

Broome County

Elder Services Guide



A Comprehensive Directory of
Programs and Services Available
to Broome County's Older Adults

2020 Edition 9

Action *for* **Older** **Persons**

Broome County
Office for Aging



Also Available Online:

<http://gobroomecounty.org/senior/publications>

<http://actionforolderpersons.org/publications>



When you need help, who do you call?

ELDER CARE
MANAGEMENT SOLUTIONS
eldercaremanagementsolutions.com



- ✓ Assessments and care planning
- ✓ Problem solving for out of town families
- ✓ Creative options to remain at home safely
- ✓ Unbiased advocacy in nursing homes

NO COST Phone Consultations!
(607) 748-0848



Practical Solutions for Older Persons and Their Families Professional Care Managers since 2001

**LEVENE GOULDIN
& THOMPSON, LLP**
ATTORNEYS AT LAW

450 Plaza Drive
Vestal, NY 13850
607.763.9200
LGTLegal.com

Elder Law • Estate Planning • Nursing Home Planning • Elder Care Coordination

Certified Elder Friendly®



Your parents want to stay
in the place they call home.
We can help.

Whether you are looking for someone
to help an aging parent a few hours a
week or need more comprehensive
assistance, Home Instead can help.

- Companionship Care
- Household Duties
- Meals & Nutrition
- Respite Care
- Transportation

Call for a free,
no-obligation appointment

607.723.3600



To us, it's personal.®

HomeInstead@HomeInsteadbc.com

Each Home Instead Senior Care® franchise office is independently owned and operated. © 2017 Home Instead, Inc.

Action for Older Persons and the Broome County Office for Aging
have collaborated to bring you this edition of the Elder Services Guide.

Our agencies strive to assist older adults with either information and assistance or by direct service through our programs. Both of our agencies work closely together, however, the two agencies provide different services and programs.

We have outlined on the next page the different services and programs each agency provides.

Another resource that both the Office for Aging and Action for Older Persons are involved with is NY Connects. NY Connects is a state-wide service that provides information and assistance to all ages and all payor sources for long-term services and supports.

NY Connects can help you navigate services and benefit programs for all abilities and needs.

NY Connects has the most up-to-date information on all services and programs in the community.

Please call NY Connects at (607) 778-2278 for additional assistance.

Action *for* Older Persons

Broome County
Office for Aging 

Broome County Elder Services Guide, Ninth Edition, copyright 2020,
Action for Older Persons, Inc. & Broome County Office for Aging.

All rights reserved, including the right of reproduction in whole or in part in any form without the written permission of Action for Older Persons, Inc. or the Broome County Office for Aging.

Any information herein is accurate as of the date of publication. However, as changes in the agencies and services occur frequently, for the most current information,

the reader is encouraged to contact agencies directly, or to contact Broome County NY Connects at (607) 778-2278 or toll-free at 1-800-342-9871.

As every attempt was made to cover services comprehensively for older adults in the Broome County area, the *Broome County Elder Services Guide* apologizes for any oversights or omissions. A copy of the *Broome County Elder Services Guide* Inclusion Policy is available by request from Action for Older Persons, Inc. at (607) 722-1251.

The Office for Aging (OFA) and Action for Older Persons (AOP) are two agencies which offer services and programs to older adults in Broome County. Below is a breakdown of the services and programs each organization provides.

Broome County
Office for Aging 

(607) 778-2411

Broome County Office Building, 4th Floor
60 Hawley St., Binghamton, NY 13902

The Office for Aging (OFA) is a local area agency on aging. OFA provides a variety of services and programs to assist seniors with living independently in the community.

- Adult Day Centers
- Caregiver Services
- Expanded In-Home Services (EISEP)
- Foster Grandparent Program
- Health, Wellness & Recreation Opportunities
- Home Energy Assistance Program (HEAP)
- Information and Assistance
- Meals on Wheels
- Medicaid and SNAP application assistance
- Newsletters: Caregiver Corner & Senior News
- Nutrition Counseling
- NY Connects: For Long Term Services and Supports
- Senior Centers
- Senior Helpers Program
- Transportation Information

Action*for***OlderPersons**

(607) 722-1251

200 Plaza Drive, Suite B
Vestal, NY 13850

Action for Older Persons (AOP) is a private non-profit agency. AOP provides advocacy, individualized counseling, and unbiased information to empower older adults and their families to make informed decisions.

- Advanced Planning for End-of-Life Care
- Enhanced Multi-Disciplinary Team
- Independent Consumer Advocacy Network
- Long-Term Care Ombudsman Program
- Medicare/Health Insurance Counseling
- Newsletter: Mature Messenger
- Volunteer Opportunities

Table of Contents

SECTION 1: Directory of Services

CAREGIVER SERVICES	1
Support	1
Adult Day Care	1
Respite Options	2
CHRONIC ILLNESS SUPPORT	2
COMPUTER TRAINING	3
CONSUMER FRAUD & PROTECTION	4
Attorney General	4
DENTAL SERVICES	4
DISABILITY-RELATED SERVICES	5
Accessible Parking	5
Advocacy	5
DRIVER EDUCATION	5
DRUG & ALCOHOL ABUSE	5
ELDER ABUSE & NEGLECT	6
EMERGENCY SHELTER	7
EMPLOYMENT & TRAINING	8
END-OF-LIFE PLANNING	8
Advance Health Directives	8
Funeral Planning	8
Hospice	9
Organ/Body Donation	9
FINANCIAL ASSISTANCE	9
Credit Counseling	9
Emergency Financial Assistance	9
Food Stamps/SNAP	9
Rent Subsidy	10
Utility Expenses	10
FOOD & HOUSEHOLD GOODS	10

HEALTH INSURANCE INFORMATION	11
Claims, Assistance, & Information	11
Medicaid	11
Medicare	11
Programs for the Uninsured/Underinsured	12
Veterans' Benefits	12
HEARING LOSS	13
HOME ADAPTATION, REPAIRS & WEATHERIZATION	13
Adaptation	13
Repairs	13
Weatherization	14
HOUSING	14
Information & Options	14
Long-Term Care Facilities Chart	36
Apartments for Seniors	32
IN-HOME SERVICES	15
Home Health Agencies Chart	34
LEGAL SERVICES	15
General	15
Conflict Resolution	16
Preparation of Legal Documents	16
MEDICAL EQUIPMENT	16
Loan Closets	31
Medical Equipment Suppliers	38
Chart	38
MENTAL HEALTH & COUNSELING	17
Alzheimer's & Dementia	17
Anxiety, Depression & Mental Health	17
Counseling	18
Grief Counseling	19
Veterans	19
PERSONAL EMERGENCY RESPONSE SYSTEMS	19
PHYSICIAN REFERRAL	20

Table of Contents continued

REHABILITATION	20
SENIOR CENTERS	20
SNOW REMOVAL	22
SOCIAL & RECREATIONAL ACTIVITIES ...	22
TAXES	22
TRANSPORTATION	23
VISION ASSISTANCE	24
WELLNESS & FITNESS	25
Exercise Programs	25
Wellness Education	25

SECTION 2: Home Health Care Information	26
--	-----------

SECTION 3: Long-Term Care.....	29
---	-----------

SECTION 4: Medical Equipment Suppliers	31
---	-----------

SECTION 5: Agency Contact Information	40
--	-----------

Section One: DIRECTORY OF SERVICES

Caregiver Services

Support

Alzheimer's Association

Provides programs for people with the disease, their families, caregivers, & professional care providers. Offers a Helpline, care consultations, support groups, education, training, and safe return program.

*Alzheimer's Association, Central NY Chapter
(315) 472-4201*

For full agency information listing, see page 40

Elder Services Center

Diagnoses memory disorders, evaluates for dementia & depression. Helps family, caregivers, & health professionals learn to manage problems associated with Alzheimer's and related dementias. Educates professionals & caregivers using current, innovative intervention methods. Consultation is 2-part: in-home and at a clinical site.

*Binghamton University: Elder Services Center,
Decker School of Nursing: (607) 777-6636*

For full agency information listing, see page 41

Kinship Care Program

Offers help to those people who are raising someone else's child. Provides advocacy with DSS & Family Court, assists with application process for free services and offers free counseling.

Family Enrichment Network: (607) 723-8313

For full agency information listing, see page 44

Office for Aging Caregiver Services

Offers phone counseling for unpaid caregivers of frail elders living in the community. Offers workshops, support groups, newsletter, referrals, and information about services and respite options. Home visits when requested.

Broome County Office for Aging: (607) 778-2411

For full agency information listing, see page 42

University Geriatricians

Provides outpatient consultation services, case management for patients with dementia, education and counseling for family and caregivers, and more.

SUNY Upstate Medical University: (315) 464-6100

For full agency information listing, see page 50

Adult Day Care

Big Apple Social Day Care

Social Adult Day Program for those who can no longer structure their own daily activities, those who feel isolated and want companionship, and those who cannot safely be left at home alone. Transportation is available through insurance, if eligible.

Big Apple Social Day Care: (607) 217-5627

For full agency information listing, see page 41

Golden Days Adult Day Health Care

A supervised, medical adult day program provided at Susquehanna Nursing Home. Activities, nutritious meals, companionship, nursing, and rehabilitative therapies are available.

*Susquehanna Nursing & Rehabilitation Center
(607) 729-9206*

For full agency information listing, see page 50

Silver Linings Golden Memory Care

An activity day center for family member(s) with cognitive impairment, where encouragement and engagement with family member(s) to partake in the activities are offered daily. A healthy menu is provided, tailored to any allergies and special diet needs.

Silver Linings Golden Memory Care: (607) 296-7179

For full agency information listing, see page 49

Yesteryears...A Day Program for Adults

The social adult day program provides a day of stimulating activities and peer socialization for frail and/or isolated individuals. Assists functionally-impaired seniors to maintain their maximum level of independence through meaningful, productive leisure activities. Services offered at two locations: Binghamton and Endwell.

Broome County Office for Aging: (607) 778-2411

For full agency information listing, see page 42

Respite Options

For information on both in-home and facility respite options, call Broome County NY Connects at **(607) 778-2278** or toll-free at **1-800-342-9871**, or the Broome County Office for Aging at **(607) 778-2411**.

Chronic Illness Support

Alzheimer's Association

Provides programs for people with the disease, their families, caregivers, & professional care providers. Offers a Helpline, care consultations, support groups, education, training, and safe return program.

Alzheimer's Association, Central NY Chapter
(315) 472-4201

For full agency information listing, see page 40

COPD Respiratory Disease Education

An educational program provided free of charge for people diagnosed with COPD. The services are provided by a Respiratory Therapist. The program includes a health and wellness assessment to determine need for programs including; disease education, pulmonary rehab services in the home, nutrition education, smoking cessation, and other programs.

Community Cares Health Solutions: (607) 733-7051

For full agency information listing, see page 43

Elder Services Center

Diagnoses memory disorders, evaluates for dementia & depression. Helps family, caregivers, & health professionals learn to manage problems associated with Alzheimer's and related dementias. Educates professionals & caregivers using current, innovative intervention methods. Consultation is 2-part: in-home and at a clinical site.

Binghamton University, Decker School of Nursing
(607) 777-6636

For full agency information listing, see page 41

AIDS & HIV Related Programs

Offers HIV/AIDS Training, HIV testing clinic on a confidential and/or anonymous basis, and HIV Care Network.

Broome County Health Department: (607) 778-3930

For full agency information listing, see page 42

American Cancer Society

Funds support research, education, and patient services. Provides limited financial aid for eligible patients, information and referral, public education, transportation, and support groups.

American Cancer Society: (607) 766-6900

For full agency information listing, see page 40

American Diabetes Association

Information, referral, & education regarding Type I and Type II diabetes.

American Diabetes Association: (800) 342-2383

For full agency information listing, see page 40

American Heart Association

Offers public education services, programs, & special events to aid in the fight against heart disease and stroke. Holds an annual Heart Walk. Go Red for Women is observed year-round.

American Heart Association: (607) 341-8535

For full agency information listing, see page 40

American Kidney Fund

Offers financial aid to kidney patients, donors, and transplant recipients for medication, transportation, emergency transient dialysis, diet needs, etc. Supports public and professional education. Apply through patient's renal social worker or nephrologist.

American Kidney Fund: (800) 638-8299

For full agency information listing, see page 41

American Lung Association

Offers information and referral, patient education programs, smoking cessation program, volunteer training, and support groups.

American Lung Association in NY, Albany
(518) 465-2013

For full agency information listing, see page 41

Arthritis Foundation

Supports research for prevention & cure and to improve quality of life for those affected by arthritis. Education, community programs, information & referral, lending library, support groups & newsletters about all forms of arthritis.

Arthritis Foundation, Upstate NY Chapter
(315) 637-3568

For full agency information listing, see page 41

Epilepsy Foundation

Free education with updated information about seizure recognition, first aid, etc., to dispel myths and to improve quality of life for those living with epilepsy. An active support group meets monthly.

Epilepsy Foundation of Rochester, Syracuse, & Binghamton: (585) 442-4430

For full agency information listing, see page 44

Leukemia & Lymphoma Society

Educates and supports people dealing with blood cancers (leukemia, lymphoma, myeloma, Hodgkin's disease). Financial aid available. Support groups, educational materials and programs are free.

Leukemia & Lymphoma Society, Western & Central NY Chapter: (716) 834-2578

For full agency information listing, see page 46

Lupus Alliance NY

Community education and public awareness about lupus, information/referral & support groups.

Lupus Alliance NY, Southern Tier Affiliate (607) 772-6522

For full agency information listing, see page 46

Muscular Dystrophy Association

Support groups, information/referral, clinic, durable medical equipment loan closet, and ALS information.

Muscular Dystrophy Association: (315) 451-8269

For full agency information listing, see page 47

National Kidney Foundation

Information for patients, families, and friends of dialysis or transplant patients.

National Kidney Foundation of Central NY (315) 467-0311

For full agency information listing, see page 47

National Multiple Sclerosis Society

Supports people with MS and their families with information and referral, lending library, support & self-help groups, programs for the newly-diagnosed, advocacy, and short-term counseling.

National Multiple Sclerosis Society, Upstate NY Chapter (585) 271-0801

For full agency information listing, see page 47

Parkinson's Disease Foundation

A leading national presence in Parkinson's research, patient education, and advocacy for increased federal funding.

Parkinson's Disease Foundation: (212) 923-4700

For full agency information listing, see page 48

Southern Tier AIDS Program

Serves persons affected by HIV/AIDS. Also provides educational programs.

Southern Tier AIDS Program (STAP)

(607) 798-1706 or Hotline: (800) 333-0892

For full agency information listing, see page 49

Southern Tier Stroke Support Group

Offers fellowship, caregiver support & informational speakers for survivors, friends and family. General meeting followed by peer discussion session for caregivers and separate meeting for stroke survivors with speech pathologist present.

American Heart Association: (607) 754-3405

For full agency information listing, see page 40

YMCA Diabetes Prevention Program

Learn about and adopt healthy eating and physical activity habits to reduce the risk of developing Type II diabetes. The program will provide support and encouragement from a trained lifestyle coach.

YMCA, West Family Branch: (607) 770-9622

For full agency information listing, see page 52

Computer Training

Boys & Girls Club

Provides senior citizens beginning and intermediate-level computer classes. Fully handicapped accessible.

Boys & Girls Club, Western Broome Family Center (607) 754-0225

For full agency information listing, see page 41

Urban League Technology Center

Free or minimal fee computer classes in a friendly, secure environment. Learn Microsoft Word, Excel, PowerPoint, Publisher, Access, Windows, Online Basics, Keyboarding, or take an Introduction to Computers course. Offers the Microsoft Unlimited Potential certificate program. A free, open lab is available to

anyone in need of a computer.

Broome County Urban League: (607) 772-4765

For full agency information listing, see page 43

For other options, contact your local library or refer to Senior Centers listed on page 20

Consumer Fraud & Protection

If you find that you may have been the victim of a scam where you gave away property, money, or personal information, it is important to file a police report with your local police department. It is also important to notify the Consumer Fraud & Protection Bureau of the Attorney General's office. Their program is listed below. For more information on what to do after suspected fraud, contact the Broome County Office for Aging at **(607) 778-2411**.

Consumer Fraud & Protection Bureau

Helps with landlord-tenant disputes, housing discrimination, auto complaints, fraud (credit, mail/ phone order, home improvement). Consumer outreach/ referrals for state agency-related problems. Auto Arbitration resolves disputes for car owners & suppliers. *New York State Attorney General's Office*
(607) 251-2770

For full agency information listing, see page 47

Dental Services

Broome County Affordable Dental Care Program

Provides a dental discount card for individuals of all ages lacking dental insurance.

Broome County Affordable Dental Care Program
(800) 666-6690 x 505

For full agency information listing, see page 41

Broome County Dental Society

Serves as a source of information to Broome County residents and aids members in receiving the best possible dental care. Serves as a branch of the NYS Dental Association and the 6th District Dental Society.

Broome County Dental Society: (607) 354-0943

For full agency information listing, see page 42

Dental Care Program for Children & Their Families

Offers dental care to adult family members of enrolled children. Eligibility limited to related adults, including elders, who are unable to receive dental services from other local providers. Fees based on income; Medicaid dental coverage accepted.

Lourdes Center for Oral Health: (607) 584-4545

For full agency information listing, see page 46

Dental Case Management Program

Provides dental benefits counseling and referral for Medicaid-eligible individuals.

Broome County Department of Social Services

(607) 778-2562

For full agency information listing, see page 42

Dental Lifeline Network

Comprehensive dental services for those ages 65 and older, those with disabilities, and/or with a medical need.

Dental Lifeline Network: (212) 598-9000

For full agency information, see page 44

Rural Health Network Dental Services

Provides referrals for low-cost dental care for individuals lacking dental insurance.

Rural Health Network of South Central New York

(607) 692-7669

For full agency information listing, see page 49

SUNY Broome Dental Hygiene Clinic

Dental Hygiene students provide dental exams and cleanings and administer X-rays as needed. Medical history taken prior to appointment.

SUNY Broome: (607) 778-5015

For full agency information listing, see page 50

UHS Dental Services

Provides preventive dental care, exams, X-rays, treatment planning, fluoride applications, cavity elimination and prosthetics. Treatment options for handicapped, medically-compromised, and elder patients. Other services include oral cancer screenings and treatment for patients undergoing radiation or chemotherapeutic regimens. Accepts Medicaid, standard insurances.

