.

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 for people 55 and older who have developed severe vision loss. Specialists who understand the particular issues of older people with vision impairment staff the program. 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.

Contact Information:

- Phone: 607-724-2428
- Address: 174 Court Street, Binghamton, NY 13901
- Website: www.avreus.org

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

Cortland Free Library
32 Church Street
Cortland, NY 13045
607-753-1042

Phillips Free Library
37 South Main Street
Homer, NY 13077
607-749-4616

Peck Memorial Library
PO Box 325 (24 Main Street)
Marathon, NY 13803
607-849-6135

Lamont Memorial Library
5 Main Street
PO Box 559
McGraw, NY 13101
607-836-6767



ClearCaptions

ClearCaptions is available to qualified, hard-of-hearing U.S. residents at no cost as part of the Title IV of the Americans with Disabilities Act (ADA). ClearCaptions provides special telephone equipment at no cost to the recipient. This equipment is designed to make sure people with hearing loss have equal opportunity and access to phone calls. To be eligible for ClearCaptions you must be able to certify that you have hearing loss which requires captions to use the phone; live in the United States; read and speak English (currently this service is only available in English); and have home internet access. For additional information or to begin the application process, call (or have a friend assist you with calling) 1-800-273-4762 or 1-888-637-4627 or complete the on-line request form at https://clearcaptions.com/.

Elder Abuse Awareness

One in ten older adults are mistreated in the United States. 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 Office for 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 Office for Aging.

For professionals who work on elder abuse cases, resources are available through the NYS Enhanced Multidisciplinary Team Initiative (E-MDT) which is comprised of professionals from disciplines who intervene and prevent the abuse of older adults including financial exploitation, physical abuse, sexual abuse, neglect by others and/or emotional abuse. Together, the team provides a holistic response, which includes recommendations and support to professionals working on cases of elder abuse. The local E-MDT office for Central NY is the Vera House, Inc. They can be reached at 315-425-0818; visit them on the web at: www.verahouse.org.

For more information on any elder abuse topic, please call the Office for 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
  - NYS Adult Protective (M-F 8:30am-8:00pm) 1-844-697-3505
- Cortland City Police Department - 607-756-2811
- Cortland County Sheriff's Department - 607-753-3311
- New York State Police - 607-756-5604
- Elder Abuse HELPLine for Concerned Persons 1-844-746-6905



LGBTQ+ Resources

Cortland LGBTQ Center – A Division of Family & Children's Counseling Services

LGBTQ+ (Lesbian, Gay, Bisexual, Transgender & Queer) 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. The Center seeks to create a visible and empowered community through education, advocacy, resource enhancement, and linkages to essential services for all lesbian, gay, bisexual, transgender and queer-identified people, as well as their families and other supportive community members.

For more information:

- Center Location: 165 Main Street Suite A, Cortland; Open Tuesday-Friday 2pm-5pm
- Phone: 607-756-8970, Ext. 253
- Fax 607-756-0058

Web: https://cortlandLGBTQcenter.org/

National Resource Center on LGBTQ+ Aging

Developed by SAGE and the US Department of Health & Human Services, this is the country's first and only technical assistance resource hub dedicated to improving the quality of services offered to LGBTQ+ older adults, their families and their caregivers. This site consists of a collection of articles, reports, guides and other tools to support your journey. Visit: https://lgbtagingcenter.org/

LGBTQ+ Elder Hotline

This hotline is designed for LGBTQ+ older adults who are in need of peer counseling, local resources, or additional support. The hotline is free and confidential. It is managed by United Way Worldwide and is available 24/7. Volunteers are trained to offer advice on anxiety, bullying, relationship concerns, workplace issues, HIV/AIDS, safe sex and more. Call toll-free: 1-877-360-LGBT (5428)

National LGBT Help Center

The National Senior Hotline provides confidential safe space for callers 50 and older to speak about sexual orientation or gender identity/expression issues. This includes coming out issues, relationship concerns, elder abuse, family dynamics, HIV/AIDS anxiety, safer sex information, suicide and much more. This is not a counseling service and does not offer advice. Call toll free 1-888-234-7243 (M-F 2pm-11pm & Sat. noon-5pm)

Cayuga Health Home Phlebotomy Service

Convenient home specimen collection for patients who require blood work but who are unable to travel to one of their six different laboratory patient service centers which are located in Cortland, Dryden, Ithaca (3) and Montour Falls. With a physician's order, Cayuga's Laboratory provides phlebotomy services for homebound patients. Call 607-218-6201 to inquire, or speak to your medical provider. Must be a patient of Cayuga Health.

