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inclusion, or exclusion, should not be
construed as a statement as to
the quality or service provided.

Please call 315-435-1400 with any updates.

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Quick Guide to Aging Resources

Information & Assistance

Free Language Assistance is available at 1-800-342-9871

Onondaga County Office for Aging

<http://www.ongov.net/aging/>

315- 435-2362

Fax 315- 435-3129

Weekdays 8:30 a.m. - 4:30 p.m.

421 Montgomery Street, John H. Mulroy Civic Center - 10th Floor,
Syracuse, NY 13202

The Office for the Aging provides information on community services available to older adults in Onondaga County.

New York State Office for the Aging

<https://aging.ny.gov/>

Statewide NY Connects (all counties): 1-800-342-9871

518-474-4425

Fax 518-474-1398

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

Complaint Lines

Adult Care Facilities (Adult Homes/Assisted Living)	1-866-893-6772
Home Health Care (Including Certified Home Health Agencies)	1-800-628-5972
Hospice	1-800-628-5972
Hospital Discharge	1-800-804-5447
Hospital or Diagnostic and Treatment Center	1-800-804-5447
Managed Care	1-800-206-8125
Nursing Home	1-888-201-4563
Office of Professional Medical Conduct	1-800-663-6114
Ombudsman Program	315-671-5108
- Advocating for the Rights of Those in Skilled Nursing & Adult Care Facilities	

Call 2-1-1 (Formerly Helpline)
24-Hour Health and Human Services Information
<https://www.211cny.com/>
Emergency Services

For **Elder Abuse** Emergencies Call:

Call 9-1-1 for a life threatening emergency

Onondaga County Adult Protective Services

<http://www.ongov.net/aps/>

315- 435-2815

Weekdays 8:30 a.m. - 4:30 p.m.

421 Montgomery Street, John H. Mulroy Civic Center -
5th Floor Syracuse, NY 13202

Vera House

<https://www.verahouse.org/>

24-Hour Crisis & Support Line 315- 468-3260

TTY (Hearing Impaired) Crisis Line 315- 484-7263

Hiscock Legal Aid Society

<https://www.hlalaw.org/>

Phone: 315- 422-8191

Fax: 315- 472-2819

351 South Warren St. Syracuse, NY 13202

Mon-Fri: 8:30 AM – 4:30 PM

The CONTACT Hotline

<https://www.contactsyracuse.org/hotline/>

315- 251-1400

Contact Community Services

6311 Court Street Road, Syracuse, NY 13057

Counseling, Crisis and Suicide Hotline

988 Suicide and Crisis Lifeline: Call or Text 988 or chat at 988lifeline.org

Onondaga County



J. Ryan McMahon, II
County Executive

Senior Centers

The following is a listing of Senior Centers, and other groups, offering programs for older adults in Onondaga County. We encourage you to contact the center directly to find out about their programs, availability and possible residency requirements. Please note: addresses shown are building locations; mailing addresses may be different.

All are Air-Conditioned Facilities

Camillus Senior Center.....315-672-5820
27 First Street
Camillus, NY 13031

Canton Woods Senior Center.....315-638-4536
76 Canton Street
Baldwinsville, NY 13027

Cicero Senior Center.....315-452-3298
5924 Lathrop Drive
Cicero, NY 13039

Clay Senior Center315-652-3800 Ext. 137
4948 Route 31
Clay, NY 13041

**Frank DeFrancisco Eastwood
Senior Center**.....315-437-4011
401 S. Midler Avenue
Syracuse, NY 13206

DeWitt Parks & Rec......315-446-3910 Ext. 9
DeWitt Town Hall
5400 Butternut Drive
East Syracuse, NY 13057

Dunbar Center315-760-3155
1453 South State Street
Syracuse, NY 13205

Fayetteville Senior Center.....315-637-9025
584 East Genesee Street
Fayetteville, NY 13066