UHS Binghamton General Hospital: (607) 762-2005

For full agency information listing, see page 50

Disability Related Services

Accessible Parking

Handicapped Parking Permits

Handicapped accessible parking permits are issued by the clerk's office of the municipality in which the disabled individual resides. An application is required. Contact your local town or city clerk's office for more information on obtaining a handicapped accessible parking permit.

Handicapped License Plates

Vehicle license plates for handicapped accessible parking are issued by local Department of Motor Vehicles offices. Plates are issued only for vehicles registered in the name of the person with the disability. An application is required. For more information on how to obtain a vehicle license plate for handicapped accessible parking, contact your local Department of Motor Vehicles.

Advocacy

Advocacy for Persons with Disabilities

Provides information about programs and services for individuals with disabilities and their families.

New York State Commission on Quality of Care and Advocacy for Persons with Disabilities: (518) 388-1281
For full agency information listing, see page 47

Americans with Disabilities Act Consultation

Advice, training, and consultation on all aspects of the Americans with Disabilities Act to government entities, agencies, employers, and consumers.

Southern Tier Independence Center (STIC)
(607) 724-2111

For full agency information listing, see page 49

Division of Human Rights

Enforces anti-discrimination laws in employment, housing, public accommodations, credit extension, when discrimination is based on race, creed, age, sex, national origin, marital status, sexual preference, or disability.

New York State Division of Human Rights
(607) 721-8467

For full agency information listing, see page 48

Independent Consumer Advocacy Network (ICAN)

Advocacy and assistance for anyone enrolled in or looking to enroll in Managed Long-Term Care (MLTC), or Managed Medicaid. ICAN answers questions related to Medicare, Medicaid, long-term care, and your managed care plan. ICAN can help you solve problems with your managed care plan or providers like home care agencies, nursing homes, doctors, hospitals, and pharmacies. Also assists with appeals.

Action for Older Persons, Inc.: (607) 722-1251

For full agency information listing, see page 40

Legal Aid Society

Persons whose Supplemental Security Income (SSI) benefits have been denied or discontinued may apply for representation in the appeals process.

Legal Aid Society of Mid-New York: (607) 231-5900

For full agency information listing, see page 46

Long-Term Care Ombudsman Program

Advocates for persons in adult care, assisted living, and skilled nursing facilities. NYS-certified volunteers visit facilities regularly to help with questions or concerns on behalf of residents, family and staff.

Action for Older Persons, Inc.: (607) 722-1251

For full agency information listing, see page 40

Driver Education

AARP Driver Safety Course

For drivers age 50 and older; results in a discount on automobile insurance. Call the toll-free number, leave a message, and a volunteer will return your call to schedule a class.

AARP, Inc.: (800) 350-7025

For full agency information listing, see page 40

Drug & Alcohol Abuse

For the most up-to-date information on programs and services available to aid in recovery from drug and alcohol abuse issues, contact Broome County NY Connects at **(607) 778-2278** or toll-free at:

1-800-342-9871.

Addiction Center of Broome County (ACBC)

Provides medically-supervised outpatient counseling and treatment to chemically-dependent or abusing persons and their families. Sliding-scale fee.

Addiction Center of Broome County (ACBC)

(607) 723-7308

For full agency information listing, see page 40

Binghamton VA Community-Based Outpatient Clinic

Staff from the Syracuse VA Medical Center provide medications and individual and group psychotherapy for veterans experiencing personal and emotional problems, including drug and alcohol problems. A smoking cessation program combines behavioral and medication treatments in a group format. Offers referrals to other community substance abuse programs and to residential VA facilities.

Binghamton VA Community-Based Outpatient Clinic

(607) 772-9100

For full agency information listing, see page 41

Fairview Addictions Crisis Center

Provides chemical dependency services in Broome County Short-term, non-medical detoxification.

Fairview Recovery Services Addictions Crisis Center

(607) 722-4080

For full agency information, see page 44

New Horizons Alcohol & Chemical Dependency Treatment Center

Provides both inpatient and outpatient substance and alcohol abuse recovery services. Assessment, referral, and 24-hour Emergency Crisis Intervention. Offers a Crisis Hotline.

UHS Binghamton General Hospital

(607) 762-3288 or Crisis Hotline: (607) 762-2257

For full agency information listing, see page 50

Operation SAFE

Operation SAFE (Saving Addicts from Epidemic) pairs addicts with treatment facilities. The program immediately searches for treatment which suits the client's needs. In some cases, the program links addicts with low- to no-cost treatments. Must be a Broome County resident. Addicts must be willing to enter long-term treatment outside of New York. The Program will not accept sex offenders, those with active arrest

warrants, or defendants currently enrolled in Binghamton Drug Treatment Court.

Broome County District Attorney's Office

(607) 778-2423

For full agency information listing, see page 42

Salvation Army Adult Rehabilitation Center

Six-month to one-year drug and alcohol rehabilitation program. This full-time, in-house program meets basic physical needs and offers individual counseling, group counseling, work therapy, addiction education classes, Bible studies, and Christian worship services.

Salvation Army Adult Rehabilitation Center

(607) 723-5381

For full agency information listing, see page 49

Southern Tier Drug Abuse Treatment Center

Provides outpatient medical maintenance for drug addiction or abuse, including methadone therapy.

UHS Binghamton General Hospital: (607) 762-2800

For full agency information listing, see page 49

Sunrise Wellness Center

A peer-run program promoting recovery for individuals with mental health diagnoses. Provides a safe haven for those with a mental illness or chemical addiction. Offers a Peer Support Line at (607) 240-7291.

Mental Health Association of the Southern Tier

(607) 771-8888

For full agency information listing, see page 47

Elder Abuse & Neglect

Adult Protective Services

Services for adults, 18 or older, who are mentally and/or physically impaired and no longer able to protect themselves from neglect, abuse, or exploitation. Provides intake, assessment, service referrals and coordination of services. Confidentiality for all parties is assured and anonymous referrals are taken.

Broome County Department of Social Services

(607) 778-2635

For full agency information listing, see page 42

Crime Victims Assistance Center

Free counseling for crime victims, victim advocacy, and help filing for victim compensation through NYS Crime

Victims Board. Education and outreach on domestic violence and elder abuse, court accompaniment in criminal and family court, supportive counseling, intervention, and referral. 24-hour hotline for emergency crisis intervention, 24-hour victim accompaniment to police department and hospital.

Crime Victims Assistance Center

(607) 723-3200 or Crisis Hotline: (607) 722-4256

For full agency information listing, see page 44

Elder Abuse & Neglect Prevention Information

Information & Assistance staff can provide up-to-date information on resources available to help prevent elder abuse and neglect.

Broome County Office for Aging: (607) 778-2411

For full agency information listing, see page 42

Family Violence Prevention Council

Provides a forum to address the incidence and effects of family violence, including elder abuse, maltreatment, and neglect. Resources include literature and a speakers' bureau.

Family Violence Prevention Council of Broome County

(607) 778-2153

For full agency information listing, see page 44

Long-Term Care Ombudsman Program

Reviews elder needs and issues; testifies at public hearings. Advocates for persons in adult care, assisted living, and skilled nursing facilities. NYS-certified volunteers visit facilities regularly to help with questions or concerns on behalf of residents, family and staff.

Action for Older Persons, Inc.: (607) 722-1251

For full agency information listing, see page 40

RISE (formerly SOS Shelter)

Offers advocacy services for victims of domestic violence who need legal information and assists with public entitlement programs. Provides victims of domestic violence and their children with safe, emergency shelter. 24-Hour Crisis Hotline available.

RISE Domestic Violence Services

(607) 748-5174 or Crisis Hotline: (607) 754-4340

For full agency information listing, see page 49

Emergency Shelter

Emergency Aid

Assists with emergency housing.

Broome County Department of Social Services

(607) 778-8850 x 2504

For full agency information listing, see page 42

Family Emergency Housing

Housing options for individuals and families in need. Emergency and crisis housing available.

Volunteers of America: (607) 771-6795

For full agency information listing, see page 51

Men's Transitional Housing

Transitional housing for men. Call for more information.

Volunteers of America: (607) 771-6795

For full agency information listing, see page 51

Men's, Women's, & Children's Shelter

Emergency shelter for men, women, and children. Call for more information.

Volunteers of America: (607) 772-1156

For full agency information listing, see page 51

RISE (formerly SOS Shelter)

Provides victims of domestic violence and their children with safe, emergency shelter. Counseling, advocacy, referral and children's programs. 24-Hour Crisis Hotline available.

RISE Domestic Violence Services

(607) 748-5174 or Crisis Hotline (607) 754-4340

For full agency information listing, see page 49

YMCA Emergency Housing Program

The YMCA Emergency Housing Program provides emergency and long-term housing for homeless men ages 18 and older.

YMCA Emergency Housing Program: (607) 772-0560

For full agency information listing, see page 52

YWCA Emergency Housing Program

Provides emergency housing for homeless women and their children. Accommodates families with a maximum of 2 children; boys allowed up to the age of 7 years. Private kitchen and bathrooms. Provides food pantry, intensive case management, bus passes, and items for personal needs.

YWCA Binghamton: (607) 772-0340

For full agency information listing, see page 52

Employment & Training

ACCES-VR

Provides services to individuals with disabilities to enable them to obtain employment. Services may include aptitude and interest testing, vocational guidance and counseling, training and placement services.

Adult Career & Continuing Education Services
(607) 721-8400

For full agency information listing, see page 40

Association for Vision Rehabilitation & Employment

Provides employment and career services to individuals with a severe visual impairment. Employment & Career Services offers assistance and guidance with resume writing, interviewing, computer skills and assessments, job search, networking, employer consultation, and social/communication skills. Placement Services assist individuals to prepare, search, secure, and maintain employment. Manufacturing and call center employment opportunities.

Association for Vision Rehabilitation & Employment
(AVRE): (607) 724-2428

For full agency information listing, see page 41

Broome-Tioga BOCES

Offers career-planning workshops, free GED preparation, organizational and job-seeking skills, job training, use of community resources, English as a Second Language (ESL) classes, Adult Career Planning, and self-improvement.

Broome-Tioga Board of Cooperative Educational
Services (BOCES): (607) 763-3300

For full agency information listing, see page 43

Broome-Tioga Workforce Development System

Provides job seekers with assistance at two area Workforce Centers. Assists job-seekers in preparing for and keeping jobs. Workforce Center resources include computers and internet access, labor market information, job preparation workshops and individual employment counselors who aid job-seekers in the job search process.

Broome-Tioga Workforce Development System
(607) 778-2136 or (607) 687-8500

For full agency information listing, see page 43

Senior Helpers Program

An employment service which matches workers age 55 and older with people needing help with chores, personal care, companionship, repairs, maintenance, or yard work. Long-term, short-term, or one-time jobs.

Broome County Office for Aging: (607) 778-6105

For full agency information listing, see page 42

End-Of-Life Planning

Advance Health Directives

Advanced Planning for End-of-Life (APEL)

APEL program offers health care proxy and advance medical directive forms, including the Five Wishes document. Comprehensive education on end-of-life planning. Free, personal assistance by appointment.

Action for Older Persons, Inc.: (607) 722-1251

For full agency information listing, see page 40

Legal Aid Society

Persons age 60 and older may apply for preparation of a simple will, power of attorney, and/or health care proxy. Does not do estate planning. Home visits may be arranged for clients unable to come to the office.

Legal Aid Society of Mid-New York: (607) 231-5900

For full agency information listing, see page 48

Funeral Pre-Planning

Pre-Planning for Funerals

The NYS Funeral Directors Association provides information on pre-planning for funerals, the benefits of pre-funding a funeral, NY State preneed laws, irrevocable accounts, revocable accounts, how to select a funeral director, the prearrangement conference, and next steps.

New York State Funeral Directors Association, Inc.
(518) 452-8230

For full agency information listing, see page 48

Hospice

Lourdes Hospice

Provides care and support to terminally-ill patients with less than six months to live, with emphasis on optimum comfort measures.

Lourdes Hospice: (607) 798-5692

For full agency information listing, see page 46

Mercy House

Provides a supportive residential environment for terminally-ill patients who can no longer stay at home. Offers care when a cure is no longer possible, with a focus on comfort, dignity, and pain management. 24-hour hospice care as an alternative to nursing home care, hospital, or in-home care.

Mercy House of the Southern Tier: (607) 321-1857

For full agency information listing, see page 47

Organ/Body Donation

Anatomical Gift Program

Coordinates body donation program to facilitate the study of human anatomy by students and health care professionals as part of their medical education.

SUNY Upstate Medical University, Dept. of Cell & Developmental Biology: (315) 464-4348

For full agency information listing, see page 52

Center for Donation & Transplant

Facilitates procurement and equitable distribution of medically-suitable organs and tissues for transplant. The CDT coordinates the retrieval of donor organs and tissues at 47 hospitals throughout New York State and western Vermont.

Albany Medical Center: (518) 262-5606

For full agency information listing, see page 40

Financial Assistance

For information and assistance on eligibility for a wide range of financial benefits, contact Broome County NY Connects at (607) 778-2278 or toll-free at 1-800-342-9871.

Credit Counseling

ClearPoint Credit Counseling Solutions

Trained counselors provide free, confidential financial, budget, and debt counseling, and make arrangements with creditors. Call for appointment.

ClearPoint Credit Counseling Solutions (607) 723-2671

For full agency information listing, see page 43

Economic Independence Program (EIP) Budgeting Program

The Economic Independence Program (EIP) was designed to help people who are struggling in life to increase their financial stability. Empowers clients with the skills needed for Economic Independence while offering monthly budgets and tips for staying within your financial plan.

Economic Independence Program (EIP) Budgeting Program: (607) 729-9166

For full agency information listing, see page 44

Housing Counseling Program

Metro Interfaith's Housing Counseling Program offers professional, confidential counseling for a wide range of housing needs or problems. Their primary goal is to assist those in need of safe, decent and affordable housing. They also provide home buying education, reverse mortgages, credit counseling, budget and money management, apartment relocation and more.

Metro Interfaith Housing Management Corporation (607) 723-0582

For full agency information listing, see page 47

Emergency Financial Assistance

Emergency Aid

Emergency aid may be available for expenses such as clothing, shelter, moving, home maintenance during illness, eviction, and shut-offs for electricity and phone.

Broome County Department of Social Services (607) 778-8850 x 2504

For full agency information listing, see page 42

Lend-A-Hand Fund

Emergency aid to low-income families/individuals who have no other resources. Program provides funds for rent, utilities, necessary medical expenses, furniture, appliances, home and/or car repair.

Opportunities for Broome: (607) 723-6493

For full agency information listing, see page 48

Food Stamps/SNAP

Supplemental Nutrition Assistance Program (SNAP)

Provides funds used to purchase food to those who meet income eligibility guidelines.

Broome County Department of Social Services (607) 778-1100

For full agency information listing, see page 42

Rent Subsidy

Binghamton Housing Authority Section 8 Rental Assistance (HUD)

Offers rental assistance when grants are available. Call for eligibility guidelines.

Binghamton Housing Authority: (607) 723-9491

For full agency information listing, see page 41

Town of Union Section 8 Rental Assistance (HUD)

Offers rental assistance when grants are available. Call for eligibility guidelines.

Town of Union Housing & Urban Development

(607) 786-2985

For full agency information listing, see page 50

Utility Expenses

Home Energy Assistance Program (HEAP)

A seasonal program, HEAP provides financial assistance with fuel or utility costs for income-eligible homeowners or renters. Refers clients to appropriate agency for fuel or utility emergency. Eligibility: age 60 and over, or disabled of any age receiving Supplemental Security Income (SSI) or Social Security Disability (SSD).

Broome County Office for Aging: (607) 778-2411

For full agency information listing, see page 42

NYSEG Customer Services

Customer Services offers Senior ID program, large-print bills, convenient-due-date billing, Friendly Reminder Service, balanced billing plan, deferred payment agreements, and electronic funds transfer. Offers critical customer service for those with life-sustaining health equipment at home.

New York State Electric & Gas (NYSEG)

(800) 572-1111

For full agency information listing, see page 48

Food & Household Goods

2-1-1/First Call for Help

Connects consumers with resources and information on local food pantries, food assistance programs, and clothing banks in their area.

2-1-1/First Call for Help: Dial 2-1-1 or

(800) 901-2180

For full agency information listing, see page 44

Community Hunger Outreach Warehouse (CHOW)

Emergency food to those in need upon referral by local human service agencies and pastors. Several distribution pantries throughout Broome County.

Broome County Council of Churches: (607) 724-9130

For full agency information listing, see page 42

Faith in Action

Provides free voluntary assistance to elderly and other challenged individuals with shopping for groceries and other household items.

Broome County Office for Aging: (607) 778-2411

For full agency information listing, see page 42

Food Pantry

Provides food and clothing to individuals/families in economic crises. Information and referral services. Non-denominational.

Catholic Charities of Broome County: (607) 723-4563

For full agency information listing, see page 43

Meals on Wheels

Provides a hot lunch and cold supper to eligible homebound seniors who are unable to prepare meals for themselves and have no one to help them. Meals are delivered by volunteers Monday through Friday. Contributions are voluntary. Call for more information.

Broome County Office for Aging: (607) 778-2411

For full agency information listing, see page 42

Meals on Wheels of Western Broome

Provides one hot noon meal and one cold evening meal, delivered Monday through Friday. To qualify, you must be unable to shop or cook for yourself and have no one who can help. Non-elderly adults may need doctor's referral for service. Serving Endicott, Endwell, Johnson City, Vestal, and Maine.

Meals on Wheels of Western Broome: (607) 754-7856

For full agency information listing, see page 47

Opportunities for Broome

Crisis intervention for individuals/families with emergency need for food, clothing, shelter, fuel, personal care items, etc.

Opportunities for Broome: (607) 723-6493

For full agency information listing, see page 48

Samaritan House

Emergency & ongoing support for individuals and families needing household goods, infant and personal care items. Assistance and referrals for food, transportation, shelter, employment, etc.

Samaritan House: (607) 724-3969

For full agency information listing, see page 49

Windsor Human Development

Emergency food and clothing for Windsor residents in need. Holiday food baskets.