NYS Resources – Quick Links

Council on Developmental Disabilities

The NYSCDD enhances the lives of New Yorkers with Developmental Disabilities and their families through programs that promote self-advocacy, participation, and inclusion in all facets of community life. Website: https://cdd.ny.gov/

Department of Health

Designated to protect, improve and promote the health, productivity and well-being of all New Yorkers. Website: https://www.health.ny.gov

Department of Veterans' Services

NYS DVS advocates on behalf of New York's Veterans and their families to ensure they receive benefits granted by law for service in the United States Armed Forces.
Website: https://www.veterans.ny.gov/

Division of Human Rights

The Division was created to enforce New York State's Human Rights Law. New York has the proud distinction of being the first state in the nation to enact a Human Rights Law, which affords every citizen "an equal opportunity to enjoy a full and productive life". The New York State Division of Human Rights is dedicated to eliminating discrimination, remedying injustice, and promoting equal opportunity, access, and dignity. Website: https://dhr.ny.gov/

Justice Center for the Protection of People with Special Needs

The NYS Justice Center for the Protection of People with Special Needs is dedicated to supporting and protecting people with special needs and disabilities.
Website: https://www.justicecenter.ny.gov/

Office for People with Developmental Disabilities

The Office for People with Developmental Disabilities assists people with developmental disabilities and their families in gaining access to high-quality services and supports tailored to each person's unique needs.
Website: https://www.opwdd.ny.gov/

Office for the Aging

It is the mission of the New York State Office for the Aging to help all older New Yorkers to be as independent as possible for as long as possible, with an emphasis on hard-to-serve and diverse populations. NYSOFA fulfills this mission through advocacy, development, and delivery of person-centered, consumer-oriented, and cost-effective policies, programs, and services that support and empower older adults and their families, in partnership with a network of public and private state and community organizations.
Website: https://www.aging.ny.gov/

Office of Addiction Services and Supports

The mission of the New York State Office of Addiction Services and Supports (OASAS) is to provide, support, and oversee a data-driven continuum of addiction services delivered with equity, dignity, compassion, and respect. OASAS envisions that people in New York impacted by addiction will thrive and lead healthy lives.
Website: https://www.oasas.ny.gov/

Office of Mental Health

The mission of the New York State Office of Mental Health is to promote the mental health of all New Yorkers, with a particular focus on providing hope and recovery for adults with serious mental illness and children with serious emotional disturbances. Website: https://www.omh.ny.gov

Office of Temporary and Disability Assistance

Established to help vulnerable New Yorkers meet their essential needs and advance economically by providing opportunities for stable employment, housing, and nutrition. Website: https://otda.ny.gov

Empire Pass

The Empire Pass 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 2025 Empire Pass is $80 and is valid through December 31, 2025.
- Multi-year passes are also available at a discounted rate.
- The Pass provides access to 180 state parks, 55 Department of Environmental Conservation (DEC) forest preserve areas, as well as boat launch sites, arboretums and park preserves.
- The Empire Pass is a vehicle entry pass and provides entry to everyone in the vehicle.

To apply:

- Order online at https://shop.parks.ny.gov/
- 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 payable to "NYS Parks" to: Empire Pass, New York State Parks, Albany, NY 12238

New York State Golden Park Program

If you are a New York State resident age 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 the New York State Parks office at 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, SNAP (Food Stamps), Medicaid, SSI, Safety Net Assistance or Family Assistance, Veterans Pension or Survivors Pension, Federal Public Housing Assistance (Section 8) or your total household income is at or below 135% of the Federal Poverty Guidelines. Total savings and benefits will vary depending on your phone

company. To apply for the lifeline discount, contact your telephone service provider (the number appears on your bill). The Lifeline discount is applied to your home telephone number (landline).

Contact information:

- Verizon customers 1-800-837-4966 or www.verizon.com/lifeline
- Frontier customers 1-800-921-8101 or www.frontier.com/discountprograms
- Spectrum Cable customers 1-800-892-2253 or https://www.spectrum.net/support/voice/new-york-life-phone-credit
- Office for Aging 607-753-5060

Assurance Wireless

Provides a free cell phone, free unlimited talk & text, and 25 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 (TANF), Section 8 Housing Assistance, Home Energy Assistance (HEAP), Family Assistance, Safety Net Assistance, Free School Lunch Program, Veterans Pension or Survivors Pension, 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
- Office for Aging 607-753-5060

SafeLink Wireless Lifeline Service

Provides a free cell phone, free unlimited talk & text, and 10 GB free Hotspot data each month. Qualifications include participation in any of the following programs: Medicaid, Food Stamps/SNAP, Supplemental Security Income, Temporary Assistance for Needy Families (TANF), Section 8 Housing Assistance, Home Energy Assistance (HEAP), Family Assistance, Safety Net Assistance, Free School Lunch Program, Veterans Pension or Survivors Pension, or your total household income is at or below 135% of the Federal Poverty Guidelines.