**Huntington Family Centers
Senior Center**.....315-476-3157
405 Gifford Street
Syracuse, NY 13204

Jewish Community Center.....315-445-2360
5655 Thompson Road
DeWitt, NY 13214

Jordan-Elbridge Community Ctr......315-689-3431
1 Route 31
Jordan, NY 13080

John Carno Recreation Center.....315-487-8238
823 State Fair Blvd.
Syracuse, NY 13209

Senior Centers Continued

**Magnarelli Community Center at
McChesney Park**315-473-2673
2308 Grant Boulevard (Cor Pond & Grant Blvd.)
Syracuse, NY 13208

Manlius Senior Centre315-682-7889
1 Arkie Albanese Avenue
Manlius, NY 13104

Onondaga Senior Center315-469-3464
4834 Velasko Rd
Syracuse, NY 13215

Robert Cecile Community Center ...315-473-2678
174 West Seneca Turnpike
Syracuse, NY 13205

SAGE/Upstate315-478-1923
431 E. Fayette Street, Lower Level
CNY Philanthropy Center
Syracuse, NY 13202

Town of Salina315-451-8110
Parks and Recreation
201 School Road
Liverpool, NY 13088

**The Salvation Army
Senior Center**315-479-1125
749 S. Warren Street
Syracuse, NY 13202

**Syracuse Community
Connections**315-474-6823
401 South Avenue
Syracuse, NY 13204

**Syracuse Northeast Community
Center**315-472-6343
716 Hawley Avenue
Syracuse, NY 13203

Westcott Community Center..315-478-8634
826 Euclid Avenue
Syracuse, NY 13210

Prepared by the Onondaga County Office for Aging
(315) 435-2362 www.ongov.net/aging



J. Ryan McMahon, II
County Executive

JoAnne Spoto Decker

Commissioner, Adult & Long Term Care Services
Executive Director, Office for Aging

Revised: 03/2026

Neighborhood Advisors

Neighborhood Advisor Program -

Onondaga County Office for Aging 315-435-2362

<http://www.ongov.net/aging/neighborhood-advisors.html>

Neighborhood Advisors are trained Senior Services Professionals. They assist older adults in obtaining the services they need in order to remain independent in their home setting. They:

- Promote awareness of community services
- Make referrals and connect older adults with services
- Follow-up to ensure that the services have been received

These services are ***free and confidential***. Appointments are available in the senior's home or at a senior or community center.

A Neighborhood Advisor can help you:

Complete medical applications and other forms. Locate needed services, such as:

- Health Care
- Legal Advice
- Transportation
- Housing
- Nutrition and Exercise
- Socialization
- Caregiver Information

Provide information about income stretching programs such as:

- Social Security Income
- SNAP (Food Stamps)
- Employment
- EPIC and Home Energy Assistance
- Program (HEAP)
- IT-214 Form/• Property Tax Reduction

Onondaga County

Department of Adult & Long Term Care Services

Aging · NY Connects · Adult Protective Services

John H. Mulroy Civic Center, 10th Floor
421 Montgomery Street, Syracuse, NY 13202

These local agencies prepare nutritious meals for Onondaga County residents age 60 and older. All agencies are ServSafe® certified in food safety through the National Restaurant Association Foundation. A suggested meal contribution of \$3.50 (Kosher - \$5.00/Lunch) is returned to the program to help support meal costs and expand services. No one is turned away due to an unwillingness or inability to pay. Guest meals are \$7.00.

All dining sites are open for in-person dining. Please call the site for reservations.

P.E.A.C.E. Inc.