Windsor Human Development: (607) 217-8839

For full agency information listing, see page 51

Health Insurance Information

Claims, Assistance, & Information

Health Insurance Information, Counseling, & Assistance Program (HIICAP)

Trained volunteers offer unbiased health insurance counseling by appointment. Assists in understanding health insurance issues related to Medicare claims and appeals, supplemental “Medigap” health insurance options, retiree plans, and prescription drug coverage options. Trained staff also provide long-term care insurance counseling by appointment. Speakers and educational materials available.

Action for Older Persons, Inc.: (607) 722-1251

For full agency information listing, see page 40

Medicaid

Medicaid is a health care program for families with limited income and resources. Medicaid pays directly to health care providers, vendors, hospitals, and institutions for necessary medical care and services for eligible persons. Medicaid can be an individual’s only health insurance plan or may pay in addition to other coverage. Medicaid services in New York State are provided in two forms, including (1) a Medicaid Managed Care plan through a private insurance company, or (2) traditional, community Medicaid.

There are a variety of programs in Broome County which assist with the Medicaid application process.

The appropriate program depends on an individual’s circumstances.

Those who are not yet eligible for Medicare (under 65 years of age and not receiving disability) should contact:

Mothers & Babies Perinatal Network: (607) 772-0517

For full agency information listing, see page 47

Those eligible for Medicare due to age (65 or older) or disability (receiving Social Security Disability payments for 24+ months) should contact:

Broome County Department of Social Services

(607) 778-1100

For full agency information listing, see page 42

OR

Broome County NY Connects: (607) 778-2278

OR

Southern Tier Independence Center: (607) 724-2111

For full agency information listing, see page 42

Medicare

Medicare is the Federal fee-for-service health insurance program available to those 65 years of age and older, those who have been receiving Social Security Disability for more than 24 months, or those undergoing continuing dialysis for end-stage renal disease or who need a kidney transplant. The Health Insurance Information, Counseling and Assistance Programs offers unbiased health insurance counseling for Medicare beneficiaries. Information on original Medicare Part A and Part B is provided, as well as additional Medicare options including Medicare Advantage Plans (Part C), Medicare supplement policies, and Medicare Prescription Drug Plans (Part D). Billing and claims, policy review, selection, and enrollment assistance is also provided.

Health Insurance Information, Counseling & Assistance Program (HIICAP)

Offers unbiased health insurance counseling for those approaching Medicare eligibility or Medicare beneficiaries. Information on supplemental health insurance plans, Medicare Advantage plans, Medicare Savings programs & senior prescription drug coverage. Seminars on Medicare-related topics.

Action for Older Persons, Inc.: (607) 722-1251

For full agency information listing, see page 40

Medicare Savings Program

The Medicare Savings Program (MSP) is a Medicaid-administered program available to Medicare beneficiaries with limited income. If you qualify, this program will pay your Medicare Part B premium. Depending upon the sub-program for which you are eligible, it may also pay for deductibles, coinsurance, and copays.

Action for Older Persons, Inc.: (607) 722-1251

For full agency information listing, see page 40

Social Security

Information and services regarding Social Security, Medicare, Supplemental Security Income (SSI) and Social Security Disability (SSD).

Social Security Administration: (866) 964-3971

For full agency information listing, see page 49

Programs for the Uninsured/Underinsured

Elderly Pharmaceutical Insurance Coverage (EPIC) Program

The Elderly Pharmaceutical Insurance Coverage (EPIC) program is a New York State program for seniors. It helps seniors aged 65 and older to reduce their out-of-pocket Medicare Part D drug costs. Seniors can apply for EPIC at any time of the year and must be enrolled or eligible to be enrolled in a Medicare Part D drug plan to receive EPIC benefits and maintain coverage. EPIC provides secondary coverage for Medicare Part D and EPIC-covered drugs purchased after any Medicare Part D deductible is met. EPIC also covers approved Part D-excluded drugs once a member is enrolled in Part D.

Action for Older Persons, Inc.: (607) 722-1251

For full agency information listing, see page 40

Hope Dispensary of the Southern Tier

A service of Lourdes Hospital, the Hope Dispensary may be able to help those unable to afford medications. This program offers help to individuals who have no prescription coverage and have a limited income. Patients at or below 200% of the Federal Poverty Level (FPL) will be provided with short term and long term medication assistance. Staff is available to assist with enrollment in Medicaid and other public programs, if needed. Staff can also provide information and assistance to patients so they can obtain a primary care provider, if needed.

Hope Dispensary of the Southern Tier: (607) 584-9376

For full agency information listing, see page 45

Low Income Subsidy/Extra Help

Eligible beneficiaries who have limited income may qualify for a government program that helps pay for Medicare Part D prescription drug costs. Medicare beneficiaries receiving the low-income subsidy (LIS) get assistance in paying for their Part D monthly premium, annual deductible, coinsurance, and copayments.

Action for Older Persons, Inc.: (607) 722-1251

For full agency information listing, see page 40

Patient Financial Assistance Program

Lourdes has established the Patient Financial Assistance Program to help patients who meet the income guidelines. It can also be used to assist with any copays or deductibles of other programs. A financial scale based on federal poverty level guidelines determines your eligibility for the Patient Financial Assistance Program. How much your Lourdes bill will be discounted depends on how your gross income compares with this financial scale.

Lourdes Hospital, Financial Assistance Office

(607) 584-5522

For full agency information listing, see page 46

UHS Financial Assistance

If you have concerns about paying your hospital or provider bill, UHS' financial assistance program can help. Discounts are based on family size and income only. No person, regardless of ability to pay, will be refused medical services.

UHS Financial Assistance: (607) 763-6127

For full agency information listing, see page...

Veterans' Benefits

Veterans Benefits Counseling

Counseling offered to veterans, dependents, and widows/widowers on Service Benefits, applications, problem solving, and representation with the VA. Assists in applying for benefits such as pensions, compensations, blind annuity, educational services, and burial benefits.

Broome County Veteran Services: (607) 778-2147

New York State Division of Veterans' Affairs

(607) 724-1299

For full agency information listing, see page 43 & 48

Hearing Loss

Deaf Services Coordination

Offers information & referrals for persons with hearing loss. For a fee, sign language interpreters facilitate communication with professionals such as doctors, attorneys, etc. Peer counseling, ILS training and other services provided by a deaf or hearing-impaired staff person.

Southern Tier Independence Center (STIC) (607) 724-2111
For full agency information listing, see page 49

Employment-Related Hearing Services

Offers hearing evaluations, hearing aids and other adaptive equipment to those with significant hearing loss affecting ability to function in the workplace or as homemaker. Eligibility subject to means testing.

Adult Career & Continuing Education Services (ACCES-VR): (607) 721-8400

For full agency information listing, see page 40

Hearing Loss Association of America (HLAA), Binghamton Chapter

Features speakers who address the concerns, needs and hopes of people with hearing loss and their friends and families. Local HLAA group meets monthly. Call for information.

Hearing Loss Association of America (HLAA) (607) 427-0186
For full agency information listing, see page 45

Hear Now

Provides hearing aids to individuals who are residents of the United States, meet financial eligibility criteria, and are approved for assistance. Patients should have had a complete hearing evaluation done within the past nine months. Hear Now is an organization of last resort.

Starkey Hearing Foundation: (800) 328-8602

For full agency information listing, see page 49

Help America Hear Program

Provides hearing aids for individuals with limited financial resources. Each person receives: two hearing aids, custom ear molds, and one year limited service. After an application fee, the only expenses are the cost of the hearing evaluation and batteries. Income limits apply, application and application fee required.

Foundation for Sight & Sound: (631) 366-3461

For full agency information listing, see page 44

For further information on audiology and hearing loss services, please call the Broome County Office for Aging at (607) 778-2411 or Broome County NY Connects at (607) 778-2278 or toll-free at 1-800-342-9871.

Home Adaption, Repairs, & Weatherization

Adaptation

Access to Independence, Cortland

Agency is dedicated to making homes and businesses safe and accessible. Projects include wheelchair ramps and lifts, accessible porches and decks, handrails, expanded doorways, roll-in showers with grab bars, bathtub grab bars and seats, kitchen modifications, and relocation of bathroom or bedroom.

Access to Independence, Cortland: (607) 753-7363

For full agency information listing, see page 40

Accessibility Consultation

Offers consultation on the most efficient, inexpensive way to make a home, worksite or other building accessible to people with all types of disabilities.

Southern Tier Independence Center (STIC)
(607) 724-2111

For full agency information listing, see page 49

Home Adaptation for Seniors

Builds wheelchair ramps for seniors and disabled in Broome County. Provides labor free of charge, or for a nominal hourly fee, depending on income. Homeowner pays cost of building materials.

First Ward Action Council: (607) 772-2850

For full agency information listing, see page 44

Ramp It Up Program

Builds wheelchair ramps for seniors and disabled persons in Broome County. Applications accepted January through March. Determination based on need and feasibility of construction.

Broome County Council of Churches: (607) 724-9130

For full agency information listing, see page 42

Repairs

Home Repair Service for Seniors

Provides home repair services for seniors and disabled in Broome County. Provides labor free of charge, or for a nominal hourly fee, depending on income. Homeowner pays cost of building materials.

First Ward Action Council: (607) 772-2850

For full agency information listing, see page 44

Loans for Home Repair, City of Binghamton

Deferred loans for home repair in the city of Binghamton. Single-family homes only. Applicants must be up to date on property taxes and property insurance. Loans subject to availability of funds.

City of Binghamton Housing & Urban Development (HUD): (607) 772-7028

For full agency information listing, see page 43

Loans for Home Repair, Town of Union

Deferred loans for home repair in the Town of Union. One- or two-family homes considered. Applicants must be up to date on property taxes and property insurance. Loans subject to availability of funds. Town of Union includes Johnson City, Endicott, and Endwell.

Town of Union Housing & Urban Development (HUD) (607) 786-2985

For full agency information listing, see page 50

Rebuilding Together, Broome County

Rebuilding Together is a home repair program for seniors and disabled, low-income homeowners. Work completed by skilled volunteers at no cost to homeowner. Please call to apply.

Broome County Rebuilding Together: (607) 222-2324

For full agency information listing, see page 42

Senior Helpers Program

An employment service which matches workers age 55 and older with people needing help with repairs, maintenance, or yard work. Workers will do minor repairs, such as fixing a leaky faucet, and major improvements, such as house painting or building a wheelchair ramp. Long-term, short-term, or one-time jobs.

Broome County Office for Aging: (607) 778-6105

For full agency information listing, see page 42

Southern Tier Homebuilders and Remodelers

A network of contractors, roofers, electricians, plumbers, and other industry professionals who offer basic repairs, major home repairs, or home modifications. The association provides names and phone numbers of members who will then provide an estimate for your building project.

Southern Tier Homebuilders and Remodelers

Association: (607) 785-9285

For full agency information listing, see page 49

The Very-Low-Income Housing Repair Program

Offers low-interest 1% loans to very-low-income homeowners and grants to those 62 years and older for home repairs. Call for information and eligibility guidelines.

USDA Rural Development: (607) 753-0851

For full agency information listing, see page 51

Weatherization

Tioga Opportunities

Offers free weatherization help to eligible applicants in Broome and Tioga Counties. Funding provided by NYS Homes and Community Renewal

Tioga Opportunities, Inc.: (607) 687-4222

For full agency information listing, see page 50

For a full listing of Weatherization resources, call the Broome County Office for Aging at **(607) 778-2411**.

Housing

Broome County NY Connects

Provides information on housing options for seniors and persons with disabilities.

Broome County NY Connects: (607) 778-2278

For full agency information listing, see page 42

City of Binghamton Housing & Urban Development (HUD)

Offers financial aid to human services agencies to promote senior programs.

City of Binghamton Housing & Urban Development

(HUD): (607) 772-7028

For full agency information listing, see page 43

Deposit Foundation

Assists low- to moderate-income families in locating affordable housing in the Deposit area. Manages apartment facility for limited-income clients.

Deposit Foundation, Inc.: (607) 467-4000

For full agency information listing, see page 44

DSS Housing Assistance

Regulates and keeps lists of Family-Type homes in the area.

*Broome County Department of Social Services
(607) 778-2504*

For full agency information listing, see page 42

Family & Children's Society

Elderly or disabled individuals who can no longer live alone safely move into the home of a professionally-trained caregiver. Caregiver and client are carefully matched to meet individual needs. Practical assistance and emotional support are offered by case managers who visit regularly. On-call staff provide emergency coverage. Helps avoid or delay nursing home placement.

Family & Children's Society: (607) 772-9776

For full agency information listing, see page 44

Information & Assistance Line

Provides information about housing options for seniors.

Broome County Office for Aging: (607) 778-2411

For full agency information listing, see page 42

Southern Tier Independence Center (STIC) Housing/Benefits Program

STIC works with community members and agencies to collaborate with developers and funders to bring more affordable and accessible housing into the community. STIC helps people with information on finding suitable, affordable and accessible housing, including information on subsidized housing, section 8, housing vouchers, etc.

Southern Tier Independence Center (STIC)

(607) 724-2111

For full agency information listing, see page 49

Town of Union Housing & Urban Development (HUD)

Rental assistance, first-time home buyer assistance, and home improvements. Grants and low-interest loans. Call for eligibility requirements.

Town of Union Housing & Urban Development (HUD)

(607) 786-2985

For full agency information listing, see page 50

Apartments for Seniors

For information on local senior housing buildings, please refer to the chart on page 32.

Long-Term Care Facilities

For a comprehensive listing of Long-Term Care Facilities, please refer to the chart on page 36.

In-Home Services

Home Health Care Agencies

For a comprehensive listing of Home Health Care Agencies, please refer to the chart on page 34.

For additional information and assistance with in-home services, senior living arrangements, or the potential for higher levels of care, call the Broome County Office for Aging at **(607) 778-2411**, or Broome County NY Connects at **(607) 778-2278**, or toll-free at **1-800-342-9871**.

Legal Services

General

Broome County Bar Association

Provides referrals to attorneys for ½ hour consultation. A consultation fee applies.

Broome County Bar Association: (607) 723-6331

For full agency information listing, see page 42

Legal Aid Society of Mid New-York

Provides free legal advice and representation in civil court and administrative forums. Areas of representation include welfare, Social Security, Supplemental Security Income (SSI), unemployment compensation, housing, issues affecting low-income residents, divorces (limited basis), and senior concerns, including simple wills and powers of attorney. Free legal services to seniors (60 or older) on a wide range of civil legal matters. Sponsored by Broome County Office for Aging.

Legal Aid Society of Mid-New York: (607) 231-5900

For full agency information listing, see page 46

Conflict Resolution

Accord Dispute Resolution

Provides free confidential mediation services in Broome and Tioga Counties, to resolve interpersonal conflicts, small claims, and business disputes. Mediation services are also available to resolve family matters. Assisted Senior Communication (for seniors and their families) uses a free, voluntary discussion process which aids individuals and families in the decision-making process. Additional mediation services are available for custody and visitation, child support, family conflicts, Special Education, Mobile Home, ACCES-VR, Agricultural, School and Lemon Law arbitration.

Accord: (607) 724-5153

For full agency information listing, see page 40

Consumer Fraud and Protection Bureau

Helps consumers with various complaints such as landlord-tenant disputes, housing discrimination, automobile, and fraud (credit, home improvement, mail/phone orders). Provides referrals for state agency problems and consumer outreach services. Auto Arbitration to resolve disputes with car dealers.

New York State Attorney General's Office

(607) 251-2770

For full agency information listing, see page 47

Legal Aid Society of Mid-New York

Provides free legal advice/representation (for seniors 60 and older) for cases of tenants' rights for fair housing or landlords seeking evictions. Sponsored by Broome County Office for Aging.

Legal Aid Society of Mid-New York: (607) 231-5900

For full agency information listing, see page 46

Opportunities for Broome

Provides advocacy for tenants' and landlords' rights regarding fair housing issues.

Opportunities for Broome: (607) 723-6493

For full agency information listing, see page 48

Small Claims Court Action Center

Provides advice for Small Claims Court procedures. Trained volunteers offer free, non-legal, but procedural advice to consumers who feel their rights have been violated.

New York Public Interest Research Group (NYPIRG) at Binghamton University: (607) 777-4971

For full agency information listing, see page 47

Preparation of Legal Documents

Advanced Planning for End-of-Life Program

Assists with completing Health Care Proxy and advance medical directive forms. Free personal assistance available by appointment.

Action for Older Persons, Inc.: (607) 722-1251

For full agency information listing, see page 40

Legal Aid Society of Mid-New York

Provides assistance with the completion of health care directives, simple wills and powers of attorney. Sponsored by Broome County Office for Aging.

Legal Aid Society of Mid-New York: (607) 231-5900

For full agency information listing, see page 46

Medical Equipment

Loan Closets

Loan closets lend equipment for home use, including electric beds, hospital beds, bed trays, tables or footstools, commodes, bedpans, urinals, canes, crutches, wheelchairs, walkers, invalid rings, hydraulic lifts, roll-away beds, air mattresses, foot cradles, side rails, foam pads, trapezes, toilet seat raisers, bathtub seats, pillow rests, hearing loss equipment such as TTYs, closed captioners, and flashers. They also provide information on adaptive equipment devices or assistance with building wheelchair ramps. Please refer to page 31 for a listing of loan closets in the area.

Medical Equipment Suppliers

Durable Medical Equipment includes wheelchairs, walkers, oxygen equipment, hospital beds, lift chairs, and other such items vital in promoting independence. Please refer to page 38 for a listing of Durable Medical Equipment suppliers in the area.

Mental Health & Counseling

For the most up-to-date information on programs and services available for mental health, contact the Broome County Office for Aging at **(607) 778-2411**, or Broome County NY Connects at **(607) 778-2278** or toll-free at **1-800-342-9871**.

Alzheimer's & Dementia

Alzheimer's Association

Provides a broad range of programs and services for people with the disease, their families and caregivers, as well as professional care providers. Services include a Helpline offering 24/7 support, care consultations, support groups, educational and training services, and the Safe Return program for individuals prone to wandering.

*Alzheimer's Association, Central NY Chapter
(315) 472-4201 or 24/7 Helpline (800) 272-3900
For full agency information listing, see page 40*

Elder Services Center

Diagnoses memory disorders, evaluates for dementia & depression. Helps family, caregivers, & health professionals learn to manage problems associated with Alzheimer's and related dementias. Educates professionals & caregivers using current, innovative intervention methods. Consultation is 2-part: in-home and at a clinical site.