Contact information:

- SafeLink at 1-800-723-3546 or www.safelinkwireless.com
- Office for Aging at 607-753-5060

Grievance/Complaint Contacts

- Federal Communications Commission (FCC): 1-888-225-5322
- Federal Trade Commission (FTC): 1-877-FTC-HELP (1-877-382-4357)
- Office of the Inspector General: https://tips.oig.hhs.gov/
  - Healthcare fraud
  - Quality of Care
  - Medical Identity Theft
- Americans with Disabilities (ADA):
  - Website: 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

Home Delivery

Grocery Shopping Assistance Program

The Grocery Shopping Assistance Program is designed to assist homebound older adults who are currently receiving other OFA assistance (such as Home Delivered Meals, NY Connects, or EISEP) by pairing them up with a compatible volunteer who can provide food, toiletry and general cleaning supply shopping on their behalf. Volunteer shoppers are not able to pick-up alcohol or tobacco products, prescription medications or anything that requires a signature at the pharmacy; they are also not allowed to have participants ride-along with them to make purchases. Purchases need to be made by cash only (no checks, debit or credit cards). If you are interested in this program, you can request a referral from the OFA staff person with whom you are currently working.

Area Stores

The following area stores offer delivery service for area residents:

- Instacart – **Aldi's, CVS Pharmacy, Dollar Tree. Family Dollar, Grand Union, Kinney Drugs, Lowe's, Price Chopper, Rite-Aid Pharmacy, Save-A-Lot and Walgreens.** 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. Through this website you set up your account, choose the store where you want to shop, 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.

- Bill Bros. Dairy 607-836-4012 Free delivery within the Village of McGraw, Mon.– Fri., 6am – noon.

- Cincinnatus Home Center/Market 607-863-4175 Deliveries to Cincinnatus/Willet area. Delivery fee starts at $20.

- P&C Fresh – Fresh-n-Fast Groceries-To-Go online ordering at www.pandcfresh.com/online-shopping/. In-Store pick-up fee is $3.99 (Monday-Sunday 12pm-1pm and 3pm-7pm); there is no home delivery at this time.

- Kinney Drugs Rte. 281 607-753-9359 free prescription delivery. Delivery fee of non-prescription items is $5.00 if delivered without prescription. Deliveries to Cortland/Homer/Cortlandville areas Monday through Friday. Deliveries to Marathon & Cincinnatus area on Monday, Wednesday, Thursday and Friday afternoons. Deliveries to Groton on Wednesday afternoons. Customers must be home to receive the delivery and be prepared to pay any co-pays.

- Kinney Drugs Clinton Avenue 607-753-1591 Free prescription delivery. Delivery fee of non-prescription items is $5.00 if delivered without prescription. Deliveries to Cortland/Homer area Monday – Friday. Deliveries to McGraw on Friday. Two-day notice is required for deliveries, and there is a $25 minimum purchase required.

Language Assistance

Cortland Community Center ESL
90 Central Avenue
Cortland, NY 13045
607-299-4444

The Center offers free English as a Second Language (ESL) classes. The class is "basic survival" English stressing conversation and functional vocabulary. Call Mary at 607-591-0494 for additional information or to register.

Free Language Assistance is available for any OFA Service:

Cortland County Office for Aging
https://www.cortlandcountyny.gov/434/Office-for-Aging
607-753-5060
Fax 607-758-5528
Monday-Friday 8:00am – 4:00pm
60 Central Avenue
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

Quick List of Web Resources

The following is a list of some World Wide Web resources that provide support and referral information for people with basic aging issues and for the service providers assisting them. This list is not intended to be comprehensive nor to serve as an endorsement for any of the organizations listed.

Administration for Community Living
http://www.acl.gov/

American Geriatric Society - Health in Aging Foundation
https://www.healthinaging.org/

Alzheimer's Association
https://www.alz.org/

American Heart Association
https://www.heart.org/



American Association of Kidney Patients
http://www.aakp.org/

American Diabetes Association
http://www.diabetes.org/

American Hearing Research Foundation
http://www.american-hearing.org/

Arthritis Foundation
http://www.arthritis.org/

Centers for Disease Control and Prevention: Health Related—Quality of Life
http://www.cdc.gov/hrqol/

Chronic Obstructive Pulmonary Disease (COPD) CDC
http://www.cdc.gov/copd/

Elder Abuse
https://www.nyselderabuse.org/

Family Caregiver Alliance
https://www.caregiver.org/

Grandparenting
https://www.aamft.org/AAMFT/Consumer_Updates/grandparents.aspx

HIV AIDS—National Library of Medicine
http://www.nlm.nih.gov/

Hospice Foundation of America
http://www.hospicefoundation.org/

Informal Caregiving
https://www.cdc.gov/healthy-aging-data/media/pdfs/caregiver-brief-508.pdf

The Henry J. Kaiser Family Foundation
http://www.kff.org/

National Center for Health Statistics—CDC
http://www.cdc.gov/nchs/

National Institute of Mental Health – Depression Resources
https://www.nimh.nih.gov/health/publications/depression-listing

National Eye Institute
http://www.nei.nih.gov/

National Resource Center on LGBT Aging
http://www.lgbtagingcenter.org/

Suicide Prevention
https://www.samhsa.gov/mental-health/suicidal-behavior/prevention
http://www.sprc.org/

US Census Bureau
http://www.census.gov/

World Health Organization - Ageing
https://www.who.int/health-topics/ageing#tab=tab_1