	315-470-3331	Meal Times
Bob Cecile Senior Center, 174 W Seneca Turnpike	315-473-2678	Monday-Friday Noon
Brighton Towers Apartments, 821 Brighton Ave.	315-469-6919	Tuesday, Wednesday, Thursday Noon
Camillus Senior Center, 27 First Street, Camillus	315-672-5820	Monday-Friday Noon
Canton Woods Senior Center, 76 Canton St, Baldwinsville	315-638-4536	Monday, Wednesday, Friday Noon
Cicero Senior Center, 5924 Lathrop Road, Cicero	315-452-3298	Monday, Tuesday, Friday Noon
Clover Corner @ Huntington, 405 Gifford Street	315-476-3157	Monday-Friday Noon
Dewitt Senior Center, 148 Sanders Creek Parkway	315-470-3331	Tuesday & Wednesday Noon
Dunbar Center, 1453 South State Street	315-760-3155 x3	Monday, Wednesday, Friday Noon
Eastwood Community Center, 401 S Midler Avenue	315-437-4011	Monday-Wednesday & Friday Noon
Heman Street, 121 East Heman St, East Syracuse	315-437-3541	Monday & Wednesday Noon
John Carno Recreation Ctr., 823 State Fair Blvd	315-487-8243	Tuesday & Wednesday Noon
Jordan Elbridge Comm. Ctr., 1 NY 31, Jordan	315-689-3431	Tuesday & Friday Noon
Limestone Gardens, 7626 Highbridge Road, Manlius	315-682-7001	Monday, Wednesday, Thursday Noon
Liverpool Methodist Church, 604 Oswego Street	315-470-3331	Monday Noon
Marcellus St. Francis Xavier Church, 1 West Main St, Marcellus	315-470-3331	2nd Thursday Noon
Meadows @ Radisson, 3490 Meadowbriar Ln, Baldwinsville	315-635-6125	Tuesday & Thursday Noon
North Syracuse Community Center, 700 S. Bay Rd, N. Syracuse	315-458-8050	1st Thursday Noon
Onondaga Senior Center, 4834 Velasko Road, Syracuse	315-469-3259	Monday-Thursday Noon
Providence House, 1700 W Onondaga St, Syracuse	315-470-3331	Monday & Thursday Noon
Ross Towers, 710-712 Lodi Street, Syracuse	315-470-3331	Monday, Wednesday, Friday Noon
Senior Adult Ministry, 7815 Adams Rd, Kirkville	315-470-3331	Tuesday Noon
Skaneateles First Presbyterian Church, 95 E. Genesee St, Skaneateles	315-685-5048	1 st Wednesday Noon
Southern Missionary Baptist Church, 3143 Midland Ave., Syracuse	315-469-1610	2 nd and 4 th Friday Noon
Southwest Community Center, 401 South Ave, Syracuse	315-474-6823	Tuesday & Thursday Noon
Town of Salina, 201 School Road	315-470-3331	Thursday Noon

Continued on next page

Toomey Abbott Towers, 1207 Almond Street	315-428-0180	Tuesday & Thursday Noon
UCC Bayberry, 215 Blackberry Road, Liverpool	315-470-3331	Friday Noon
Villa Scalabrini Apartments, 825 East Willow Street	315-472-3142	Tuesday, Wednesday & Thursday
Vinette Towers, 907 Pond St.	315-422-3846	Noon Tuesday, Thursday, Friday
Westcott Community Center, 826 Euclid Avenue	315-478-8634	Noon
		Monday-Thursday Noon
Salvation Army - In-Person Dining	315-479-1313 or	
	315-479-1125	Meal Times
Senior Adult Center, 749 S Warren Street	Reservations required	Monday-Friday Breakfast & Lunch
Jewish Community Center - In-Person Dining	315-445-2360	Meal Times
5655 Thompson Rd, Dewitt (Kosher meals)	Reservations required	Monday - Friday Noon

Informational programs on a variety of topics such as health and wellness, housing, financial and legal matters are often offered along with the meal in a friendly social setting. Senior Dining is sponsored by the Onondaga County Department of Adult & Long Term Care Services, the New York State Office for the Aging and the US Administration on Aging.



