



NY Connects
Your Link to Long Term
Services and Supports

of BROOME COUNTY
(800) 342-9871 (607)778-2278

Broome County
Office for Aging
County Office Building
60 Hawley Street
Binghamton, New York 13901

Phone (607) 778-2411
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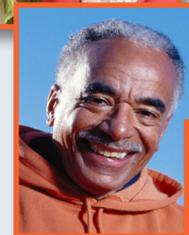
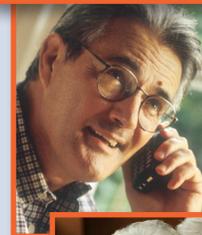
Email: ofa@broomecountyny.gov
Website: www.gobroomecounty.com/senior

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Revised 12.23



Services for Seniors Guidebook



Broome County
**Office for
Aging** 

Broome County Office for Aging



This guidebook and the following publications plus much more can be found on our website at:

www.gobroomecounty.com/senior

- Financial Benefits
- Senior Apartment Housing Guide
- Senior News
- Weatherization and Home Repair Programs
- Transportation Services

Call 607-778-2411 to request a publication by mail or stop by your senior center to obtain a copy.

Funding is received from the Administration on Community Living under Title III of the Older Americans Act, the New York State Office for the Aging, local municipalities and private grants. Most services are offered on a contribution basis or at no charge.

All contributions are confidential and voluntary and no one is denied services due to an inability or unwillingness to contribute.

The Broome County Office for Aging does not discriminate on the basis of race, color, creed religion, age, sex, national origin or sponsor, or subject any person to any discrimination in his or her civil rights.

Yesteryears

Yesteryears is a social program for frail, isolated or memory impaired adults who participate in supervised structured activities and socialization with their peers. The program also serves caregivers who can utilize Yesteryears to get respite.

This program offers:

- Caregiver Respite
- Socialization with peers;
- A variety of creative activities;
- Supervision and a structured environment;
- A hot lunch and nutritious snacks;
- Support, information and referrals to other community resources for caregivers.
- Limited Assistance with transportation.

Locations:

- Binghamton: 24 Isbell St.
(in cooperation with the Binghamton Housing Authority)
- Endwell: 2801 Wayne St.
(in the Broome West Senior Center building).

Prospective participants are invited to visit for a **Meet and Greet** session. This 30–60-minute session provides the participant with an opportunity to meet the staff and engage in some activities. This session serves as the client assessment prior to enrollment.

Call *Yesteryears* at 607-778-2946 to schedule a Meet and Greet or for any questions.

Additional information is available on our website:
www.gobroomecounty.com/senior

Broome County
Office for Aging 
...bringing seniors and services together

Broome County Office for Aging recognizes and supports the needs of individuals to live active, healthy and independent lives in their senior years. OFA is committed to helping older adults and their families with a variety of services that are as diverse as the older adult population of Broome County.

This OFA Services for Older Adults Guidebook will tell you about the services provided by OFA and our contractors and show you how to access them. Office for Aging staff can provide you with additional information or assistance. Simply call our office at 607-778-2411.

Older adults are a valued part of our community. Office for Aging and its dedicated staff have been providing supports to older adults and their families since 1973. We look forward to continuing this caring relationship.

Volunteer Opportunities

Office for Aging welcomes you to join in and discover the benefits of volunteering. Volunteering is a great way for older adults to stay socially connected - one of the leading indicators of healthy aging. The community benefits as well since volunteers perform duties that agencies depend on. There are many excellent opportunities with various Office for Aging programs for people of all ages to learn new activities, build relationships and know that the time and skills they share are truly appreciated.