*Binghamton University, Decker School of Nursing
(607) 777-6636
For full agency information listing, see page 41*

Anxiety, Depression, & Mental Health

Adult Mental Health Clinic

Offers assistance to adults in need of mental health services.

*Family & Children's Society: (607) 729-6206
For full agency information listing, see page 44*

Advocacy for Mental Health

Provides advocates to work with mental health recipients to assist them with support services.

*Catholic Charities of Broome County: (607) 773-3205
For full agency information listing, see page 43*

Advocacy for Mental Health

Provides aid to adults in navigating the mental health system and to understand their rights. Assists community residents and professionals in finding private therapists or other mental health programs.

*Mental Health Association of the Southern Tier (MHAAT): (607) 771-8888
For full agency information listing, see page 47*

Binghamton Depression & Bipolar Support Group

Support group for those suffering from depression and/or bipolar disorder. Call for information.

*Binghamton Depression & Bipolar Support Group
(607) 239-4624
For full agency information listing, see page 41*

Binghamton University Psychological Clinic

Offers psychotherapy and behavioral therapy for adults, families, groups, and couples for a broad range of behavioral and psychological problems.

*Binghamton University: (607) 777-2103
For full agency information listing, see page 41*

Community Treatment & Recovery Center

Provides services to adults in need of mental health services. Also provides Day Program.

*Greater Binghamton Health Center: (607) 797-0680
For full agency information listing, see page 45*

Compeer Program

Matches volunteers in supportive relationships with adults experiencing mental illness.

*Mental Health Association of the Southern Tier
(607) 771-8888
For full agency information listing, see page 47*

Comprehensive Psychiatric Emergency Program (CPEP)

24-hour hotline for emotional or psychiatric emergency. In-person assessment. Educational presentations. Referrals to counseling and therapy.

*UHS Binghamton General Hospital: (607) 762-2200 or
Emergency Hotline: (607) 762-2302
For full agency information listing, see page 50*

Four Seasons Club

Operates work units designed to help members achieve or regain the confidence and skills necessary to lead vocationally-productive and satisfying lives.

Catholic Charities of Broome County: (607) 773-1184

For full agency information, see page 43

Geriatric Mobile Crisis Team

Provides screening and consultation for admission to the Greater Binghamton Health Center. Works with appropriate agencies on placements in adult-care facilities and nursing homes. Eligibility: 65 or older with a psychiatric diagnosis.

Greater Binghamton Health Center: (607) 724-1391

For full agency information listing, see page 45

Health Home

Provides coordinated care for those with chronic medical and/or behavioral conditions. Must have Medicaid.

Catholic Charities of Broome County: (607) 723-9991

OR

UHS Health Home: (607) 762-2862

For full agency information listing, see page 50

HOME Program

Helping through Outreach & Mental health for the Elderly (HOME) Program provides non-emergency mental health services to seniors who are unable or unwilling to leave their homes for assessment and treatment. Provided through United Health Services (UHS).

UHS: (607) 762-2809

For full agency information listing, see page 50

Lourdes Center for Mental Health

Provides Mental Health Services to adults.

Lourdes Center for Mental Health: (607) 584-4465

For full agency information listing, see page 46

Peer Educators

Provides educational sessions to eliminate the stigma of mental health.

Mental Health Association of the Southern Tier

(607) 771-8888

For full agency information listing, see page 47

Self-Help Independence Program (SHIP)

Provides self-help services and empowerment designed for recipients, like Creative Writers Group, Speakers Bureau, Fundamental Follies, and more.

Mental Health Association of the Southern Tier

(607) 771-8888

For full agency information listing, see page 47

UHS Family Ties Program

Works with friends and families of individuals who are mentally ill.

UHS Family Ties Program: (607) 762-2887

For full agency information listing, see page 50

Counseling

Catholic Charities Counseling

Psychotherapeutic counseling provided to individuals, families, and groups by professional and New York State certified social workers.

Catholic Charities of Broome County: (607) 729-9166

For full agency information listing, see page 43

Family & Children's Society

Private counseling for elder individuals and couples with difficulties such as depression, anxiety, or problems associated with the issues of aging; grandparents raising grandchildren, caregiving and complicated bereavement. Medicare or private insurance accepted. Elders are not charged a fee.

Family & Children's Society: (607) 729-6206

For full agency information listing, see page 44

Samaritan Counseling Center

Provides spiritually-sensitive counseling, consultation, and education to people of all ages, couples, groups, and families on a variety of mental health issues. Samaritan counselors are clinically-trained professionals with Master's and/or Doctoral degrees in counseling and psychotherapy. Accepts most insurance plans, reduced fees for persons with low income or no insurance.

Samaritan Counseling Center of the Southern Tier

(607) 754-2660

For full agency information listing, see page 49

Southern Tier Independence Center (STIC)

Provides one-on-one peer support program to share experiences and coping strategies between disabled persons. Professional counseling for consumers/families by a CSW for complex personal issues.

Southern Tier Independence Center: (607) 724-2111

For full agency information listing, see page 49

Grief Counseling

Griefwork: The Healing Journey

Provides information, support, and counseling surrounding the issues of loss for bereaved individuals and professional caregivers.

Griefwork: The Healing Journey: (607) 770-7670

For full agency information listing, see page 45

HOME Program

Helping through Outreach & Mental health for the Elderly (HOME) Program provides non-emergency mental health services to seniors who are unable or unwilling to leave their homes for assessment and treatment. Provided through United Health Services (UHS),

UHS: (607) 762-2809

For full agency information listing, see page 50

Veterans

Binghamton Veterans Center

Provides counseling services, parenting classes, job counseling and more.

Binghamton Veterans Center: (607) 722-2393

For full agency information listing, see page 41

Binghamton VA Community Based Outpatient Clinic

A behavioral health care team consisting of social workers, psychiatrists, a psychiatric nurse, and visiting counselors from the Syracuse VAMedical Center provides medications, individual and group psychotherapy for veterans, specializing in Post-Traumatic Stress Disorder and Health Care for Homeless Veterans Program.

Binghamton VA Community Based Outpatient Clinic (607) 772-9100

For full agency information listing, see page 41

Broome County Veterans Service Agency

Provides counseling to veterans, dependents, and widows/widowers regarding service benefits such as pensions, compensations, blind annuity, educational services, and burial benefits.

Broome County Veterans Service Agency

(607) 778-2147

For full agency information listing, see page 43

Clear Path For Veterans

Clear Path for Veterans, a non-profit organization, is Upstate New York's archetype Veteran Service Organization serving as a hub of information, programs and resources. As a single point of contact for Veterans, military members and their families, Clear Path engages, supports, and makes it easy to connect with what you need with commitment to providing a welcoming place to call home.

Clear Path For Veterans: (315) 687-3300

For full agency information listing, see page 43

Veterans Crisis Line

The Veterans Crisis Line is a resource provided by the Department of Veterans Affairs (VA) which connects veterans and service members in crisis and their families and friends with information and qualified, caring VA responders through a confidential, toll-free hotline, online chat and text messaging service. Veterans and their families and friends can call 1-800-273-8255 and press 1, chat online at www.veteranscrisisline.net, or send a text message to 838255 to receive support from specially-trained professionals, 24 hours a day, 7 days a week, 365 days a year.

Department of Veterans Affairs, Veterans Crisis Line

(800) 273-8255, Extension 1

For full agency information listing, see page 44

Personal Emergency Response Systems

Personal Emergency Response Systems (PERS) let you call for help in an emergency by pushing a button. Most are fee-based with an installation fee and monthly monitoring charge.

CST Link to Life

Offers GPS-enabled PERS units. For possible discounts on services, cite the Broome County Office for Aging as your referral source when you call.

CST Link to Life: (855) 427-8585

For full agency information listing, see page 44

Life Alarm

Offers PERS units.

Life Alarm: (800) 780-5433

For full agency information listing, see page 46

LifeFone

Offers GPS-enabled PERS unit options.

LifeFone: (844) 253-7939

For full agency information listing, see page 46

Life Line Systems

Formerly known as MedicAlert. Personal help button worn around the neck. Wrist option and auto-alert service now available.

Life Line Systems: (800) 380-3111

For full agency information listing, see page 46

Lifelink

Personal emergency response system equipment with a portable help button and unit linked to phone. Client provides Emergency Response Center with list of people who can immediately respond to call.

Lourdes Hospital: (607) 798-5934

For full agency information listing, see page 46

Link to Life

Provides personal help unit used to signal the Link to Life Response Center to respond to an emergency.

Link to Life: (888) 337-5433

For full agency information listing, see page 46

Philips Lifeline

Offers GPS-enabled PERS units. Will waive the activation fee to consumers who cite the Broome County Office for Aging as their referral source.

Philips Lifeline: (800) 242-1306 x 4575

For full agency information listing, see page 48

Project HEAR

Provides a reduced rate on the monthly rental fee of a PERS unit to consumers who cite the Broome County Office for Aging as their referral source when they call. No cost to replace a lost PERS unit and dispatcher will deliver it to the home.

UHS Professional Home Care: (607) 763-8952

For full agency information listing, see page 50

Physician Referral

Broome County Medical Society

Provides physician referral.

Broome County Medical Society: (607) 772-8493

For full agency information listing, see page 42

Lourdes Physician Referral

Helps callers choose proper physician for their needs.

Provides physician information including specialty, board certification, location, and insurance participation.

Lourdes Hospital: (607) 798-5831

For full agency information listing, see page 46

UHS Nurse Direct

Talk directly with a registered nurse, 7:00 AM to 9:00 PM, 7 days a week, about medical information that's free and confidential. Can also provide physician referrals and referrals to other health education and community services.

UHS Nurse Direct: (607) 763-5555

For full agency information listing, see page 50

Rehabilitation

To see a complete listing of Long-Term Care Facilities which offer short-term rehabilitation services, please refer to the chart on page 36.

Senior Centers

Senior Centers promote wellness and social activity for seniors through programs such as: exercise classes, crafts, games, dancing, computer education, tax and benefits counseling, dinner events, and lunches. Area Senior Centers may be sponsored by the Broome County Office for Aging (BCOFA), City of Binghamton (COB), Johnson City Senior Center, Inc., or other agencies.

There is a lunch Program at the Senior Centers sponsored by BCOFA. Suggested contribution per meal for adults age 60 and over and their spouses. Those under age 60 may dine for a cost per meal. Contributions are confidential; no one is denied a meal due to inability to pay.

Broome West Senior Center

Located in Endwell. Operated by BCOFA.
Open 9:00 AM to 3:00 PM, M-F
Lunch served at noon. Reservation required.
Call (607) 785-1777.
Breakfast for Lunch: M, 10:30 AM to 12:30 PM.*
Sandwich & Soup Bar: W/Th/F, 11:15 AM to 12:30 PM.*
*No reservation required.
Call for information on activities offered.
Broome West Senior Center: (607) 785-3427
For full agency information listing, see page 43

Deposit Senior Center

Located in Deposit. Operated by BCOFA.
Open 9:00 AM to 2:00 PM, T/Th
Lunch served at 12:30 PM. Reservation required.
Call for information on activities offered.
Deposit Senior Center: (607) 467-3953
For full agency information listing, see page 44

Eastern Broome Senior Center

Located in Harpursville. Sponsored by BCOFA.
Open 9:00 AM to 2:30 PM, M-F
Lunch served at noon. Reservation required.
Breakfast: T, 8:00 AM to 9:30 AM*
Brunch: Th, 10:30 AM to noon*
Sandwich & Soup Bar: W, 11:30 AM to 12:30 PM*
Burger Bar: F, 11:30 AM to 12:30 PM
*No reservation required.
Call for information on activities offered.
Eastern Broome Senior Center: (607) 693-2069
For full agency information listing, see page 44

First Ward Senior Center

Located in Binghamton. Operated by COB. Sponsored by BCOFA.
Open M-F, 8:00 AM to 4:00 PM and Monday Evenings
Lunch served at 11:45 AM. Reservation required. Call (607) 729-6214.
Breakfast for Lunch: M, 10:30 AM to 12:00 PM*
*No reservation required.
Call for information on activities offered.
First Ward Senior Center: (607) 797-2307
For full agency information listing, see page 44

Johnson City Senior Center

Located in Johnson City. Operated by Johnson City Senior Center, Inc. Sponsored by BCOFA.
Open 9:00 AM to 4:00 PM M-TH, F 9:00 AM to 2:00 PM
Lunch served at 11:45 AM. Reservation required.
Call (607) 797-1149.
Sandwich & Soup Bar: W/Th, 11:45 AM to 12:30 PM.*
Breakfast for Lunch: T, 10:30 AM to 12:00 PM*
*No reservation required.
Call for information on activities offered.
Johnson City Senior Center: (607) 797-3145
For full agency information listing, see page 45

Northern Broome Senior Center

Located in Whitney Point. Operated by BCOFA.
Open M-F, 9:00 AM to 3:00 PM
Lunch served at noon. Reservation required.
Sandwich & Soup Bar: M-W, 11:30 AM to 12:30 PM*
Breakfast for Lunch: Th, 10:00 AM to 12:30 PM*
Burger Bar: F 11:30 AM to 12:30 PM
*No reservation required.
Call for information on activities offered.
Northern Broome Senior Center: (607) 692-3405
For full agency information listing, see page 48

North Shore Towers Senior Center

Located in Binghamton. Operated by BCOFA. Sponsored by Binghamton Housing Authority.
Open: M-F, 10:00 AM to 2:00 PM
Lunch served at noon. Reservation required.
Call for information on activities offered.
North Shore Towers Senior Center: (607) 772-6214
For full agency information listing, see page 48

Vestal Senior Center

Located in Vestal. Operated by BCOFA.
Open: M-F, 9:00 AM to 2:00 PM
Lunch served at 11:45 AM. Reservation required.
Sandwich & Soup Bar: W/F 11:45 AM to 12:30 PM*
*No reservation required.
Call for information on activities offered.
Vestal Senior Center: (607) 754-9596
For full agency information listing, see page 51

Snow Removal

Information & Assistance Line

The Information & Assistance Line staff maintains a list of vendors and individuals who do snow removal for a fee.

Broome County Office for Aging: (607) 778-2411

For full agency information listing, see page 42

Senior Helpers Program

The Senior Helpers program is an employment service which matches workers aged 55 or older with people needing help with snow and ice removal. Call for information.

Broome County Office for Aging: (607) 778-6105

For full agency information listing, see page 42

Social & Recreational Activities

For information on social and recreational activities offered at Broome County Senior Centers, see “Senior Centers” on page 21.

American Civic Association

Promotes communication between ethnic groups and the community.

American Civic Association: (607) 723-9419

For full agency information listing, see page 40

Boys & Girls Club

Provides senior citizen programs including Stitch in Time sewing group, senior luncheons, games day and picnics. Facility is fully handicapped accessible.

Boys & Girls Club, Western Broome Family Center

(607) 754-0225

For full agency information listing, see page 41

Broome County Arts Council

Art gallery and museum. Preserves local cultural heritage, enhances multicultural life and provides a network of support services to the community.

Broome County Arts Council: (607) 723-4620

For full agency information listing, see page 41

SUNY Broome

Offers non-credit courses on topics such as writing, painting, flower arranging, gardening, language and much more. Older Wiser Learners (OWLs) Program offers intergenerational learning courses at various local senior centers. Call for information.

SUNY Broome: (607) 778-5273

For full agency information listing, see page 50

Taxes

2-1-1/First Call for Help

Call for assistance in scheduling a local appointment with an AARP tax volunteer.

2-1-1/First Call for Help: Dial 2-1-1 or (800) 901-2180

For full agency information listing, see page 44

AARP's Tax Aide Program

AARP's tax counselors help people over 50 or low-income individuals file state and federal income taxes for free. Available February 1st through April 15th. Call the Broome County Office for Aging for information on hours and locations.

Broome County Office for Aging: (607) 778-2411

For full agency information listing, see page 42

Property/School Tax Reduction Information

Broome County Office for Aging's Information and Assistance Line staff counsels seniors on eligibility for benefits such as STAR, Real Property Senior Tax Exemption, and IT-214 tax rebate program. For further information on tax issues, contact your local Tax Assessor's office.

Broome County Office for Aging: (607) 778-2411

For full agency information listing, see page 42

Taxpayer Advocate Service

Represents the interest and concerns of taxpayers within the IRS by protecting taxpayers' rights and resolving problems which have not been fixed through normal means.

US Internal Revenue Service (IRS): (877) 777-4778

For full agency information listing, see page 51

Transportation

Ambulette Service/Medical Transportation

Non-emergency medical transportation, sometimes referred to as Ambulette Service, provides fee-based door-to-door service when full ambulance/emergency transport service is not necessary and curb-to-curb transportation, such as a taxi or BC Lift, is not adequate for the situation. Additionally, ambulette service offers special needs assistance, especially for persons with mobility issues. For a list of providers, please refer to your local telephone directory Yellow Pages under "Ambulette Services."

Donson Transportation: (607) 786-4444

HTM MedTrans: (607) 321-8520

Redivan: (607) 235-9112

Southern Tier/Serafini: (607) 772-8500

BC Country

Provides curb-to-curb transportation for Broome County residents who live in rural areas of the county and wish to travel to the urban areas within Broome County. Buses are equipped with wheelchair lifts. Length of trip varies with number of passengers. Reservations are required. No service on most major holidays. \$2.00 suggested contribution per one-way ride for seniors.

Broome County Transit: (607) 763-4464

Application information: (607) 778-2411

Ride reservations: (607) 763-8747 x 3

For full agency information listing, see page 42

BC Lift

Provides curb-to-curb service for person with disabilities who live within the urban areas of Broome County. Applicants must meet eligibility requirements, including certification by physician or social service agency as having a physical, visual or mental disability which prevents use of regular Transit system. Reservations are required. No service on most major holidays. \$3.00 fare per one-way ride.

Broome County Transit: (607) 763-4464

Application information: (607) 778-2411

Ride reservations: (607) 763-8747 x 1

For full agency information listing, see page 42

BC Transit Fixed Route Buses

Scheduled bus service routes available throughout the Broome metropolitan area. Route information and bus schedules available at transfer station locations, public libraries, and various agencies serving seniors. All buses are wheelchair accessible.

