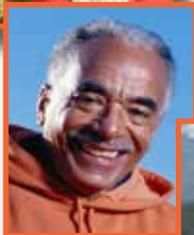
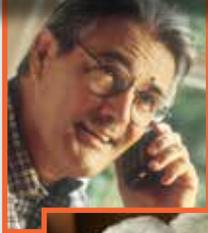




Services for Seniors Guidebook



Broome County
Office for
Aging 



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

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

This *OFA Services for Seniors Guidebook* will introduce you to the services provided by OFA and our contractors and show you how to access them. We trust it will be helpful to you. Of course, we are happy to help you with additional information or assistance. Simply call our office at 778-2411.

Senior citizens are a valued part of our community! Our staff has faithfully served seniors and their families since 1973. We look forward to continuing this caring relationship.

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Caregiver Services

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

Caregiver Services provide:

- Consultations by phone, in our office, or in your home to help you understand local services and connect with programs.
- Workshops and educational events to provide support, education and connections with other caregivers;
- Caregiver Corner: a newsletter with information, tips, and practical advice;
- Caregiver Respite Program: respite care that gives caregivers and families a break from the demands of caregiving and helps them meet the daily challenge of caring for an elderly spouse or relative;
- Caregiver Chat: a support group for caregivers giving them the opportunity to share experiences with other caregivers and learn about caregiver issues;
- Resources: a variety of materials about caregiver issues

Additional information, including links to caregiver resources
is available on our website:

www.gobroomecounty.com/senior

Expanded In-Home Services for the Elderly (EISEP)

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

You may be eligible for these services if you are:

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



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

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

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

Foster Grandparent Program (FGP)

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

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



Benefits of being a Foster Grandparent:

- An hourly, non-taxable stipend for income eligible seniors and paid time off;
- A meal at the volunteer site and reimbursement for travel costs;
- An annual physical exam;
- Paid orientation and on-going training;
- The opportunity to socialize with other Foster Grandparents; and
- The opportunity for truly rewarding work.

Call the Foster Grandparent Program at 778-2089.

Additional information, including links to the FGP brochure and other volunteer opportunities, is available on our website:

www.gobroomecounty.com/senior

Health Insurance Information, Counseling and Assistance Program (HIICAP)

HIICAP provides, unbiased, confidential assistance with health insurance questions and concerns. Information and counseling is provided by professionally trained volunteers and staff members who help individuals make informed decisions. Office for Aging contracts with Action for Older Persons, Inc. (AOP) to provide the service in Broome County. Contributions are requested and are used to support the program.

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

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

For more information, call **Action for Older Persons at 722-1251**.

Additional information, including links to more services,
is available on our website:

www.gobroomecounty.com/senior

Or visit the AOP website:

www.actionforolderpersons.org

Health, Wellness and Recreation Opportunities

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

Specialty Wellness Programs:

♥ **Better Balance for Broome:**
a variety of falls prevention programs.



♥ **Living Healthy:**
a program focused on teaching participants with chronic conditions how to confidently manage health issues while maintaining active and fulfilling lives.

♥ **Nutrition Education Programs:**
a program to promote healthy living through practical life changes.



♥ **Senior Picnic:**
annual fun-filled day that attracts over 1,000 people each June.



♥ Senior Games:

offers senior citizens the opportunity to stay active through friendly competitive athletic events. Anyone 55 years and older is invited to participate with no residency requirement.



Events include: billiards, bocce, bowling, disc golf, floor shuffleboard, golf, pickleball, racquetball, ping pong, recreational volleyball, softball, and tennis.

Every participant must complete a registration form and pay a fee. All participants receive a Senior Games t-shirt and prizes are awarded to event winners. Additional information, including event dates, times and locations are available on our website.

Additional information, including events calendars and program schedules, is available on our website
www.gobroomecounty.com/senior

Home Energy Assistance Program (HEAP)

The Home Energy Assistance Program (HEAP) is a federally funded program that helps income eligible homeowners and renters meet the cost of home heating. Office for Aging helps seniors and those of any age who are disabled apply for regular HEAP. The benefit is a once-per-season credit to the home heating account; the amount of the benefit is based on income and type of fuel. HEAP is normally open from November until funds run out in the spring.

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

- Have income under the HEAP guidelines (changed annually);
- Are 60 or older, or are disabled and receiving Social Security disability (SSD) or Supplemental Security Income (SSI);
- If you are under 60 and not disabled, contact DSS/HEAP at 778-1100 to apply for HEAP.

Those who have a current Food Stamp or Temporary Assistance case, receive HEAP through those offices at the Department of Social Services at 778-1100.