Prepared by the Onondaga County Department of
Adult & Long Term Care Services Office for Aging,
Nutrition Department

315-435-2362

<http://www.ongov.net/aging/nutrition.html>

J. Ryan McMahon, II , County Executive
JoAnne Spoto-Decker, Commissioner

Rev. 5/2026

Home Delivered Meals in Onondaga County

The Meals on Wheels (MOW) agencies provide home delivered meals (typically a hot lunch and cold dinner) to people of ALL ages that are unable to prepare their own meals due to an illness or injury. All programs provide meals on a private basis. Onondaga County Department of Adult and Long Term Care Services authorizes meals for eligible older individuals who homebound.

Participants are asked to voluntarily contribute \$4.00 for two meals or \$4.50 for two Kosher meals. Any contribution is gratefully accepted; no client is turned away due to an inability or unwillingness to contribute.

Meals on Wheels (MOW) of Eastern Onondaga County, Kosher Meals on Wheels, Meals on Wheels of Syracuse, Inc., and North Area Meals on Wheels, contract with the Onondaga County Office for Aging to provide savory, nutritious meals, comprehensive in-home assessments, nutrition counseling and other services to eligible seniors who are unable to regularly prepare healthy meals for themselves.

Meals are delivered Monday through Friday by caring volunteers who check on clients each day. Participants overwhelmingly report a better sense of well-being and independence as a result. The Home Delivered Meals Program is a primary access point for other home and community-based services.

Home Delivered Meals Programs provide much more than food; they provide a wholesome meal as well as a safety check. The contact information is below; call the program that serves your area.

Home Delivered Meals List

Meals on Wheels of Eastern Onondaga County

315- 637-5446

P.O. Box 72, Manlius, NY 13104

Serves: Bridgeport, DeWitt, East Syracuse, Minoa, Fayetteville, Jamesville, Kirkville, Manlius, Pompey, Tully/Lafayette Area.

moweoc@gmail.com

<https://www.moweoc.com/>

Kosher Meals on Wheels

315- 446-9111 ext. 234

4101 East Genesee St, Syracuse, NY 13214

Serves: those who require Kosher.

somerset@sjfs.org

<http://sjfs.org/kmow/>

Meals on Wheels Syracuse

315- 478-5948

300 Burt St., Syracuse, NY 13202

Serves: City of Syracuse, Jordan/Elbridge, Onondaga Nation, Nedrow, Skaneateles

community@meals.org

<https://www.meals.org/>

North Area Meals on Wheels

315- 452-1402

413 Church Street, North Syracuse, NY 13212

Serves: Cicero & North Syracuse school district; Brewerton, Town of Clay and Town of Salina south of John Glenn Blvd.

contactus@namow.org

<https://www.namow.org/>

Other meals on wheels programs in Onondaga County provide meals on a private pay basis:

Baldwinsville Meals on Wheels

315- 638-2171

76 Canton St., Baldwinsville, NY 13027

Serves: Towns of Lysander and Van Buren, Town of Salina north of John Glenn

baldwinsvillemealsonwheels@yahoo.com

<https://bvillemow.org/>

ECHO Meals on Wheels West

315- 487-2878

4600 W. Genesee St., Syracuse, NY 13219

Serves: Camillus, Geddes, Marcellus, Onondaga and Solvay

ECHOMealsOnWheels@gmail.com

<https://www.echomealsonwheelswest.com/>

Free Meal Sites

You may go to a meal site without a reservation. All ages are welcome.

Assumption Daily Sandwich Program/Soup Kitchen

808 N. Salina St., Syracuse, NY 13208

Lunch Monday-Friday 11:30 am to 1:00 pm

Dinner Monday-Friday 4:00 pm to 4:45 pm

Road to Emmaus Ministry of Syracuse, Inc.