Senior Discount Program provides BC Transit bus transportation services at a discounted rate to seniors with a Broome County Office for Aging ID card. Call the Office for Aging at (607) 778-2411 to apply for an ID card; proof of age required. Discounts on monthly bus passes also available to seniors with this card.

Broome County Transit: (607) 763-4464

For full agency information listing, see page 42

Binghamton VA Community-Based Outpatient Clinic Transportation

Free transportation to and from VA Medical Center in Syracuse, weather permitting, for veterans with a pre-arranged appointment. Must arrive at the Binghamton VA Outpatient Clinic 15 minutes prior to scheduled departure. Call for information.

*Binghamton VA Community-Based Outpatient Clinic
(607) 772-9100*

For full agency information listing, see page 41

Deposit Foundation

Provides non-emergency transportation for seniors residing in the Deposit area who do not drive or have no transportation to medical or other appointments. Service is door-to-door. Trips to destinations in and out of town, Mon-Fri. Volunteers drive a 7-passenger minivan. Donations accepted.

Deposit Foundation: (607) 467-4000

For full agency information listing, see page 44

Faith in Action Volunteer Drivers

The Faith in Action program, provided by the Broome County Council of Churches, provides non-emergency, transportation to medical appointments through a network of volunteers. Pre-registration with the program and needs assessment is required.

Broome County Council of Churches: (607) 724-9130

For full agency information listing, see page 42

GetThere Transportation Call Center

A collaboration between the Rural Health Network and partner organizations in South Central New York. Seniors and caregivers can get answers to transportation questions, assistance with travel planning and group or individual travel training. Call the toll-free GetThere Call Center to reach staff that is well-versed in the area's transportation options.

Mobility Management of South Central New York (855) 373-4040

For full agency information listing, see page 47

Lift for Life (YWCA)

Free transportation services provided for women to doctor and treatment appointments for any medical needs, specifically targeting women in rural areas who face transportation as a barrier to their health.

YWCA Lift for Life: (607) 722-0340

For full agency information listing, see page 52

Office for Aging (OFA) Mini-Bus

Provides curb-to-curb transportation service for Broome County seniors aged 60 and older with Office for Aging ID card. Transportation throughout the urbanized area of Broome County. Buses are equipped with wheelchair lifts. Reservations are required; suggested contribution of \$1.50 per one-way ride. No service on most major holidays.

Broome County Transit: (607) 763-4464

Application information: (607) 778-2411

Ride reservations: (607) 763-8747 x 2

For full agency information listing, see page 42

Road to Recovery Program

Volunteers through the American Cancer Society provide rides to treatment appointments for cancer patients who have no one to take them.

American Cancer Society: (800) 227-2345

For full agency information listing, see page 40

Senior Helpers Program

Employment service which matches workers aged 55 and older with people needing services such as transportation. May be in the worker's vehicle or the vehicle of the person hiring the worker.

Broome County Office for Aging: (607) 778-6105

For full agency information listing, see page 42

For additional information on transportation options for seniors, call the Broome County Office for Aging at **(607) 778-2411**.

Vision Assistance

Association for Vision Rehabilitation & Employment (AVRE)

AVRE provides a variety of services to seniors with age-related vision loss, including training in independent living skills, orientation and mobility, and using assistive devices. Offers support groups.

Association for Vision Rehabilitation & Employment (AVRE): (607) 724-2428

For full agency information listing, see page 41

EyeCare America

Provides access to eyecare from a nationwide network of volunteer ophthalmologists for those without a means to pay. Seniors who are US citizens or legal residents, 65 or older, and have not seen an ophthalmologist within the last three years are eligible to receive a comprehensive medical eye examination and treatment for up to one year. Ophthalmologist's fees are covered; however, eyeglasses, prescriptions, hospital services and fees of other medical professionals are not covered.

Foundation of the American Academy of Ophthalmology (877) 887-6327

For full agency information listing, see page 44

Lions Club International

Lions Clubs sponsor local sight conservation programs such as free eyecare screenings, an eyeglass recycling program, and access to corneal transplants and cataract surgeries. Other Lions Club programs provide accessibility support, such as white canes and guide dogs, as well as assistive technologies such as large-print texts, reading aids, voice-activated and talking devices, and Braille equipment. Contact information for local Lions Club representatives is available by calling First Call for Help at 2-1-1.

Lions Club International, NY District 20-Y1 (630) 571-5466

For full agency information listing, see page 46

National Library Service for the Blind and Physically Handicapped

Provides a free library service to people who are unable to use regular printed material because of visual impairment or a physical disability. NLS selects books and magazines for full-length publication in braille, e-braille, and audio. These reading materials are circulated to eligible borrowers throughout a network of cooperating regional libraries located throughout the United States. The materials and free playback equipment needed to read talking books and magazines are sent to borrowers and returned to libraries by postage-free mail.

Library of Congress: (202) 707-5100

For full agency information listing, see page 46

Southern Tier Independence Center (STIC)

Provides advocacy for those with vision impairment. Offers professional counseling, support groups, architectural barrier consultation, loan closet, sign language interpreter referral service, listening library, transportation, housing and employment assistance, braille, reader and scribe service. Also offers the Consumer Directed Personal Assistance (CDPA) program.

Southern Tier Independence Center (STIC)

(607) 724-2111

For full agency information listing, see page 49

Rural Health Network of South Central New York

Offers resources for eye care for eligible individuals. Call for more information.

Rural Health Network of South Central New York

(607) 692-7669

For full agency information listing, see page 49

Wellness & Fitness

Exercise Programs

Broome County Office for Aging

Sponsors Stay Well Program, walking and hiking programs, and special events with other community organizations. Fitness programs offered at many locations. Offers brochures listing a wide range of fitness and exercise programs in Broome County, including a variety of programs geared specifically toward the needs of seniors. Sponsors Senior Games from September through November: a variety of sporting events. Senior Games events offered at many community locations. Call for information.

Broome County Office for Aging: (607) 778-2411

For full agency information listing, see page 42

Wellness Education

Broome County Office for Aging

Offers a variety of wellness education programs which cover topics ranging from proper nutrition and exercise to overall well-being. Offers special events with other community organizations.

Broome County Office for Aging: (607) 778-2411

For full agency information listing, see page 42

Simply Health Wellness Program

Offered throughout rural Broome, Tioga and Delaware Counties. Weekly classes cover nutrition, fitness, and stress reduction to help with weight management and chronic disease.

Rural Health Network of South Central New York

(607) 692-7669

For full agency information listing, see page 49

UHS Stay Healthy Center

The United Health Services (UHS) Stay Healthy program offers CPR classes, a lending library, cholesterol, blood sugar, depression, anxiety, blood pressure screenings and body fat analysis. Offers: classes, seminars, sponsors mall walkers and line dancing. Provides physician referral, insurance counseling and billing assistance.

UHS Stay Healthy Center: (607) 763-6060

For full agency information listing, see page 50

Section Two: HOME HEALTH CARE INFORMATION

Introduction

This section was originally developed by the Coalition of Home Health Care of Broome and Tioga Counties.

For information on agencies that provide the following services see the chart on page 34.

A glossary of most frequently-provided services is followed by descriptions of different types of programs and agencies.

Long-Term Care (LTC) refers to care required by some children and adults with disabilities that can range from help with household tasks to skilled nursing services and can be delivered in a variety of care settings, including home, adult home, and nursing facilities.

Acute care is care required by a client/patient for a short period, usually until an underlying condition is resolved. Acute care is delivered in a variety of settings, including home, hospitals, and nursing facilities.

The agencies listed strive to keep a person at home by offering services that supplement those provided by family members and friends to meet both acute and long-term care needs.

This section also lists providers along with their classifications and services. Durable Medical Equipment and Home Health Care vendors and services appear in other sections of this guide.

Every effort has been made to ensure the information included is accurate and up-to-date. However, information of this nature may change periodically. Inclusion in the directory does not constitute endorsement by Action for Older Persons, Inc. or The Broome County Office for Aging. Please contact the agency directly, or call Broome County NY Connects at **(607) 778-2278** or **1-800-342-9871** for the most timely and detailed information.

Glossary

Companion Aide: Provides companionship for a client/patient and assistance with tasks such as homemaking, meal planning and preparation, shopping, and transportation.

Home Health Aide: Paraprofessional caregivers through New York State-approved programs provide hands-on personal care, expanded health-related tasks when trained and supervised by a Registered Nurse, and light homemaking tasks.

Home Health Care Case Management: Coordination of a client/patient's health care services to ensure appropriate, quality care as their health care and social needs change.

Home Health Care Information & Referral: Service to answer questions and guide the client/patient to appropriate services.

Homemaker: Assists with domestic tasks such as light housekeeping, laundry, shopping, and meal preparation.

Infusion Therapy: Intravenous medication administration, for therapeutic purposes. Infusion therapy may include administration of antibiotics, hyperalimentation, chemotherapy, pain control medicines, hydration fluids, and selected blood products.

Licensed Practical Nurse (LPN): Provides a broad range of nursing services, including administration of prescription medicines, insulin injections, and monitoring of vital signs.

Master Social Work (MSW): This licensed professional assesses the social and emotional factors impeding the client/patient's ability to cope with problems of daily living. Counsels and assists clients/patients and their families to understand and follow a medical treatment plan. Provides services to restore optimum health and social adjustment.

Medicare Direct Billing: Some programs specialize in accessing and locating services for Medicare and Medicaid recipients. Some home health care agencies, referred to as Certified Home Health Agencies (CHHA) are certified to bill Medicare directly for services. Some may also accept payment from Medicaid.

Nutrition Education: Provides nutritional services to the client/patient as prescribed by their physician, including nutrition assessment and counseling to meet normal and therapeutic needs.

Occupational Therapy (OT): Performs diagnostic tests, measurements and evaluations such as mobility of joints, strength and endurance of muscles. Initiates and applies appropriate preventive, therapeutic, and rehabilitative occupational therapy procedures and techniques.

Personal Care Aide (PCA): Trained paraprofessionals assist sick or disabled individuals with personal care and homemaking tasks.

Physical Therapy (PT): Performs diagnostic tests and evaluations such as joint mobility, stability and appearance of walking, strength and muscle endurance.

Registered Nurse (RN): Performs all nursing functions, including the most highly technical procedures, such as caring for clients/patients on ventilators or providing home infusion therapy. Performs client/patient assessments, initiates nursing services, and makes appropriate referrals. Takes the role of a case manager in a certified agency.

Respiratory Therapy (RT): Employs specific testing techniques to assist in diagnosis, monitoring, and treatment of those with respiratory problems. Provides respiratory rehabilitation, appropriate instruction, and supportive counseling for the client/patient and family until the optimum level of recovery is achieved.

Shopper Service: Agency workers visit a client/patient's home to help prepare a grocery list. Shopper visits the grocery store and returns all purchases to the client/patient's residence. Some assistance is available to help put items away. Arrangements can be made regarding handling of client/patient money, food stamps or checks, payment of utility bills, prescriptions, and other banking needs.

Sleepover: Services provided overnight in an eight-hour or longer shift while the client or family sleeps.

Speech Therapy: Assesses and evaluates client/patient's needs for speech, language, and/or audiology services. Applies appropriate preventive, therapeutic, and rehabilitative procedures and techniques.

Twenty-Four-Hour Care: Services can be provided or arranged for "around-the-clock."

Twenty-Four-Hour On-Call: Availability of staff 24 hours a day, 7 days a week, to screen calls and coordinate or provide services as necessary.

Program Descriptions

AIDS Home Care Program (AHCP): A program which offers a coordinated plan of care and an expanded array of home services for persons with AIDS or HIV-related illness in order to maintain them in their homes or in a community setting. In addition to traditional home care services such as nursing and therapies, the AHCP can also arrange or provide for home-delivered meals, emergency call systems, social day care, social transportation, moving assistance, and home improvements. AHCP is coordinated by Ideal Home Care, a division of Ideal Senior Living Center.

Ideal Home Care: (607) 786-7406

For full agency information listing, see page 45

Expanded In-Home Services for the Elderly Program (EISEP): EISEP is a community-based, non-medical program sponsored by the Broome County Office for Aging. It provides ongoing case management and home care services to older adults, incorporating a cost-sharing feature based on a client's income and housing expenses. A comprehensive independent assessment by a case manager will determine the client's need and ability to pay. Any Broome County resident aged 60 or over who is experiencing difficulty with activities of daily living (dressing, bathing, meal preparation, eating, shopping, laundry, or housework) is eligible.

Broome County Office for Aging: (607) 778-2411

For full agency information listing, see page 42

Lourdes Hospice: Hospice is primarily a home care program which offers care for terminally ill clients/patients in their residences or in a nursing home. Hospice supports the family in caring for and enabling the client/patient to live at home for as long as possible. When additional care is needed, the Hospice Inpatient Program can provide relief for the client/patient and family in the hospital who elect noncurative care. In New York State, this program covers all of Broome and Tioga counties, as well as parts of Chenango and Delaware counties. In Pennsylvania, it covers part of Susquehanna county. The program aims to improve the quality of life of the client/patient and family by providing physical comfort, pain management, and emotional/spiritual support. Hospice also provides social work support, medical consultation, medication management, bereavement, and pastoral care. The Hospice accepts Medicare and Medicaid, as well as many other insurance plans. If necessary, Hospice will assist with financial planning.

Lourdes Hospice: (607) 798-5692

For full agency information listing, see page 46

VA Home-Based Primary Care (HBPC): Offers primary health care in the home. A team of VA HBPC providers (including Nurse Practitioners, RNs, Social Workers, Rehabilitation Therapists, and Dieticians) visit the veteran and caregiver in the home. Services include complete history and physical exam, laboratory tests, EKG, home oxygen monitoring, ongoing medical care, educating the veteran and the caregiver about diet, exercise, medications and community resources, as well as palliative care, when indicated. The VA Pharmacy provides medications (mailed to the home) and supplies. Home equipment and adaptive devices may also be ordered to support the veteran's independence in the home. The goals of VA HBPC are to assist the veteran and caregiver to avoid hospitalizations and to prevent premature nursing home placement.

Binghamton VA Outpatient Clinic: (607) 772-9100

For full agency information see page 41

Agency Descriptions

Broome County Community Alternative Systems

Agency (CASA): CASA provides case assessment and referral as an area-wide service for all Long-Term Care Facilities in Broome County. If you are considering long-term care in a facility for yourself or a loved one, requesting a free, in-home assessment by CASA is an important first step to help you determine the appropriate level of care. CASA Nurses may complete the PRI & Screen for Skilled Nursing Facility Placement. CASA Nurses may also assess clients in facilities who wish to return to the community.

CASA: (607) 778-2420 x 2.

For full agency information listing, see page 42

Certified Home Health Agency (CHHA):

A home care agency certified by New York State to comply with Medicare regulations and bill Medicare directly for services provided. A CHHA provides home care and support to those with short-term, intermittent, skilled health care needs, and can arrange for medical supplies, equipment, and appliances. Traditional home care services provided, including skilled nursing, physical, occupational and speech therapies, medical social services, and home health aides. Payment also accepted from third-party payers (Medicaid, private insurers).

Licensed Home Care Service Agency (LHCSA):

LHCSAs provide a wide range of services, from companion aides to skilled nursing, the most common being personal care and home health aide services. Payment may be accepted from private pay or from third-party payers such as HMOs or other private insurers.

Section Three: LONG-TERM CARE

LONG TERM CARE OPTIONS

Many long-term care services are available for elders. It is important to understand the various levels of care associated with providing such services. When a person must decide the best arrangements for meeting personal and health care needs, the following options are available:

For information on facilities that provide the different levels of care described below see chart on page 34 & 35.

Independent Living: Affiliated with long-term care facilities, these apartments are available for well elderly and are handicap accessible. Safety devices are frequently provided – such as grab bars, emergency call bells. Residents care for themselves and the apartment.

Home Health Care Services: Services range from personal care assistance to nursing services to physical therapy. Services are provided in the home by qualified home health care agencies and staff. Some long-term care facilities offer home health care services to their residents and some also make these services available to community residents.

Adult Care Facilities: This level of care is intended for people who need 24-hour supervision. These facilities offer long-term, supportive residential care, including a private or semi-private room, all meals and snacks, housekeeping, laundry, assistance with self-administration of medications, personal care assistance, case management services, and structured activities. Adult Care may be paid for privately or in some cases by Social Security Income (SSI).

Enriched Housing Program: Provides long-term residential care to adults, including an individual apartment, some meals, housekeeping, laundry, some supervision, assistance with self-administration of medications, personal care assistance, case management services, and structure activity programs.

Assisted Living Residence: Specifically designed by law as an entity that provides or arranges for housing, onsite

monitoring, and personal care and/or home care services in a home-like setting for five or more adults. Daily food services, 24-hour onsite monitoring, case management services, and the development of an individualized service plan for each resident are included. Residents must be continent or able to manage incontinence independently. Must be able to walk and transfer out of bed or a chair independently.

Assisted Living Program: This program is an alternative to nursing home care, allowing individuals that would otherwise relocate to a nursing home to instead receive home care services in an Adult Care Facility or Enriched Housing Program. This is a Medicaid-certified program with a limited number of Medicaid beds available in each region. Resident must be continent or able to manage incontinence independently, must be able to walk independently, cannot be receiving hospice care and can keep their own Primary Care doctor.

Enhanced Assisted Living Residence: This long-term care option offers more specialized services and more intense supervision than are available in Adult Care Facilities, Enriched Housing Programs, and Assisted Living Residences. Individuals may receive assistance with management of incontinence, walking, or transferring. Hospice services can be provided in this setting. Residents can only receive 24-hour care if (1) the resident hires the necessary staff, (2) the resident's physician and home care agency decided the care can be safely delivered in the setting, (3) the facility provides or arranges services, and (4) the resident agrees with the plan.

Special Needs Assisted Living Residence: This certification allows Assisted Living Residences to offer more specialized services and more intense supervision to individuals with advanced stages of Alzheimer's and dementia. With the tendency to wander, less ability to receive direction, and requiring more frequent cueing and one-on-one assistance, people with Alzheimer's or dementia can be kept safe and healthy in this long-term care setting.