- Volunteer a couple of hours a day with **Meals on Wheels** to help some of the hundreds of older adults who receive meals each day. You can volunteer 1 day a month, up to 5 days a week or as a fill-in.
- Give attention and support to children with exceptional needs in local schools and day care centers through the **Foster Grandparents Program**.
- Be a leader for an Office for Aging **Health and Wellness Program**.
- Provide socialization and activities at the **Yesteryears** group respite locations.
- Shop and do errands for homebound older adults.
- Volunteer at a **Senior Center** teaching classes, answering the phone, taking reservations or serving meals.
- Use your office and clerical skills, from filing to data entry and beyond, to help various programs.
- Assist with efforts to enhance our community through the Broome Age-Friendly Project

To explore a volunteer opportunity, e-mail the Office for Aging at ofa@broomecountyny.gov or call **607-778-2411**.

Additional information is available on our website:
www.gobroomecounty.com/senior

Transportation

There are several transportation options available for those who need to get to medical appointments, senior center, shopping or other destinations:

- **Fixed Route Buses** serve the urban areas of Broome County from west Endicott to Kirkwood. The buses run seven days a week, with different schedules on weekends. Reduced fares are available to older adults (65 and older with an OFA ID Card), Veterans and individuals with disabilities.
- **Office for Aging Mini Bus** - is a curb to curb shared ride service for older adults age 60 years and older with an OFA ID card. A reservation is required to ride this bus and can be made up to one week in advance. The bus runs between 9am and 4pm and services Binghamton, Endicott, Endwell, Johnson City and portions of Chenango Bridge, Conklin, Kirkwood and Vestal. Individuals 60+ with an OFA ID card ride for a suggested contribution.
To apply for an OFA ID card call 607-778-2411 or visit www.gobroomecounty.com/senior
- **BC Country** is a reservation based service that transports from rural to urban areas and back. Those with a valid OFA ID card can ride this bus for a suggested contribution.
- **BC Lift** is a reservation based service for persons with disabilities who cannot use the regular fixed route buses due to conditions related to their disability. An application is required and gets submitted to BC Transit to determine eligibility for the service. There is a fare for each one-way ride.

See the Office for Aging **Senior Helpers** listing service for another transportation option.

For additional information, such as hours of service, reservation instructions and the OFA ID card application visit www.gobroomecounty.com/senior

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Caregiver Services

Caregiver Services helps family members, friends and neighbors who are caring for older adults living in our community. The program helps caregivers with both practical needs and with the emotional demands of caregiving. If you help an older person pay bills, manage medications, shop, cook, clean, or if you provide personal care, transportation or emotional support, you are a caregiver.

Caregiver Services provide:

- Consultations by phone, in our office, or in your home to help you understand local services and connect with programs.
- Workshops and educational events to provide support, education and connections with other caregivers;
- Caregiver Information included in the monthly Senior News publication offering event schedule, tips, and practical advice;
- Caregiver Respite Program: gives caregivers a break from the demands of caregiving. This service requires a full Caregiver Assessment and ongoing case management.
- Caregiver Chat: a support group for caregivers giving them the opportunity to share experiences with other caregivers and learn about caregiver issues;
- Caregiver Resource Center: Broome West Senior Center located in Endwell has a variety of books and other materials that can be loaned out

Additional information, including links to caregiver resources is available on our website:
www.gobroomecounty.com/senior

SNAP/Food Stamp Certification

Food Stamps/SNAP is a nutrition program for individuals living on a low income that provides help with food purchases. The monthly benefit can be used at grocery stores, for meals at senior centers and for Meals on Wheels. The benefit amount depends on household size and income compared to shelter and medical expenses. The Food Stamps/SNAP benefit comes in the form of an Electronic Benefit Transfer (EBT) card that is credited automatically each month.

Office for Aging staff is available to help older adults to apply for Food Stamps/SNAP.

To apply, call NY Connects at
607-778-2278

Additional information is available on our website:
www.gobroomecounty.com/senior



Shopper Service

The Shopper Service provides non-emergency, on-going help with weekly or bi-weekly grocery shopping and limited errands (such as going to the bank, post office and pharmacy) to eligible homebound older adults. The Shopper Service helps those who are physically unable to shop maintain their independence. There are no fees, but contributions are accepted. Screened volunteers managed by the Faith in Action program of the Broome County Council of Churches provide this service throughout Broome County.