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

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

Identification Card

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

The ID card is accepted by many businesses offering senior discounts and is available free to seniors age 60 or older and their spouses. It can be obtained by completing a short application that is available at all senior centers and at our main office in the Broome County Office Building. To request an application be mailed to you call the Office of Aging at 778-2411.

Proof of age is required for the ID card.

Additional information, including a downloadable application, is available on our website:

www.gobroomecounty.com/senior



Information and Assistance

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

Items we can assist with:

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

Information and Assistance representatives:

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

Additional information, including links to aging services throughout the U.S. is available on our website:

www.gobroomecounty.com/senior

Language interpretation services are arranged upon request.

Legal Services

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

To be eligible for free legal services, you must be:

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



Voluntary contributions are accepted and used to provide legal services to other seniors in the community.

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

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

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

Meals on Wheels (MOW) Home Delivered Meals

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

Delivery is available in Binghamton, Chenango Bridge, Conklin, Kirkwood, Harpursville, Windsor, and Whitney Point. Meals are delivered Monday through Friday by caring volunteers who check on recipients each day. Contributions are requested and are used to support the program.

You are eligible if you:

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

Home delivered meals provide:

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



Meals on Wheels always welcomes new volunteers. Call to become part of the team of over 200 caring people in our community who help deliver meals.

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

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

Contributions are requested for meals, however, no eligible individual will be denied service due to inability or unwillingness to contribute.

Medicaid Certification

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

A representative is available to help frail and homebound seniors apply for Medicaid when they have no one else to help them.

To apply, call NY Connects at 778-2278.

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

Nutrition Counseling

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

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

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

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

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



NY Connects

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

What is NY Connects?

Information, assistance and referrals for Long Term Services and Supports for people of any age regardless of income.

NY Connects can provide information about:

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

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



NY Connects
Your Link to Long Term
Services and Supports

of BROOME COUNTY

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

www.nyconnects.ny.gov

Senior Centers

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

Programs and activities include:

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

It is easy to make a lunch reservation; call the senior center one day in advance. **(See the contact information for senior centers on the following pages.)** No reservations are necessary for salad or sandwich bar meals. There is a suggested contribution for a meal for those 60 and older and their spouses, and a set price for those under 60.

Additional information, including menus, a monthly listing of events, links to senior center newsletters, is available on our website:
www.gobroomecounty.com/senior

Contributions are requested for meals, however, no eligible individual will be denied service due to inability or unwillingness to contribute.

Senior Centers

Broome West

2801 Wayne Street, Endwell, NY 13760; Phone: **785-3427**

Open: Monday through Friday 9:00 a.m. to 3:00 p.m.

Lunch Served: 12:00 p.m.; Tuesday through Friday

Breakfast for Lunch: Monday 10:30 a.m. to 12:30 p.m.

Soup & Sandwich Bar: Wednesday - Friday 11:15 a.m. to 12:30 p.m.

* no reservations necessary for soup and sandwich bar or breakfast for lunch

Deposit

14 Monument Street, Deposit, NY 13754; Phone: **467-3953**

Open: Tuesday & Thursday, 9:00 a.m. to 2:00 p.m.

Lunch Served: 12:30 p.m.

Eastern Broome

27 Golden Lane, Harpursville, NY 13787; Phone: **693-2069**

Open: Monday through Friday, 9:00 a.m. to 2:30 p.m.

Lunch Served: 12:00 p.m.

Soup & Sandwich Bar: Wednesday & Friday, 11:30 a.m. to 12:30 p.m.

Brunch: Thursday, 10:30 a.m. to 12:00 p.m.

Breakfast: Tuesday, 8:00 a.m. to 9:30 a.m.

* no reservations necessary for soup & sandwich bar, brunch or breakfast

First Ward

(Operated by City of Binghamton. OFA provides meal program and joint programming.)

226 Clinton Street, Binghamton, NY 13905; Phone: **729-6214**

Open: Monday through Friday, 9:00 a.m. to 4:00 p.m.

Hot Lunch Served: 11:45 a.m.; Tuesday through Friday

Breakfast for Lunch: Monday, 10:30 a.m. to 12:30 p.m.;

* no reservations necessary for breakfast for lunch.

Johnson City

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

30 Brocton Street, Johnson City, NY 13790; Phone: **797-1149**

Open: Monday through Friday, 9:00 a.m. to 4:00 p.m.

Hot Lunch served: 11:45 a.m.; Monday, Wednesday, Thursday and Friday

Soup & Sandwich Bar: Wednesday and Thursday

Breakfast for Lunch: Tuesdays, 10:30 a.m. to 12:00 p.m.