Skilled Nursing Facility: These facilities provide 24-hour medical care. A variety of professional and licensed staff assures that each person's needs are met. Care is planned using input from residents, family, physicians, and facility staff. Care can be provided on a long-term or short-term basis, depending on the client's needs.

Dementia Units: Units are tailored to residents with memory-related problems including Alzheimer's and dementia. These units offer specialized programming, staffing patterns, and safety features.

Rehabilitation Units: Units are tailored to residents with short-term rehabilitation needs. The goal is to help a person return to her/his level of functioning prior to an illness, injury, or surgery. The type of care and length of stay are tailored to the person's individual needs. Medicare may pay for this type of care for up to 100 days.

Continuing Care Retirement Community: Residential campuses that provide a continuum of care from independent living to assisted living and skilled nursing care, all in one location. These communities are designed to offer active seniors with an independent lifestyle the privacy of their "own home" with health-related services available if necessary. The emphasis of these communities is to enable residents to "age in place" and avoid having to move to another location if their needs change.

Respite Care: Provides temporary supportive care in a nursing or adult care facility for those who normally live in the community, but whose caregivers need temporary relief. For more information on respite care options, contact **Broome County NY Connects at (607) 778-2278 or toll-free at 1-800-342-9871.**

Section Four: MEDICAL EQUIPMENT SUPPLIERS

Loan Closets

Loan closets lend equipment for home use, including: electric beds, hospital beds, bed trays, tables or footstools, commodes, bedpans, urinals, canes, crutches, wheelchairs, walkers, invalid rings, hydraulic lifts, roll-away beds, air mattresses, foot cradles, side rails, foam pads, trapezes, toilet seat raisers, bathtub/shower chairs, pillow rests, hearing loss equipment such as TTYs, closed captioners, and flashers. May provide information on adaptive equipment devices or assistance building wheelchair ramps.

Disabled American Veterans Loan Closet

Provides wheelchairs, walkers, crutches, and other items to members of the organization.

Disabled American Veterans: (607) 729-1278

For full agency information listing, see page 44

Sarah Jane Johnson Memorial Methodist Church Loan Closet

Provides various types of medical equipment to those with a valid ID, on a temporary basis. Equipment on hand varies, call to see what is available.

Sarah Jane Johnson Memorial Methodist Church

(607) 797-3938

For full agency information listing, see page 49

Southern Tier Independence Center Loan Closet

Lends equipment for home use up to one month. Items may include walkers, wheelchairs, commodes, raised toilets, etc. Lends equipment for deaf people including TTY's, closed captioners, flashers, baby monitors, etc. Borrower picks up item and returns it. Refundable deposit for some items. Call for more information.

Southern Tier Independence Center (STIC)

(607) 724-2111

For full agency information listing, see page 49

Durable Medical Equipment

Durable Medical Equipment (DME) includes wheelchairs, oxygen equipment, hospital beds, lift chairs, and other such items vital in promoting one's independence. With a physician's prescription, some equipment may be covered by Medicare or private-pay insurance. Smaller assistive devices—walker trays, comb extenders, jar openers, reachers, etc.—help promote independence, but are often not covered by insurance.

Accepts Assignment / "Participating" Suppliers: Some medical equipment suppliers accept the Medicare-approved amount as payment in full for medical equipment purchases. Some of these suppliers are included in this section. These suppliers are indicated as Medicare Participating Suppliers. Other local medical equipment suppliers may opt to accept the Medicare-approved amount for all qualifying items, or only some of them. Before considering a purchase, whether from a "participating" or "non-participating" supplier, be sure to ask if the supplier will accept the Medicare-approved amount as full payment and will handle submitting the appropriate paperwork prior to committing to the sale.

For information on Durable Medical Equipment providers see chart on Page 38.



Senior Apartment Housing List - Abbreviated Version

This list contains private Broome County housing options for seniors and those with disabilities. Please call individual buildings for applications, income limits and more information. Those marked with * symbol refer to subsidized independent living options. Those marked with Δ symbol refer to the Enriched Housing Option that can provide additional services such as housekeeping to eligible individuals.

Updated May 2019

<i>Location</i>	<i>Senior Housing Name & Address</i>	<i>See Key Above</i>	<i>Age Restrictions</i>	<i>Phone number</i>
Binghamton	100 Chenango Street	*	62 or older, any age with a disability	607-723-5479
Binghamton	Binghamton Gateway Apartments	*	Low income individuals of any age	607-772-2850
Binghamton	Carlisle Apartments 150 Moeller Street	*	Individuals or couples 18 and older	607-723-9491
Binghamton	Crandall Hall Apartments 2 Crandall Street		18 or older	347-658-4489
Binghamton	East Hills Senior Housing 50 East Clapham Street	*	55 or older any age with a disability	607-723-1863
Binghamton	E.J. Apartments 305 Clinton Street		55 or older	607-772-2850
Binghamton	First Ward Action Council Housing Program 167 Clinton Street	*	Low-income seniors, families, those with a disability	607-772-2850
Binghamton	Good Shepherd Fairview Home 80 Fairview Ave		62 or older	607-724-2477
Binghamton	Hamilton House Apartments 16 St. John Avenue	*	55 or older	607-724-6102
Binghamton	Henry Apartments 94 Henry Street	*Δ	Low-income seniors and any age with a disability	607-772-6766
Binghamton	Historic Dwightville Gateway Apartments 235, 236, 244, 256 Front Street; 81 Clinton Street	*	Low-income families and individuals	607-772-2850
Binghamton	Lincoln Court Apartments 21 New Street	*Δ	62 or older, any age with a disability	607-772-6766
Binghamton	Metro Interfaith Housing Management Corporation Variety of locations – call for info	*Δ	Low-income seniors and any age with a disability	607-772-6766
Binghamton	Metro Plaza Apartments 110 Chenango Place	*Δ	62 or older, any age with a disability	607-772-6368
Binghamton	North Shore Towers & Village 14 & 24 Isbell St; 45 Exchange St	*Δ	62 or older, any age with a disability	607-723-9491
Binghamton	Saratoga Apartments Felters road	*	Individuals or couples, 18 and older	607-723-9491

<i>Location</i>	<i>Senior Housing Name & Address</i>	<i>See Key Above</i>	<i>Age Restrictions</i>	<i>Phone number</i>
Binghamton	Stratmill Brook Apartments 104 Victoria Drive		55 or older	607-775-3421
Binghamton	UMH - Manor House 3 Manor Drive		65 or older	607-729-2305
Binghamton	UMH - St. Louise Manor 861 Front Street		65 or older	607-729-2305
Binghamton	Woodburn Court I 21-23 Exchange Street	*	62 or older	607-723-7875
Kirkwood	Valley View Apartments 26 South Woodhill Ave	*	62 or older, any age with a disability	607-775-1656
Conklin	Conklin Senior Housing 1095 Conklin Road		62 or older, any age with a disability	607-775-1490
Deposit	Meadow Park Apartments 85 Fair Street	*	62 or older, any age with a disability	607-235-0722
Endicott	Cardinal Cove 397 Glendale Ave		Low income of any age	607-239-4308
Endwell	Good Shepherd Village 32 Village Drive		62 or older	607-484-6104
Endicott	Ideal Senior Living Center 508 High Ave		65 or older	607-786-7440
Endicott	Skye View Apartments 505 E Franklin St		55 or older	607-238-4844
Endwell	Marian Apartments 701 Hooper Road	*	62 or older, any age with a disability	607-785-5223
Endicott	Nichols Notch Apartments 301-401 Hayes Ave	*	55 or older	607-754-0579
Harpursville	Norma Gardens NYS Route 79	*	18 or older	607-334-3867
Johnson City	Century Sunrise Apartments 135-139 Baldwin Street		18 or older	607-296-4049
Johnson City	Harry L. Apartments 235 Harry L. Drive	*	55 or older	607-217-7332
Johnson City	Reynolds Pointe Senior Apartments 1035 Anna Maria Drive		55 or older	607-237-0460
Johnson City	UMH - Hilltop Campus 286 Deyo Hill Rd.		65 or older	607-729-2305
Johnson City	Wells Apartments 299 Floral Avenue	*	62 or older	607-797-8862
Vestal	The Hearth at Castle Gardens 1715 Castle Gardens Road	Δ	55 or older	607-748-5700
Vestal	Vestal Pines Apartments 2030 NYS Route 26	*	Low-Income Seniors 55 and older	607-772-2850
Whitney Point	Whitney Point Apartments 10 Strongs Place	*	62 or older, any age with a disability	607-692-2609
Windsor	Windsor Woods 49 Grove Street	*	62 or older, any age with a disability	607-655-4191

HOME HEALTH CARE AGENCIES:

If you are interested in exploring what programs might be available to assist with the cost of home health care, please contact Broome County NY Connects at 778-2278

		Medicare Direct Billing	24 Hour on Call	24 Hour Care	Case Management	Social Worker	Home Maker
All Metro Health Care	777-9891		X	X			X
Around the Clock Homecare	746-7455		X	X			X
At Home Help, LLC	238-1123		X	X			X
Caregivers	770-1125		X	X	X	X	X
Compassionate Care	757-2550		X	X	X	X	X
Good Shepherd Fairview Home	724-2477		X	X	X		X
Home Instead Senior Care	723-3600		X	X			X
Interim HealthCare	722-6461		X	X	X		X
Lourdes at Home	772-1598	X	X		X	X	X
Seniors Helping Seniors	398-0188		X	X	X		X
Stafkings	772-8080		X	X	X		X
Susquehanna Home Care	729-9206			X			X
UHS Home Care at Ideal	786-7406		X	X	X		X
UHS Home Care / Twin Tier	763-8946	X	X		X	X	X
UMH at Home	775-6410		X	X	X		X
Wood Private Home Care	725-6625		X	X			X
VA Medical Center	800-792-4334				X	X	

*For complete agency contact information please see the agency directory at the end of the service guide

Shopper Service	Companion Aide	Home Health Aid (hands on care)	Licensed Practical Nurse	Registered Nurse	Nutrition Education	Infusion Therapy	Respiratory Therapy	Occupational Therapy	Physical Therapy	Speech Therapy
X	X	X		X						
X	X		X	X						
X	X									
	X	X		X						
X	X	X		X						
X	X	X	X	X						
X	X									
X	X	X	X	X						
X		X		X	X	X	X	X	X	X
X	X									
X	X	X	X	X						
X	X	X		X						
X		X	X	X	X	X		X	X	X
X	X	X		X						
X	X									
			X	X	X			X	X	

LONG TERM CARE FACILITIES:

If you are interested in exploring these options further as well as discussing costs and payment options, please contact Broome County NY Connects at 778-2278

		Independent Living	Adult Care Facility
Absolut Care of Endicott	754-2705		
Bridgewater Center for Rehabilitation and Nursing	722-7225		
Brookdale Vestal West	249-5029		
Elderwood Village at Vestal	722-3422		X
Garden House	724-5763		X
Good Shepherd Fairview Home & Apartments	724-2477	X	
Good Shepherd Village	757-3102	X	
Metro Interfaith Housing Program	772-6766		
New York State Veterans Home at Oxford	843-3100		
Susquehanna Nursing & Rehabilitation Center	729-9206		
The Hearth at Castle Gardens	341-7017	X	X
UHS Senior Living at Ideal	786-7300	X	X
United Methodist Homes – Elizabeth Church Campus	722-3463	X	X
United Methodist Homes – Hilltop Campus	798-7818	X	
Vestal Park Rehabilitation Nursing Center Campus	754-4105		
Willow Point Nursing Home	763-4400		

*For complete agency contact information please see the agency directory at the end of the service guide

*For descriptions of the different levels of care mentioned in the above chart, please see page 29

Enriched Housing Program	Assisted Living Residence	Skilled Nursing Facility	Rehabilitation	Assisted Living Program	Enhanced Assisted Living Residence	Special Needs Assisted Living Residence	Designated Dementia Units
		X	X				X
		X	X				X
	X				X	X	X
	X	X	X	X	X		X
	X	X	X		X	X	X
X							
		X					X
		X	X				X
X							X
		X	X	X			X
		X	X	X			X
	X	X	X	X	X	X	X
		X	X	X			X
		X	X				X

DURABLE MEDICAL EQUIPMENT PROVIDERS	CPAP, RADs & Oxygen Equipment supplies	Diabetic Shoes	Hospital Beds	Ostomy Supplies	Power Operated Vehicles (scooters)	Manual Wheelchairs	Power Wheelchairs	Seat Lift Mechanism	Walkers
Apria Healthcare 3116 Watson Blvd. Endwell, NY 607-754-3511	X								X
Gerould's Health Care Center 200 South Main St. Elmira, NY 607-734-7220	X	X	X		X	X	X	X	X
Hanger Prosthetics & Orthotics 635 Main St. Johnson City, NY 607-797-1246		X							
Klemmt 130 Oakdale Rd. Johnson City, NY 607-770-4400		X							
Lincare 26 Kentucky Ave. Endicott, NY 607-239-6374	X		X	X	X				
Lourdes Health Support 1155 Front St. Binghamton 607-724-0115	X		X					X	X
Maximum Mobility* 117 N. Keystone Ave. Sayre, PA 570-882-7436					X	X	X		
Penn York Medical Supplies 69 Main St. Binghamton, NY 607-773-3622						X		X	X
Pro-Cair* 235 S. Catherine St. Montour Falls, NY 607-535-8949	X	X	X	X	X	X	X		X
Professional Home Care 601 Riverside Dr. Johnson City, NY 607-763-5600	X		X					X	X
Rehab Supply 17 Charles St. Ste. 1 Binghamton, NY 607-584-5560									X

* Additional costs may apply beyond the Medicare approved amount

For assistance finding additional Medicare Providers contact Action for Older Persons at 607-722-1251

NOTES:

Section Five: AGENCY CONTACT INFORMATION

A

AARP, Inc.

601 East St. NW
Washington, DC 20004
Phone: (888) 227-7669
www.aarp.org

AARP Driver Safety

5760 Fleet St., Suite 210
Carlsbad, CA 92008
Phone: (800) 350-7025
www.aarpdriversafety.org

ABC Housing, Inc.

100 Chenango St.
Binghamton, NY 13901
Phone: (607) 723-5479
Fax: (607) 723-5470
www.crmrentalmgmt.com

Absolut Care of Endicott

301 Nantucket Dr.
Endicott, NY 13760
Phone: (607) 754-2705
www.absolutcare.com/endicott

Access to Independence, Cortland

26 N. Main St.
Cortland, NY 13045
Phone: (607) 753-7363
(607) 756-4884
www.atcortland.org

Accord

350 State St.
Binghamton, NY 13901
Phone: (607) 724-5153
Fax: (607) 724-0059
www.accordny.com

Action for Older Persons, Inc.

200 Plaza Dr., Suite B
Vestal, NY 13850
Phone: (607) 722-1251
Fax: (607) 722-1293
www.actionforolderpersons.org

Addiction Center of Broome County (ACBC)

30 W. State St.
Binghamton, NY 13901
Phone: (607) 723-7308
Fax: (607) 724-4626
www.addictionctrofbroomecounty.org

Adult Career & Continuing Education Services (ACCES-VR)

State Office Building, 7th Fl.
44 Hawley St., # 705av
Binghamton, NY 13901
Phone: (607) 721-8400
TTY: (607) 721-8408
Fax: (607) 721-8390
<http://www.acces.nysed.gov/vr/>

Albany Medical Center

218 Great Oaks Blvd.
Albany, NY 12203
Phone: (518) 262-5606
(800) 756-7811
Fax: (518) 262-5427
www.cdtny.org

All Metro Health Care

49 Court St., #255
Binghamton, NY 13901
Phone: (607) 777-9891
www.all-metro.com

Alzheimer's Association, Central NY Chapter

441 W Kirkpatrick St.
Syracuse, NY 13204
Phone: (315) 472-4201
24/7 Helpline: (800) 272-3900
www.alz.org/centralnewyork

American Cancer Society

13 Beech St.
Johnson City, NY 13790
Phone: (607) 766-6900
(800) 227-2345
Fax: (607) 766-6965
www.cancer.org

American Civic Association

131 Front St.
Binghamton, NY 13905
Phone: (607) 723-9149
Fax: (607) 723-0023
www.americancivic.com

American Diabetes Association

6309 Fly Rd., 2nd Floor
East Syracuse, NY 13057
Phone: (800) 342-2383
www.diabetes.org

American Heart Association

2 Clinton Square, Suite 305
Syracuse, NY 13202

PO Box 3049
Syracuse, NY 13220
Phone: (607) 341-8535
www.heart.org

Southern Tier Stroke Support
Group
Vestal Library
320 Vestal Parkway East
Vestal, NY 13850
Phone: (607) 754-3405

American Kidney Fund

11921 Rockville Pike, Suite 300
 Rockville, MD 20852
 Phone: (800) 638-8299
 Fax: (301) 881-3311
www.kidneyfund.org

American Lung Association in NY

418 Broadway, 1st Floor
 Albany, NY 12207
 Phone: (518) 465-2013
 (800) 586-4872
 Fax: (518) 465-2926
www.lung.org

Apria Healthcare

3116 Watson Blvd.
 Endwell, NY 13760
 Phone: (607) 754-3511
www.apria.com

Around the Clock In-Home Care

5580 Peakes Brook Rd.
 Delhi, NY 13753
 Phone: (607) 746-7455

Arthritis Foundation, Upstate NY Chapter

PO Box 126
 Fayetteville, NY 13066
 Phone: (315) 637-3568
www.arthritis.org/new-york

Association for Vision Rehabilitation & Employment (AVRE)

174 Court St.
 Binghamton, NY 13901
 Phone: (607) 724-2428
 Fax: (607) 771-8045
www.avreus.org

B**Big Apple Social Day Care**

201-203 Main Street
 Binghamton, NY 13905
 Phone: (607) 217-5627

Binghamton Depression & Bipolar Support Group

Unitarian Universalist Church
 183 Riverside Dr.
 Binghamton, NY 13905
 Phone: (607) 239-4624

Binghamton Gateway Apartments

Front Street, Binghamton, 13905
 Phone: (607) 772-2850

Binghamton Housing Authority

Phone: (607) 723-9491
 Fax: (607) 722-5031

Binghamton University

PO Box 6000
 Binghamton, NY 13902

Elder Services Center, Decker
 School of Nursing

Phone: (607) 777-6636
 Fax: (607) 777-4440
www.binghamton.edu/dson/research/elder_serv.html