127 E. Glen Ave. Syracuse, NY 13205

Lunch Monday-Saturday 11:00 am to 12:00 pm

Hopps Memorial Church Soup Kitchen

1110 South State St., Syr., NY 13202

Lunch Wednesday-Friday 11:30 am

Payton Temple Soup Kitchen 1816 Midland Ave., Syracuse, NY 13205

Lunch Saturday 12:00 pm to 1:00 pm

Rescue Mission Soup Kitchen 120 Gifford Street, Syracuse NY 13202

Breakfast Daily 7:00 am to 8:00 am

Lunch Daily 1:00 pm to 12:00 pm

Dinner Daily 4:00 pm to 5:00 pm

Samaritan Center

215 North State St., Syracuse, NY 13203

Breakfast Monday-Friday 6:30 am to 8:30 am

Afternoon Meal 7 days per week (including holidays) 1:00 am to 2:30 pm

Southside Church of Christ Soup Kitchen

1327 W. Colvin St., Syr., NY 13207

Lunch Saturday 11:00 am to 1:00 pm

St. Lucy's

432 Gifford Street, Syracuse, NY 13204

Lunch Wednesday 11:00 am to 12:00 pm

Food Pantries

Food Pantries provide a limited amount of groceries to be prepared at home. Although pantries serve eligible clients without discrimination, they may limit the number of times a household may receive assistance. There is no guarantee that pantry assistance will be available at any given time. If you need a referral to a nearby food pantry, please contact the **Interreligious Food Consortium** weekdays at 315-474-8855 between the hours of 9 a.m. and 3 p.m. Their website is: <https://www.ifccny.org/>

Food Bank of Central New York 315-437-1899

7066 Interstate Island Rd, Syracuse, NY 13209

<https://www.foodbankcny.org/>

The core of their work is achieved by partnering with local partner agencies that distribute food to families in need. The key partners that make up their emergency food network are food pantries, soup kitchens and emergency shelters. Other not-for-profit agencies such as day care centers, rehabilitation centers, senior centers and group homes are able to utilize membership as a way to supplement their agency food needs.

Food Bank is committed to providing a wide variety of nutritious food. They are able to complement donated food with food they purchase for their inventory. Due to their vendor agreements, they are able to purchase large amounts of high-demand foods and offer these foods to their agencies at cost. Food Bank maintains an inventory of 100 core food items available to programs at all times.

They rely on food donations from food manufacturers, grocers, wholesalers, businesses and individuals to supplement their food inventory and these donations help to stretch their member programs' food budgets and enhance their inventories. Additionally, The Emergency Food Assistance Program (TEFAP) provides commodity foods, meats, vegetables and fruits to the Food Bank for the emergency food programs.

Fresh Food Distributions

Fresh Food Distributions are open to the public. All food is given away in a fair and non-discriminatory way. No one is charged for food or required to work. Contact the Food Bank of Central New York by phone at 315-437-1899 or Toll-free at 1-800-444-1562 for information on locations.

Food Pantry Locations

For more Information and Locations Visit: [Food Bank of Central New York Food Finder \(arcgis.com\)](https://arcgis.com)

Catholic Charities of Onondaga County

264 E. Onondaga St, Syracuse 13202
315-424-1876
2100 E. Fayette St, Syracuse 13210
315-472-6727

PEACE Inc.

202 South Beech St, Syracuse 13202
315-470-3325
93 Syracuse St, Baldwinsville 13207
315-638-1051
136 Dr. Martin Luther King West, Syracuse 13205
315-470-3342
200 Wyoming St, Syracuse 13204
315-470-3352