To be eligible for Shopper Service you must:

- Be 60 or older;
- Be physically unable to shop as ordered by a physician, or as determined through an assessment by our staff
- Have no one able to shop for you.
- Not eligible for Medicaid or eligible for shopping service through Medicaid.

If you need help shopping call 607-778-2411.

Additional information is available on our website:
www.gobroomecounty.com/senior



Expanded In-Home Services for the Elderly (EISEP)

EISEP is a long-term care program for older adults who need some outside help to remain in their homes. EISEP Case Managers visit your home and work with you on identifying your needs. Together with you and your family, a case manager will discuss your needs and solutions and a care plan will be developed. Eligible older adults will also be set up with a Personal Emergency Response System (PERS), Meals on Wheels, shopper and other supports.

You may be eligible for these services if you are:

- A Broome County resident age 60 or over;
- Experiencing difficulty dressing, bathing, eating, preparing meals, shopping, doing laundry or housework;
- Not eligible for or receiving Medicaid; and
- Unable to get the help you need.



The cost of the service is shared between you and the Office for Aging based on your ability to pay for the service. In some cases there is no cost, but contributions are encouraged. Some services may have waitlists.

Additional information is available on our website:
www.gobroomecounty.com/senior

**To request an assessment, call NY Connects at
607-778-2278**

Foster Grandparent Program (FGP)

The Foster Grandparent Program is a national volunteer program run locally by Office for Aging. Foster Grandparents volunteer anywhere between 5 and 40 hours per week at schools, day care centers, Head start sites and summer programs throughout Broome County. These caring volunteers provide love, support and extra attention to children with exceptional needs to help them succeed.

The Foster Grandparent Program makes it possible for older adults, age 55 and older, to make a meaningful contribution to their community. It also provides older adults with low income with the economic support they need to volunteer.



Benefits of being a Foster Grandparent:

- An hourly, non-taxable stipend for income eligible older adults that does not count against income from benefits such as SNAP, HEAP, Medicaid;
- Paid time off;
- A meal at the volunteer site and reimbursement for travel costs;
- An annual physical exam;
- Paid orientation and continual training;
- The opportunity to socialize with other Foster Grandparents
- The opportunity for truly rewarding work.

Call the Foster Grandparent Program at 607-778-2089.

Additional information, including links to the FGP brochure and other volunteer opportunities, is available on our website:
www.gobroomecounty.com/senior

Senior News

Senior News is the monthly newspaper published by the Office for Aging. Articles include items of interest to older adults including special events, health information, wellness activities, benefit programs and senior center activities.

Most of the 7,000 households who read *Senior News* pick up their copy at a senior center, library, or any of the many other distribution points throughout Broome County. Some households prefer to subscribe to the *Senior News* and get the newspaper mailed to their homes. The Office for Aging asks subscribers for a small contribution to cover mailing costs.

Call Office for Aging at 607-778-2411 to subscribe.

You can access *Senior News Online* to read the current or past issues on our website:
www.gobroomecounty.com/senior

Senior Helpers Program

The Senior Helpers Program connects individuals age 55+ who are interested in working for others. This program provides information about registered workers to individuals who need help in their home with tasks such as housekeeping, yard work, snow removal, small repairs etc. Other individuals hire workers for tasks such as shopping, companionship, transportation and other needs.

To list job skills with the Senior Helpers Program:

- Call the Senior Helpers Program and leave a message with your name, phone number, mailing address and what type of jobs you want to be hired for. Paperwork will be mailed to you to sign allowing Office for Aging to share your information with those who are hiring.
- Jobs range from one-time or short-term assignments to long term placements.
- Wages are negotiated between the worker and employer.