Psychological Clinic
 Phone: (607) 777-2103
 Fax: (607) 777-4733
www.binghamton.edu/psychological-clinic/index.html

Binghamton VA Community-Based Outpatient Clinic

203 Court St.
 Binghamton, NY 13901
 Phone: (607) 772-9100
 Fax: (607) 772-3081
www.syracuse.va.gov/locations/Binghamton_Community_Based_Outpatient_Clinic.asp

Binghamton Veterans Center

53 Chenango St.
 Binghamton, NY 13901
 Phone: (607) 722-2393
 Fax: (607) 722-0143

Boys & Girls Club, Western Broome Family Center

1 Clubhouse Rd.
 Endicott, NY 13760
 Phone: (607) 754-0225
 Fax: (607) 754-2801
www.bgcwb.org

Bridgewater Center for Rehabilitation & Nursing

159-163 Front St.
 Binghamton, NY 13905
 Phone: (607) 722-7225
 Fax: (607) 772-0061
www.bwrehab.com

Brookdale Vestal West

421 Plaza Dr.
 Vestal, NY 13850
 Phone: (607) 249-5029
 (607) 771-1700
www.brookdale.com/en/communities/brookdale-vestal-west.html

Broome County Affordable Dental Care Program

PO Box 1766
 60 Hawley St.
 Binghamton, NY 13902-1766
 Phone: (800) 666-6690 x 505
www.gobroomecounty.com/files/Dental%20Form.pdf

Broome County Arts Council

81 State St., Suite 501
 Binghamton, NY 13901
 Phone: (607) 723-4620
 Fax: (607) 723-2232
www.bcartsCouncil.com

Broome County Bar Association
53 Chenango St., Suite 201
Binghamton, NY 13901
Phone: (607) 723-6331
Fax: (607) 724-4085
www.bcbar.org

**Broome County Community
Alternative Systems Agency
(CASA)**
PO Box 1766
60 Hawley St.
Binghamton, NY 13902-1766
Phone: (607) 778-2420 x 2
Fax: (607) 778-2279
www.gobroomecounty.com/casa

**Broome County Council of
Churches**
3 Otseningo St.
Binghamton, NY 13903
Phone: (607) 724-9130
www.broomecouncil.net

Broome County Dental Society
4700 Vestal Parkway East, #282
Vestal, NY 13850
Phone: (607) 354-0943
www.broomecountydentalsociety.com

**Broome County
Department of Social Services**
36-42 Main St.
Binghamton, NY 13905-3199
Phone: (607) 778-1100
(607) 778-8850
www.gobroomecounty.com/dss

Adult Protective Services
Phone: (607) 778-2635
Fax: (607) 778-3506

**Dental Case Management
Program**
Phone: (607) 778-2562

Emergency Aid
Phone: (607) 778-8850 x 2504
Fax: (607) 778-3700

Eye Care Program
Phone: (607) 778-2738

Housing Assistance
Phone: (607) 778-2504

**Broome County
District Attorney's Office**
George Harvey Justice Building
PO Box 1766
45 Hawley St., 4th Fl.
Binghamton, NY 13902
Phone: (607) 778-2423
Fax: (607) 778-8870
www.gobroomecounty.com/da

**Broome County Health
Department**
225 Front St.
Binghamton, NY 13905
Phone: (607) 778-3930
Fax: (607) 778-2838
www.gobroomecounty.com/hd

Broome County Medical Society
65 Pennsylvania Ave., Suite 201
Binghamton, NY 13903
Phone: (607) 772-8493
Fax: (607) 772-3307
www.medsocieties.org

**Broome County Mental Health
Department**
229-231 State St.
Binghamton, NY 13901
Phone: (607) 778-1152
Fax: (607) 778-1164
www.gobroomecounty.com/mh

Broome County NY Connects
PO Box 1766
60 Hawley St.
Binghamton, NY 13902-1766
Phone: (607) 778-2278
(800) 342-9871
[www.gobroomecounty.com/senior/
NYConnects](http://www.gobroomecounty.com/senior/NYConnects)

Broome County Office for Aging
PO Box 1766
60 Hawley St.
Binghamton, NY 13902-1766
Phone: (607) 778-2411
Fax: (607) 778-2316
www.gobroomecounty.com/senior

Foster Grandparent Program
Phone: (607) 778-2089

Meals on Wheels
85 Walnut St.
Binghamton, NY 13905
Phone: (607) 778-6206

Senior Helpers Program
Phone: (607) 778-6105

**Broome County Rebuilding
Together**
PO Box 77
Binghamton, NY 13903
Phone: (607) 222-2324
www.togetherwetransform.org

Broome County Transit
413 Old Mill Rd.
Vestal, NY 13850
Phone: (607) 763-4464

BC Country
Application information, call
Broome County Office for Aging:
(607) 778-2411
Ride reservations: (607) 763-8747
x 3

BC Lift
Application information, call
Broome County Office for Aging:
(607) 778-2411
Ride reservations: (607) 763-8747
x 1

Office for Aging Mini-Bus
Application information, call
Broome County Office for Aging:
(607) 778-2411
Ride reservations: (607) 763-8747
x 2

Broome County Urban League
43-45 Carroll St.
Binghamton, NY 13901
Phone: (607) 723-7303
Fax: (607)723-5827
www.bcul.org

**Broome County Urban League
Technology Center**
36 Exchange St.
Binghamton, NY 13901
Phone: (607) 772-4765
Fax: (607) 772-4771

**Broome County Veterans Service
Agency**
PO Box 1766
60 Hawley St.
Binghamton, NY 13902
Phone: (607) 778-2147
Fax: (607) 778-2148
[www.gobroomecounty.com/
veterans](http://www.gobroomecounty.com/veterans)

**Broome-Tioga Board of
Cooperative Educational Services
(BOCES)**
435 Glenwood Rd.
Binghamton, NY 13905
Phone: (607) 763-3300
Fax: (607) 763-3213
www.btboces.org

**Broome-Tioga Workforce
Development System**
www.broometiogaworks.com

**Broome County Workforce NY
Center**
171 Front St.
Binghamton, NY 13905
Phone: (607) 778-2136
Fax: (607) 778-2231

**Tioga County Workforce NY
Center**
Health & Human Services
Building

1062 State Route 38
Owego, NY 13827
Phone: (607) 687-8500
(877) 882-8313, x8500
Fax: (607) 687-7759

Broome West Senior Center
2801 Wayne St.
Endwell, NY 13760
Phone: (607) 785-3427
Meal Reservations: (607) 785-1777
Fax: (607) 785-3427
[www.gobroomecounty.com/senior/
scc](http://www.gobroomecounty.com/senior/scc)

C

Cardinal Cove
397 Glendale Ave.
Endicott, NY 13760
Phone: (800) 838-0441

CareGivers
260 Harry L Dr.
Johnson City, NY 13790
Phone: (607) 770-1125
www.caregivershomecare.com

Carlisle Apartments
150 Moeller St.
Binghamton, NY 13904
Phone: (607) 723-9491

**Catholic Charities of
Broome County**
232 Main St.
Binghamton, NY 13905
Phone: (607) 729-9166
Fax: (607) 584-4667

Advocacy for Mental Health
Phone: (607) 773-3205

Food Pantry
100 Main St.
Binghamton, NY 13905
Phone: (607) 723-4563

Four Seasons Club
Phone: (607) 773-1184

Health Home
290 Front St.
Binghamton, NY 13905
Phone: (607) 723-9991

**City of Binghamton Housing &
Urban Development (HUD)**
City Hall, 4th fl.
38 Hawley St.
Binghamton, NY 13901
Phone: (607) 772-7028
Fax: (607) 772-7063
www.cityofbinghamton.com

Clear Path For Veterans
60 Hawley Street
Binghamton, NY 13901
Phone: (315) 687-3300
<https://clearpath4vets.com>

**ClearPoint Credit Counseling
Solutions**
MetroCenter
49 Court St. #12
Binghamton, NY 13901
Phone: (607) 723-2671
(800) 479-6026
Fax: (607) 723-3007

Community Cares Health Solutions
200 South Main Street
Elmira, NY
Phone: (607) 733-7051

**COPD Respiratory Disease
Education**
Phone: (607) 733-7051

Compassionate Care
305 E. Main St.
Endicott, NY 13760
Phone: (607) 757-2550
www.tbicare.com

Conklin Senior Housing
PO Box 426
1095 Conklin Rd.
Conklin, NY 13748
Phone: (607) 775-1490
Fax: (607) 775-2083

Crandall Hall Apartments

2 Crandall St.
 Binghamton, NY 13905
 Phone: (800) 811-6659
 Fax: (607) 336-5292

Crime Victims Assistance Center

377 Robinson St.
 Binghamton, NY 13904
 Phone: (607) 723-3200
 24-hour Crisis Hotline: (607) 722-4256
 Fax: (607) 773-8370
www.cvac.us

CST Link to Life

27475 Meadowbrook Rd.
 Novi, MI 48377
 Phone: (855) 427-8585

D**Dental Lifeline Network**

P.O. Box 8326
 New York, NY 10016
 Phone: (212) 598-9000
www.dentallifeline.org

**Department of Veterans Affairs,
Veterans Crisis Line**

Phone: (800) 273-8255, x1
 Text messaging: Send a text message to 838255
www.veteranscrisisline.net

Deposit Foundation, Inc.

PO Box 41
 119 Front St.
 Deposit, NY 13754
 Phone: (607) 467-4000
 Fax: (607) 467-4399
www.depositfoundation.com

Deposit Senior Center

14 Monument St.
 Deposit, NY 13754
 Phone: (607) 467-3953
 Fax: (607) 467-2081
www.gobroomecounty.com/senior/scc

Disabled American Veterans

76 Main St.
 Binghamton, NY 13905
 Phone: (607) 729-1278
www.dav.org

E**Eastern Broome Senior Center**

27 Golden Ln.
 Harpursville, NY 13787
 Phone: (607) 693-2069
 Fax: (607) 693-2143
www.gobroomecounty.com/senior/scc

East Hills Senior Housing

50 E. Clapham St.
 Binghamton, NY 13904
 Phone: (607) 723-6493

**Economic Independence Program
(EIP) Budgeting Program**

Phone: (607) 729-9166

Elderwood Village at Vestal

505 Clubhouse Rd
 Vestal, NY 13850
 Phone: (607) 722-3422

**Epilepsy Foundation of Rochester,
Syracuse & Binghamton**

1650 South Ave., #300
 Rochester, NY 14620
 Phone: (585) 442-4430
 Fax: (585) 442-6305
www.epiny.org

F**Fairview Recovery Services
Addictions Crisis Center**

247 Court St.
 Binghamton, NY 13901
 Phone: (607) 722-4080
 (607) 723-2241
www.frsinc.org

Family & Children's Society

www.familycs.org
 355 Riverside Dr.
 Johnson City, NY 13790
 Phone: (607) 772-9776
 Fax: (607) 772-9779

257 Main St.
 Binghamton, NY 13905
 Phone: (607) 729-6206
 Fax: (607) 729-1858

Family Enrichment Network

24 Cherry St.
 Johnson City, NY 13790
 Phone: (607) 723-8313
 Fax: (607) 723-6173
www.familyenrichment.org

**Family Violence Prevention
Council of Broome County**

36-42 Main St.
 Binghamton, NY 13905
 Phone: (607) 778-2153
www.gobroomecounty.com/fvpc

First Call for Help/2-1-1

Phone: Dial 2-1-1
 (800) 901-2180
www.helpme211.org

First Ward Action Council

167 Clinton St.
 Binghamton, NY 13905
 Phone: (607) 772-2850
 Fax: (607) 231-2819
www.firstwardaction.org

First Ward Senior Center

226 Clinton St.
 Binghamton, NY 13905
 Phone: (607) 797-2307
 Meal Reservations: (607) 729-6214
 Fax: (607) 797-2308
www.gobroomecounty.com/senior/scc

Foundation for Sight & Sound
PO Box 1245
Smithtown, NY 11787
Phone: (631) 366-3461
(888) 580-8886
www.foundationforsightandsound.org

**Foundation of the American
Academy of Ophthalmology**
PO Box 429098
San Francisco, CA 94142
Phone: (877) 887-6327
Fax: (415) 561-8567
www.aao.org/eyecare-america

G

Garden House for Adults
91 Walnut St.
Binghamton, NY 13905
Phone: (607) 724-5763

Good Shepherd Fairview Home
80 Fairview Ave.
Binghamton, NY 13904
Phone: (607) 724-2477
www.gsffhome.com

Good Shepherd Village
32 Village Dr.
Endwell, NY 13760
Phone: (607) 484-6102
(607) 757-3102
www.gsvillage.com

**Greater Binghamton Health
Center**
425 Robinson St.
Binghamton, NY 13904
Phone: (607) 724-1391
Fax: (607) 773-4387
[www.omh.ny.gov/omhweb/
facilities/bipc](http://www.omh.ny.gov/omhweb/facilities/bipc)

**Community Treatment &
Recovery Center**
Phone: (607) 797-0680

**Griefwork: The Healing Journey
Steffensen Associates**
1604 Carnegie Dr.
Vestal, NY 13850
Phone: (607) 770-7670

H

Hamilton House Apartments
16 St. John Ave.
Binghamton, NY 13905
Phone: (607) 724-6102
Fax: (607) 724-6201

Hanger Prosthetics & Orthotics
635 Main St.
Johnson City, NY 13790
Phone: (607) 797-1246

Harry L. Apartments
235 Harry L. Dr.
Johnson City, NY 13790
Phone: (607) 217-7332

**Hearing Loss Association of
America (HLAA)**
7910 Woodmont Ave., Suite 1200
Bethesda, MD 20814
Phone: (607) 427-0186 (for
information on local meetings)
www.hearingloss.org
www.hearinglossofbinghamton.org

The Hearth at Castle Gardens
1715 Castle Gardens Rd.
Vestal, NY 13850
Phone: (607) 341-7017
www.castlegardens.thehearth.net

Henry Apartments
94 Henry St.
Binghamton, NY 13905
Phone: (607) 772-6766

**Historic Dwightville Gateway
Apartments**
235, 236, 244, 256 Front St.
81 Clinton St.
Binghamton, NY 13905
Phone: (607) 772-2850

Home Instead Senior Care
81 State St., Suite 201
Binghamton, NY 13901
Phone: (607) 723-3600
www.homeinstead.com

**Hope Dispensary of The Southern
Tier**
477 State St.
Binghamton, NY 13901
Phone: (607) 584-9376

I

Ideal Senior Living Center
508 High Ave.
Endicott, NY 13760
Phone: (607) 786-7420

Independence Awareness, LLC
518 Hooper Rd., PMB 274
Endwell, NY 13760
Phone: (607) 757-0750
(607) 765-4180
www.independenceawareness.com

Interim HealthCare
38 Front St., Suite D
Binghamton, NY 13905
Phone: (607) 722-6461
www.interimhealthcare.com

J

Johnson City Senior Center
30 Brocton St.
Johnson City, NY 13790
Phone: (607) 797-3145
Meal Reservations: (607) 797-1149
Fax: (607) 729-8437
www.johnsoncityseniorcenter.org

K

Klemmt Orthopaedic Services
130 Oakdale Rd.
Johnson City, NY 13790
Phone: (607) 235-3066
www.klemmtortho.com

L**Legal Aid Society of Mid-New York**

168 Water St., 2nd Fl.
 Binghamton, NY 13901
 Phone: (607) 231-5900
 Fax: (607) 724-7211
www.lasmny.org

Leukemia & Lymphoma Society, Western & Central NY Chapter

4043 Maple Rd., Suite 105
 Amherst, NY 14226
 Phone: (716) 834-2578
 Fax: (716) 837-0335
www.lls.org

Library of Congress

101 Independence Ave. SE
 Washington, DC 20542
 Phone: (202) 707-5000
www.loc.gov

National Library Service for the Blind and Physically Handicapped

Library of Congress
 1291 Taylor St., NW
 Washington, DC 20542-4962
 Phone: (202) 707-5100
 (800) 424-8567
 TDD: (202) 707-0744
 Fax: (202) 707-0712
www.loc.gov/nls

Life Alarm

4210 Columbia Rd., 14B
 Martinez, GA 30907
 Phone: (800) 780-5433

LifeFone

16 Yellowstone Ave.
 White Plains, NY 10607
 Phone: (844) 253-7939

Life Line Systems

111 Lawrence St.
 Framingham, MA 01702
 Phone: (800) 380-3111
 (508) 988-1000
www.lifelinesys.com

Lincare

26 Kentucky Ave.
 Endicott, NY 13760
 Phone: (607) 239-6374
www.lincare.com

Lincoln Court Apartments

21 New St.
 Binghamton, NY 13903
 Phone: (607) 772-6766
 Fax: (607) 722-8912

Link to Life

297 North St.
 Pittsfield, MA 01201
 Phone: (888) 337-5433
 Fax: (877) 442-2323
www.linktolife.com

Lions Club International, NY

District 20-Y1
 300 W. 22nd St.
 Oak Brook, IL 60523
 Phone: (630) 571-5466
 Fax: (630) 571-7694
www.lionsclubs.org

Lourdes at Home

4102 Old Vestal Rd.
 Vestal, NY 13850
 Phone: (607) 772-1598

Lourdes Center for Mental Health

184 Court St.
 Binghamton, NY 13901
 Phone: (607) 584-4465
www.lourdes.com/centers-and-services/youth-services/lcmh

Lourdes Center for Oral Health

219 Front St.
 Binghamton, NY 13905
 Phone: (607) 584-4545
 Fax: (607) 584-4530
www.lourdes.com

Lourdes Health Support

1155 Front St.
 Binghamton, NY 13901
 Phone: (607) 724-0115

Lourdes Hospice

4102 Old Vestal Rd.
 Vestal, NY 13850
 Phone: (607) 798-5692
 (800) 659-2416
 Fax: (607) 798-5345
www.lourdes.com

Lourdes Hospital

169 Riverside Dr.
 Binghamton, NY 13905
 Phone: (607) 798-5111

Lifelink

Phone: (607) 798-5934
www.lourdes.com/centers-and-services/lifelink

Lourdes Physician Referral

Phone: (607) 798-5831
 (877) 956-8733

Lourdes Hospital Financial

Assistance Office
 Phone: (607) 584-5522

Lupus Alliance NY, Southern Tier Affiliate

1115 Front St.
 Binghamton, NY 13905
 Phone: (607) 772-6522
 Fax: (607) 772-6567

M**Marian Apartments**

701 Hooper Rd.
Endwell, NY 13760
Phone: (607) 785-5223
Fax: (607) 785-5630

Maximum Mobility

117 N. Keystone Ave.
Sayre, PA 18840
Phone: (570) 882-7436
www.maximummobility.net

Meadow Park Apartments

85 Fair St.
Deposit, NY 13754
Phone: (607) 235-0722

Meals on Wheels of Western Broome

705 W. Main St.
Endicott, NY 13760
Phone: (607) 754-7856
www.mealsonwheelsofwesternbroome.com

Mental Health Association of the Southern Tier (MHA ST)

153 Court St.
Binghamton, NY 13901
Phone: (607) 771-8888
Fax: (607) 771-8892
www.yourmha.com

Sunrise Wellness Center

Peer Support Line:
(607) 240-7291

Mercy House of the Southern Tier

212 N. McKinley Ave.
Endicott, NY 13760
Phone: (607) 321-1857
www.mercyhousesoutherntier.com

Metro Interfaith Housing Management Corp.