North Shore Towers

24 Isbell Street, Binghamton, NY 13901; Phone: **772-6214**

Open: Monday through Friday, 10:00 a.m. to 2:00 p.m.

Lunch Served: 12:00 p.m.

Northern Broome

12 Strongs Place, Whitney Point, NY 13862; Phone: **692-3405**

Open: Monday through Friday, 9:00 a.m. to 3:00 p.m.

Lunch Served: 12:00 p.m.

Soup & Sandwich Bar: Monday, Tuesday, Wednesday and Friday,
11:00 a.m. to 12:30 p.m.

Breakfast for Lunch: Thursday, 10:30 a.m. to 12:30 p.m.

* no reservations necessary for breakfast for lunch or soup & sandwich bar

Vestal

201 Main Street, Vestal, NY 13850; Phone: **754-9596**

Open: Monday through Friday, 9:00 a.m. to 2:00 p.m.

Lunch Served: 11:45 a.m.

Soup & Sandwich Bar: Wednesday and Friday

* no reservations necessary for soup & sandwich bar

Senior Helpers Program

The Senior Helpers Program is an Office for Aging employment referral service to assist people 55 and older who are interested in working in private homes. Senior Helpers also help older individuals continue to live in their homes or apartments by matching them with workers to do the chores they can no longer do for themselves.

To list job skills with the Senior Helpers Program:

- Call the Senior Helpers Program to register for work. An interview will be set up to get all the information needed for a match with jobs.
- Workers with skills such as housekeeping, yard work, painting, carpentry, shopping, personal care, repair and maintenance, driving, and more, are matched with private employers who need assistance with these tasks.
- Jobs range from one-time or short-term assignments to long-term placements.
- Wages are negotiated between the worker and employer.

To get work done:

- Call the Senior Helpers Program and list your job opening.
- We will ask for information needed to match the job with a worker's skills.
- Wages are negotiated between the worker and employer.

Call the Senior Helpers Program at 778-6105,
Monday through Friday from 8:30 a.m. to noon.

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

Senior News

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

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

Call Office for Aging at 778-2411 to subscribe.

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



Shopper Service

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

To be eligible for Shopper Service you must:

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

If you need help shopping call 778-2411.

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



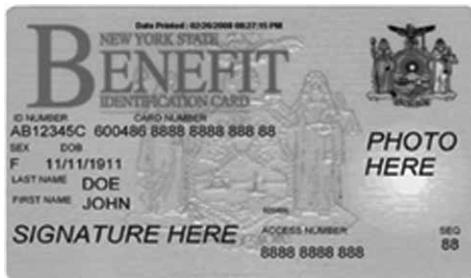
SNAP/Food Stamp Certification

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

A representative is available through the Office for Aging to help frail and homebound seniors apply for Food Stamps/SNAP when they have no one else to help them.

To apply, call NY Connects at 778-2278.

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



Social Adult Day Center - *Yesteryears*

Yesteryears is an Office for Aging social adult day program serving frail, socially isolated or memory impaired seniors age 60 and over. *Yesteryears* provides seniors the opportunity to socialize and participate in structured activities in a caring environment.

This program offers:

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

Locations:

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

Call *Yesteryears* at 778-2946.

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

Transportation

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

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

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

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

Volunteer Opportunities

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

- Volunteer a couple of hours a day with **Meals on Wheels** to help some of the hundreds of seniors who receive meals each day. You can volunteer 1 day a month, up to 5 days a week or as a fill-in.
- Give attention and support to special needs children in schools and day care centers through the **Foster Grandparents Program**.
- Be a leader for an Office for Aging **Health and Wellness Program**.
- Provide socialization and activities at **Social Adult Day Program** sites.
- Shop and do errands for homebound seniors.
- Be a special event helper at **Senior Games**.
- Volunteer at a **Senior Center** planning programs, teaching classes, answering the phone, taking reservations or serving meals.
- Use your office and clerical skills, from filing to data entry and beyond, to help various programs.

To explore a volunteer opportunity, e-mail the Office for Aging at ofa@co.broome.ny.us or call **778-2411**.

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

Broome County Office for Aging



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

www.gobroomecounty.com/senior

- Caregiver Corner Newsletter
- Financial Benefits for Seniors
- Senior Apartment Housing Guide
- Senior News
- Successful Aging Articles
- Weatherization and Home Repair Programs

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

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

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

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



NY Connects
Your Link to Long Term
Services and Supports

of BROOME COUNTY

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

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

Phone (607) 778-2411
Fax (607) 778-2316



Email: ofa@co.broome.ny.us
Website: www.gobroomecounty.com/senior

Find Us on 