To get work done:

- Call the Senior Helpers program and leave a message with the following information: your name, mailing address and details about what job you are hiring for.
- A list of registered workers and their contact information will be mailed to you. You will use this list to hire a worker. We recommend you ask for references from the worker you select.
- Wages are negotiated between the worker and employer.

Call and leave a message for the Senior Helpers Program at 607-778-6105.

Additional information is available on our website:
www.gobroomecounty.com/senior

Health Insurance Information, Counseling and Assistance Program (HIICAP)

HIICAP provides, unbiased, confidential, no cost assistance with health insurance questions and concerns. Information and counseling is provided by professionally trained volunteers and staff members who help individuals make informed decisions. Office for Aging contracts with Action for Older Persons, Inc. (AOP) to provide service to residents of Broome County.

Make an appointment with a HIICAP counselor to get help with:

- Medicare eligibility, benefits and claims filing;
- Community and facility Medicaid;
- Medigap supplemental insurance policy coverage;
- Medicare Savings Programs and Social Security Administration Extra Help (Low Income Subsidy);
- Long-term care planning and insurance including the NYS Partnership for Long-Term Care;
- Employer and retiree health insurance plans;
- Prescription drug coverage, including Medicare Part D plans and Elderly Pharmaceutical Insurance Coverage (EPIC) program;
- Medicare Advantage including Private Fee for Service and Preferred Provider Organizations (PPO) plans; and
- Medicare preventive and health screening benefits.

Contributions are accepted and used to maintain and expand the services. No one will be denied due to their inability or unwillingness to contribute.

For more information, call **Action for Older Persons at 607-722-1251** or visit www.actionforolderpersons.org

Health, Wellness and Recreation Opportunities

Office for Aging provides opportunities for older adults to participate in a wide variety of programs designed to promote health and social well-being through social interaction, physical activities and learning opportunities. The options provide fun ways to stay active or learn to improve and maintain a healthy lifestyle.

Physical Activity classes: Line Dancing, Chair Exercises, Yoga, Zumba and classes that help prevent Osteoporosis

♥ **Evidence Based Classes:**

Bingocize, Tai Chi and Walk with Ease

♥ **Nutrition Education:**

Programs to promote healthy living through practical life changes.



♥ **Senior Picnic:**

Annual fun-filled days events held at local senior centers.

Additional information, including events calendars and program schedules, is available in the monthly newsletter *Senior News* or on our website
www.gobroomecounty.com/senior

Senior Centers

Deposit

14 Monument Street, Deposit, NY 13754; Phone: 607-467-3953
Located in the Christ Episcopal Church
Open: Tuesday & Thursday, 10:00 a.m. to 2:00 p.m.
Lunch Served: 12:30 p.m.

Eastern Broome

27 Golden Lane, Harpursville, NY 13787; Phone: 607-693-2069
Open: Monday through Friday, 9:00 a.m. to 2:30 p.m.
Lunch Served Daily at noon

First Ward (Operated by City of Binghamton)

226 Clinton Street, Binghamton, NY 13905; Phone: 607-797-2307
Open: Monday through Friday, 8:30 a.m. to 3:30 p.m.
Lunch Served Daily at 11:45am

Johnson City (Operated by Johnson City Senior Citizens Center, Inc.)

30 Brocton Street, Johnson City, NY 13790; Phone: 607-797-1149
Open: Monday through Thursday, 9:00 a.m. to 4:00 p.m.
Friday: 9:00 a.m. to 2:00 p.m.
Lunch Served Daily at 11:45am

North Shore Towers

24 Isbell Street, Binghamton, NY 13901; Phone: 607-772-6214
Open: Monday through Friday, 10:00 a.m. to 2:00 p.m.
Lunch Served Daily at noon

Northern Broome

12 Strongs Place, Whitney Point, NY 13862; Phone: 607-692-3405
Open: Monday through Friday, 9:00 a.m. to 3:00 p.m.
Lunch Served Daily at noon

Vestal

201 Main Street, Vestal, NY 13850; Phone: 607-754-9596
Open: Monday through Friday, 9:00 a.m. to 2:00 p.m.
Lunch Served Daily at 11:45am

Senior Centers

There are nine senior centers serving older adults in Broome County. The centers offer a wide range of opportunities for socialization, affordable, healthy meals, exercise and wellness programs and volunteer opportunities. Senior centers are focal points for information about services and programs that help people remain healthy, active and independent.