21 New St.
Binghamton, NY 13903
Phone: (607) 772-6766
Fax: (607) 722-8912
www.metrointerfaith.org

Metro Interfaith Home Care

Phone: (607) 772-6766
Housing Counseling Program
Phone: (607) 723-0582

Metro Plaza Apartments

110 Chenango Pl.
Binghamton, NY 13901
Phone: (607) 772-6368
Fax: (607) 723-9602

Mobility Management of South Central New York

GetThere Transportation Call Center
c/o United Way of Broome County
PO Box 550
Binghamton, NY 13902
Phone: (855) 373-4040
www.rhnsnycny.org/programs/mmsnycny

Mothers and Babies Perinatal Network

457 State St.
Binghamton, NY 13901
Phone: (607) 772-0517
Fax: (607) 772-0468
www.mothersandbabies.org

Muscular Dystrophy Association

6315 Fly Rd., Suite 102
E Syracuse, NY 13057
Phone: (315) 451-8269
www.mda.org

N**National Kidney Foundation of Central NY**

731 James St., Suite 408
Syracuse, NY 13203
Phone: (315) 467-0311
(877) 854-3639
Fax: (315) 476-3707
www.kidney.org

National Multiple Sclerosis Society, Upstate NY Chapter

1000 Elmwood Ave., Suite 900
Rochester, NY 14620
Phone: (585) 271-0801
(800) 344-4867
Fax: (607) 722-1485
www.nationalmssociety.org

New York Public Interest Research Group (NYPIRG) at Binghamton University

Box 2000
4400 Vestal Pkwy E
Binghamton, NY 13902
Phone: (607) 777-4971 Office
(607) 777-4972 Small Claims
www.nypirg.org

New York State Attorney General's Office

State Office Building, 17th Floor
44 Hawley St.
Binghamton, NY 13901
Phone: (607) 251-2770
Fax: (607) 338-1021
www.ag.ny.gov

New York State Commission on Quality of Care and Advocacy for Persons with Disabilities

401 State St.
Schenectady, NY 12305
Phone: (518) 388-1281
(800) 624-4143
Fax: (518) 388-1276

**New York State
Division of Human Rights**
State Office Building, Room 603
44 Hawley St.
Binghamton, NY 13901
Phone: (607) 721-8467
(888) 392-3644
Fax: (607) 721-8470
www.dhr.ny.gov

**New York State
Division of Veterans' Affairs**
PO Box 1766
44 Hawley St.
Binghamton, NY 13902
Phone: (607) 724-1299
www.veterans.ny.gov

**New York State Electric & Gas
(NYSEG)**
PO Box 5240
Binghamton, NY 13902
Phone: (800) 572-1111
Fax: (800) 827-5974
www.nyseg.com

**New York State
Funeral Directors Association,
Inc.**
1 S. Family Dr.
Albany, NY 12205
Phone: (518) 452-8230
(800) 291-2629
Fax: (518) 452-8667
www.nysfda.org/index

**New York State
Veterans Home at Oxford**
4207 NY-220
Oxford, NY 13830
Phone: (607) 843-3100
www.nysvets.org

Nichols Notch Apartments
301-401 Hayes Ave.
Endicott, NY 13760
Phone: (607) 754-0579
Fax: (607) 754-5859

Norma Gardens
33 Golden Ln.
Harpursville, NY 13787
Phone: (607) 334-3867

Northeast Medical Equipment
6500 Joy Rd.
East Syracuse, NY 13057
Phone: (315) 432-1321

Northern Broome Senior Center
12 Strongs Pl.
Whitney Point, NY 13862
Phone: (607) 692-3405
Fax: (607) 692-7610
www.northernbroomeseniors.org

North Shore Towers & Village
14 Isbell St. & 24 Isbell St.
45 Exchange St.
Binghamton, NY 13901
Phone: (607) 723-9491

North Shore Towers Sr Center
24 Isbell St.
Binghamton, NY 13901
Phone: (607) 772-6214
Fax: (607) 772-6214
www.gobroomecounty.com/senior/scc

O

Opportunities for Broome
5 W. State St.
Binghamton, NY 13901
Phone: (607) 723-6493
Fax: (607) 723-6497
www.ofbonline.org

P

Parkinson's Disease Foundation
1359 Broadway, Suite 1509
New York, NY 10018
Phone: (212) 923-4700
(800) 457-6766
Fax: (212) 923-4778
www.pdf.org

Penn-York Medical Supplies
69 Main St.
Binghamton, NY 13905
Phone: (607) 773-3622
www.penn-yorkmedical.com

Philips Lifeline
111 Lawrence St.
Framingham, MA 01702
Phone: (800) 242-1306 x 4575

Procair
235 S. Catherine St.
Montour Falls, NY 14865
Phone: (607) 535-8949

Professional Home Care (UHS)
601 Riverside Dr.
Johnson City, NY 13790
Phone: (607) 763-5600
www.uhs.net/care-treatment/home-care

R

Rehab Supply
17 Charles St., Suite 1
Binghamton, NY 13905
Phone: (607) 584-5560
(800) 485-9717
www.rehabsupply.org

**Retired & Senior Volunteer
Program (RSVP) of Broome
County**
232 Main St.
Binghamton, NY 13905
Phone: (607) 729-9166
Fax: (607) 584-4667

**Reynolds Pointe Senior
Apartments**
1035 Anna Maria Dr.
Johnson City, NY 13790
Phone: (607) 349-1003

**RISE Domestic Violence Services
(formerly SOS Shelter)**

PO Box 393
1201 E. Main St.
Endicott, NY 13760
Phone: (607) 748-5174
24-Hour Crisis Hotline: (607) 754-4340
www.rise-ny.org

**Rural Health Network of South
Central New York**

PO Box 416
2663 Main St.
Whitney Point, NY 13862
Phone: (607) 692-7669
(888) 603-5973
<http://www.rhnsncy.org>

S

**Salvation Army Adult
Rehabilitation Center**

3-5 Griswold St.
Binghamton, NY 13904
Phone: (607) 723-5381
Fax: (607) 724-6083
<http://www.salvationarmyusa.org/usn/adult-rehabilitation>

**Samaritan Counseling Center of
the Southern Tier**

3001 E. Main St.
Endwell, NY 13760
Phone: (607) 754-2660
(877) 825-0678
Fax: (607) 754-0769
www.samaritancounseling.org

Samaritan House

11 Fayette St.
Binghamton, NY 13901
Phone: (607) 724-3969
Fax: (607) 771-0356
www.samaritanhousebinghamton.org

**Sarah Jane Johnson Memorial
Methodist Church**

308 Main St.
Johnson City, NY 13790
Phone: (607) 797-3938
www.sjjmumc.com

Saratoga Apartments

35 Felters Rd.
Binghamton, NY 13903
Phone: (607) 723-9491

Schoolhouse Apartments

144-146 Clinton St.
Binghamton, NY 13905
Phone: (607) 772-2850

Seniors Helping Seniors

PO Box 374
Corning, NY 14830
Phone: (607) 398-0188
www.seniorcaresoutherntiery.com

The SEPP Group

53 Front St.
Binghamton, NY 13905
Phone: (607) 723-8989
Fax: (607) 723-8980
www.seppinc.com

Silver Linings Golden Memory Care

4416 Watson Blvd
Johnson City, NY 13790
Phone: (607) 296-7179
<https://silverliningsgoldenmemorycare.com>

Social Security Administration

2 Court St., Suite 300
Binghamton, NY 13901
Phone: (866) 964-3971
www.ssa.gov

**Southern Tier Aids Program
(STAP)**

22 Riverside Drive
Binghamton, NY 13905
Phone: (607) 798-1706
Hotline: (800) 333-0892
Fax: (607) 798-1977
www.stapinc.org

**Southern Tier Home Builders and
Remodelers Association**

31 Lewis St.
Binghamton, NY 13901
Phone: (607) 785-9285
Fax: (607) 237-0940
www.sthbra.com

**Southern Tier Independence
Center (STIC)**

135 East Frederick St.
Binghamton, NY 13904
Phone: (607) 724-2111
Fax: (607) 722-3600
www.stic-cil.org

Stafkings Healthcare Systems

66 Hawley St.
Binghamton, NY 13901
Phone: (607) 772-8080
www.stafkings.com

Starkey Hearing Foundation

6700 Washington Ave. S.
Eden Prairie, MN 55344
Phone: (800) 328-8602
Fax: (952) 828-6900
www.starkeyhearingfoundation.org/hear-now

Stratmill Brook Apartments

104 Victoria Dr.
Binghamton, NY 13904
Phone: (607) 775-3421
Fax: (607) 775-3451

SUNY Broome

PO Box 1017
 901 Upper Front St.
 Binghamton, NY 13902-1017
 Phone: (607) 778-5000
 Fax: (607) 778-5467
www.sunybroome.edu

SUNY Broome Dental Hygiene Clinic

Phone: (607) 778-5015

OWLs Program

Phone: (607) 778-5273

SUNY Upstate Medical University**Dept. of Cell & Developmental Biology**

1133 Weiskotten Hall
 750 East Ave.
 Syracuse, NY 13210
 Phone: (315) 464-4348
 Fax: (315) 464-4350
www.upstate.edu/cdb/donor

**University Geriatricians
Upstate Specialty Services at Harrison Center**

Suite A, 550 Harrison St.
 Syracuse, NY 13202
 Phone: (315) 464-6100
 Fax: (315) 464-9246
www.upstate.edu/geriatrics/healthcare/ug.php

Susquehanna Nursing & Rehabilitation Center

282 Riverside Drive
 Johnson City, NY 13790
 Phone: (607) 729-9206
 Fax: (607) 797-3229
www.susnursing.com

Susquehanna Home Care

Phone: (607) 729-6206

T**Tioga Opportunities, Inc.**

9 Sheldon Guile Blvd.
 Owego, NY 13827
 Phone: (607) 687-4222
 (866) 352-3680
www.tiogaopp.org

Town and Country Apartments

100 Roberts St.
 Binghamton, NY 13901
 Phone: (607) 723-1194

Town of Union Housing & Urban Development (HUD)

3111 E. Main St.
 Endwell, NY 13760
 Phone: (607) 786-2985
 Fax: (607) 748-0041
www.townofunion.com

U**UHS Binghamton General Hospital**

10-42 Mitchell Ave
 Binghamton, NY 13903
 Phone: (607) 762-2200
www.uhs.net/locations/uhs-binghamton-general-hospital

Comprehensive Psychiatric Emergency Program (CPEP)

Emergency Hotline: (607) 762-2302
www.uhs.net/cpep

New Horizons Alcohol & Chemical Dependency Treatment Center

Phone: (607) 762-3288
 (607) 762-3232
 Crisis Intervention Hotline:
 (607) 762-2257
www.uhs.net/care-treatment/addiction-chemical-dependency

Southern Tier Drug Abuse Treatment Center

Phone: (607) 762-2800
 Fax: (607) 762-2028

UHS Dental Services

Phone: (607) 762-2005
 Fax: (607) 762-2008

UHS Family Ties Program

Phone: (607) 762-2887
www.uhs.net

UHS Senior Living/Home Care at Ideal

600 High Avenue
 Endicott, NY 13760
 Phone: (607) 786-7300

UHS Financial Assistance

33 Lewis Road
 Binghamton, NY 13905
 Phone: (607) 763-6127
<https://www.nyuhs.org/patients-visitors/your-medical-charges-estimated-up-front-/financial-assistance/>

UHS Home Care/Twin Tier Home Health

4401 Old Vestal Rd, #1
 Vestal, NY 13850
 Phone: (607) 763-8946

UHS Professional Home Care

601 Riverside Dr.
 Johnson City, NY 13790
 Phone: (607) 763-5600
www.uhs.net/care-treatment/home-care

Project HEAR

Phone: (607) 763-8952

UHS Nurse Direct

Phone: (607) 763-5555
 (800) 295-8088
www.uhs.net

UHS Stay Healthy Center

Oakdale Mall
601 Harry L Dr.
Johnson City, NY 13790
Phone: (607) 763-6060
www.uhs.net

United Methodist Homes (UMH)**Elizabeth Church Campus**

863 Front St.
Binghamton, NY 13905
Phone: (607) 722-3463

Hilltop Campus

286 Deyo Hill Rd.
Johnson City, NY 13790
Phone: (607) 729-2305
(607) 798-7818

Manor House

3 Manor Dr.
Binghamton, NY 13905
Phone: (607) 729-2305

St. Louise Manor

861 Front St.
Binghamton, NY 13905
Phone: (607) 729-2305

United Way of Broome County

PO Box 550
Binghamton, NY 13902
101 S. Jensen Rd.
Vestal, NY 13850
Phone: (607) 240-2000
Fax: (607) 240-2002
www.uwbroome.org

USDA Rural Development

1 N. Main St.
Cortland, NY 13045
Phone: (607) 753-0851
Fax: (607) 753-3190

US Internal Revenue Service (IRS)

290 Broadway, 14th fl.
New York, NY 10007
Phone: (877) 777-4778
(800) 829-4059
Fax: (212) 298-2016
www.irs.gov/advocate

V**VA Medical Center**

620 Erie Blvd. West
Syracuse, NY 13210
Phone: (800) 792-4334
www.syracuse.va.gov

Valley View Apartments at Kirkwood

26 S. Woodhill Ave.
Binghamton, NY 13904
Phone: (607) 775-1656
Fax: (607) 775-1659

Vestal Park Rehabilitation & Nursing Center

105 W. Sheedy Rd.
Vestal, NY 13850
Phone: (607) 754-4105
www.vestalsparkrehab.com

Vestal Pines Apartments

2030 NYS Route 26
Vestal, NY 13850
Phone: (607) 772-2850

Vestal Senior Center

Old Vestal Junior High School
Cafeteria
201 Main St., Box 4
Vestal, NY 13850
Phone: (607) 754-9596
Fax: (607) 754-9596
www.tier.net/vsc

Volunteers of America

www.voawny.org

Family Emergency Housing

240 Chenango St.
Binghamton, NY 13905
Phone: (607) 771-6795

Men's Transitional Housing

57 Eldredge St.
Binghamton, NY 13901
Phone: (607) 771-6795

Men's, Women's & Children's Shelter

320 Chenango St.
Binghamton, NY 13901
Phone: (607) 772-1156
Fax: (607) 772-1185

W**Wells Apartments**

299 Floral Ave.
Johnson City, NY 13790
Phone: (607) 797-8862

Whitney Point Apartments

10 Strongs Pl.
Whitney Point, NY 13862
Phone: (607) 692-2609
Fax: (607) 692-7573

Willow Point Nursing Home

3700 Old Vestal Rd.
Vestal, NY 13850
Phone: (607) 763-4400
Fax: (607) 763-4442
www.gobroomecounty.com/wpnf

Windsor Human Development

PO Box 373
594 Kent St.
Windsor, NY 13865
Phone: (607) 217-8839

Windsor Woods

49 Grove St.
Windsor, NY 13865
Phone: (607) 655-4191
Fax: (607) 655-5752

Wood Private Home Care

99 Park Settlement Rd.
Owego, NY 13827
Phone: (607) 725-6625
www.woodhomecare.com

Woodburn Court I

21-23 Exchange St.
Binghamton, NY 13901
Phone: (607) 723-7875
Fax: (607) 723-6672
www.woodburncourt1.com

Y

YMCA Emergency Housing Program

61 Susquehanna St
Binghamton, NY 13901
Phone: (607) 772-0560
<https://ymcabroome.org/main>

YMCA, West Family Branch

740 Main St.
Johnson City, NY 13790
Phone: (607) 770-9622
Fax: (607) 729-4977
www.ymcabroome.org/west-family-y

YWCA Binghamton &

80 Hawley St.
Binghamton, NY 13901
Phone: (607) 772-0340
Fax: (607) 723-9610
www.ywcabinghamton.org

Life for Life

Phone: (607) 772-0340



NY Connects
Your Link to Long Term
Services and Supports

of BROOME COUNTY

(800) 342-9871 (607)778-2278

WE KNOW THE MOMENTS...

The ones that define us and give meaning to our lives.

The moments that make us breathe deeply
and then take our breath away...

the ones when having our health makes everything possible.

This is what we're made of.

At Fidelis Care, we provide quality, affordable
health coverage for children and adults of all
ages and at all stages of life.

Compassion. Commitment. Community.

And a mission to always care for you
and the ones you love –
moment by moment.



FIDELIS CARE®

Quality health coverage. It's Our Mission.

Estimate Costs:

It only takes a minute to view product choices and estimate costs with the Fidelis Affordable Care Advisor at fideliscare.org/enroll

Meet with a Representative:

Call 1-888-FIDELIS to meet with a Representative or visit fideliscare.org/offices to find a community office close to you

**To learn more about Fidelis Medicare Advantage plans,
call 1-800-860-8707 (TTY: 1-800-558-1125)
or visit fideliscare.org.**

Hours are 8:00 a.m. to 8:00 p.m. Monday through Friday,
from February 15 through September 30.



H3328_FC 16022 Accepted