Programs and activities include:

- Nutritious weekday lunches;
- Classes on art, computer, dance, balance, yoga and more
- Cards, games, billiards, Wii play and access to exercise equipment;
- Group trips, walking, flexibility, strength training and weight loss;
- Programs on health, safety, caregiver issues, health insurance, taxes, transportation and other services.

To make a lunch reservation; call the senior center one day in advance. **See the contact information for senior centers on pages 13 and 14.** There is a suggested contribution for a meal for those 60 and older and their spouses, and a set price for those under 60. *Contributions are requested for meals, however, no eligible individual will be denied service due to inability or unwillingness to contribute.*

Additional information including menus is available on our website or in the newest issue of the Senior News:
www.gobroomecounty.com/senior

Broome West

2801 Wayne Street, Endwell, NY 13760; Phone: **607-785-1777**
Open: Monday through Friday 9:00 a.m. to 3:00 p.m.
Lunch Served Daily at 11:45am

Chenango Bridge

740 River Road, Binghamton, NY 13901; Phone: 607-663-0406
Located in the First United Methodist Church of Chenango Bridge
Open: Monday & Wednesday & Friday, 10:00 a.m. to 2:00 p.m.
Lunch Served: Noon

Home Energy Assistance Program (HEAP)

The Home Energy Assistance Program (HEAP) is a federally funded program that helps income eligible homeowners and renters meet the cost of home heating. Office for Aging helps adults age 60+ and those of any age who are disabled apply for regular HEAP. The benefit is a once-per-season credit to the home heating account. The amount of the benefit is based on income and type of fuel. HEAP is typically open from the fall until funds run out in the spring. Exact program dates, income guidelines and benefit amounts are announced each fall.

You are eligible to apply for **regular** HEAP by mail at Office for Aging if you:

- Have income under the HEAP guidelines,
- Are 60 or older, or receive Social Security disability (SSD) or Supplemental Security Income (SSI);

If you are under 60 and not disabled, contact DSS/HEAP at 607-778-1100 to apply for HEAP. Those who have a current SNAP benefit (Food Stamps) or Temporary Assistance case receive HEAP through those programs. Call Department of Social Services at 607-778-1100 if you have questions.

Call the **Office for Aging HEAP information line at 607-778-2063** to request an application during HEAP season.

Additional information, including link to an online application during HEAP season, is available on our website:
www.gobroomecounty.com/senior

Identification Card

The Office for Aging Identification Card (ID card) provides proof of age and identification for Office for Aging programs, including senior center meals and the OFA Mini-Bus transportation system.

The ID card is available for free to older adults age 60+. It can be obtained by completing a short application. To request an application be mailed to you call 607-778-2411. You can also visit your local senior center to pick up a copy or download the application online at www.gobroomecounty.com/senior. Proof of age is required for the ID card.

Additional information, including a downloadable application, is available on our website:
www.gobroomecounty.com/senior



NY Connects

Long Term Services and Supports can be medical and non-medical, helping people of all ages and abilities to remain as independent as possible.

NY Connects provides information, assistance and referrals for Long Term Services and Supports for people of any age regardless of income. NY Connects can provide information about:

- Home Care
- Caregiver Supports
- Housing
- Respite Care
- Transportation
- Financial Benefits
- Home Delivered Meals
- Health Insurance Information, including Medicaid
- Additional Services & Supports

Call: 607-778-2278 or 1-800-342-9871



Medicaid Certification

Medicaid is a comprehensive health care benefit for those with low income and limited resources. It may supplement Medicare and other private medical insurance coverage. Medicaid may cover medical bills and services that Medicare does not. Physician services, dental and vision services, hospitalizations, nursing home stays, medical transportation, home care and some prescription drugs are also covered.

Office for Aging staff is available to help older adults apply for Medicaid.

To apply, call NY Connects at 607-778-2278.

Additional information is available on our website:
www.gobroomecounty.com/senior

Nutrition Counseling

Nutrition counseling and education is an Office for Aging service that helps older adults develop a personal diet plan to achieve better health.

A registered dietitian provides nutrition counseling and education and works to create a plan based on his or her individual needs, which may include:

- Diet restrictions
- Economical food preparation
- Supermarket shopping
- Food sanitation
- Kitchen safety



Persons 60 and over are eligible for this service as long as they are not eligible to receive medical nutrition therapy through another program.

Call Office for Aging at 607-778-2411
if you need nutrition counseling.

Information and Assistance

Office for Aging is the central source for accurate, up-to-date information on programs, services and benefits for older adults and caregivers. Information is provided by our Information and Assistance representatives.

Items we can assist with:

- Provide information about many topics including financial benefits, home care, transportation, caregiver issues, mental health concerns, senior housing and more;
- Help identify needs and explore available options;
- Suggest appropriate services and make referrals to service providers in the community;
- Link with local resources.

Information and Assistance representatives:

- Help complete forms and applications and provide assistance with obtaining benefits;
- Meet with older adults at senior centers;
- Make home visits to frail and home bound older adults when necessary.

Call **607-778-2411** or visit
www.gobroomecounty.com/senior to learn more.

Language interpretation services are arranged upon request.

Legal Services

The Legal Services for Seniors Program is operated by the Legal Aid Society of Mid-New York. The program assists older adults with simple wills, powers of attorney, health care proxies, living wills, simple real estate transactions, consumer matters and income maintenance issues related to public benefits. Legal Aid does not advise anyone other than the actual client concerning any matter.

To be eligible for no cost services, you must be:

- Age 60 or over;
- A resident of Broome County; and
- Have an economic or social need for legal services.



There is no cost for this service. Voluntary contributions are accepted and used to provide legal services to other older adults in the community. No one will be denied service due to their inability or unwillingness to contribute.

For drafting legal documents, call Legal Aid, 607-231-5900, Monday through Friday, 9:00 a.m. to 5:00 p.m., to schedule an appointment. Appointments are also available at some senior centers. Call the center directly to schedule an appointment. Home visits are possible for those who are homebound when no alternative is available.

For consumer and income maintenance matters, call the **Legal HelpLine toll free, 1-877-777-6152**, Monday through Friday, 9:00 a.m. to 3:30 p.m.

Additional information is available on our website:
www.gobroomecounty.com/senior

Meals on Wheels (MOW) Home Delivered Meals

The Office for Aging's Meals on Wheels program is a home-delivered meal program available to eligible homebound older adults who are unable to prepare meals for themselves. The service is a valuable resource to help older adults remain independent in their own homes.

Delivery is available in Binghamton, Chenango Bridge, Conklin, Kirkwood, Harpursville, Windsor, and Whitney Point. Meals are delivered Monday through Friday by caring volunteers who check on recipients each day. Contributions are appreciated and are used to support the program. No one will be denied service due to their inability or unwillingness to contribute.

You are eligible if you:

- Are age 60 or older and incapacitated due to accident, illness, or frailty as determined by an in-home assessment; and
- Are unable to prepare meals for yourself; and
- Have no one available on a regular basis to prepare meals for you.

Home delivered meals provide:

- A hot lunch and a cold supper
- Meets daily dietary requirements; and
- Some selections for those on special diets.

Meals on Wheels always welcomes new volunteers.

Call to become part of the team of over 200 caring people in our community who help deliver meals.

**Call Office for Aging (607-778-2411) or
NY Connects (607-778-2278) to find out more.**

Additional information is available on our website:
www.gobroomecounty.com/senior