Salvation Army of Onondaga County

749 S. Warren St, Syracuse NY 13202
315-479-1157

Huntington Family Centers

405 Gifford St, Syracuse 13204
315-476-3157

St Lucy's Church

423 Gifford St, Syracuse 13204
315-475-7273

Basilica of Sacred Heart

927 Park Ave, Syracuse, 13204
315-422-2343

Plymouth Church

232 E. Onondaga St, Syracuse 13202
315-474-4836

Samaritan Center Soup Kitchen

15 N. State St, Syracuse
315-472-0650

New Salem Baptist Missionary Church

516 South Ave, Syracuse 13204
315-708-2606

Southern Missionary Baptist Church

3143 Midland Ave, Syracuse 13205
315-469-1610

Belle Grove Missionary Baptist

219 West Castle St, Syracuse 13205
315-466-9838

Westcott Community Center

826 Euclid Ave, Syracuse, 13210
315-478-8634

Saint Patrick / Saint Brigid's Food Pantry

501 Avery Ave, Syracuse 13204
315-679-6828

Wetzel Road Church of Christ Food Pantry

4268 Wetzel Rd, Liverpool 13090
315-652-3195 x2

St Joseph the Worker Church

1001 Tulip St, Liverpool 13088
315-457-6023

Leo's Church / Leo's Loaves

10 Onondaga St, Tully, 13159
315-696-5092

Bridgeport Food Pantry

7820 Minoa Rd, Bridgeport 13030
315-633-8634

Jordan-Elbridge Ecumenical

28 North Main St, Jordan 13080
315-689-6240

Believers' Chapel Care Connection

7912 Thompson Rd, Cicero 13039
315-699-4140

Sacred Heart Catholic Church

8229 Brewerton Rd, Cicero 13039
315-699-6401

Supplemental Nutrition Assistance Program (SNAP)

(Formerly Food Stamps)

The Supplemental Nutrition Assistance Program (SNAP) issues monthly electronic benefits that can be used like cash to purchase food at authorized retail food stores. Eligibility and benefit levels are based on household size, income and other factors.

SNAP Benefits

SNAP can help you put healthy food on the table. SNAP monthly benefits can be used to purchase food at authorized retail food stores. SNAP benefits help low-income working people, seniors, the disabled and others feed their families.

SNAP Eligibility

Eligibility is based on income. If your income is less than or equal to the amounts in the charts supplied (based on your family size), you may be eligible for SNAP benefits.

How to apply for SNAP

Applying for SNAP benefits starts with an application. If you live in Onondaga County, you can apply at: **Social Services-Economic Security**, John H. Mulroy Civic Center, 2nd Floor, 421 Montgomery Street, Syracuse, NY 13202.

<http://www.ongov.net/dss/snap/>

Hours: 8:00 AM - 4:00 PM (Monday-Friday) Phone: 315-435-2700.

Online: You can file an application online at www.mybenefits.ny.gov. The completed online Supplemental Nutrition Assistance application will be sent to the agency and you will be screened for expedited Supplemental Nutrition Assistance within five days and have a scheduled phone interview to determine eligibility.

By Telephone: You can request an application by calling 315- 435-2700. We will mail you an application and you can either return it by mail or drop it off in-person. You will need to be interviewed and the interview can be done by telephone or in-person whichever you prefer.

In-person: You can apply at 2nd floor Civic Center, TA/SNAP Intake, 421 Montgomery Street, and they will give you an application. You can submit it that day as long as you have filled in your name, address, telephone number (if you have one) and signed the application. They will give you an appointment for a future interview which can be done by telephone or in-person.

You are responsible to complete your application completely and truthfully. At application, periodic report and recertification you must report ALL employment income and any unearned income such as disability benefits, child support, unemployment benefits and lottery winnings. If you receive a change in income, you

must report the changes within 10 days after the end of the month in which the change happened.

The information and proof that you provide when applying for or while receiving SNAP must be correct, complete and accurate. If you intentionally provide false, incomplete or inaccurate information or proof, you could be disqualified from the program and possibly subject to criminal prosecution. If you are eligible for and receive SNAP benefits, you can only use them to purchase food for your household. You cannot exchange them for cash, drugs, alcohol, tobacco products or firearms or you could be disqualified from the program.

What to Expect

If you do qualify, you will receive your Supplemental Nutrition Assistance benefits no later than 30 days from the date the office got your application. Your Supplemental Nutrition Assistance benefits will be issued electronically at a participating grocery store.

It's Easier to Use SNAP Benefits

SNAP Benefits are provided through an electronic benefit card, similar to a bank debit card or credit card. This process is called Electronic Benefits Transfer (EBT). If you are eligible, you will be issued an EBT card, an account will automatically be set up for you, and every month your benefits will automatically be deposited into your account. Your EBT card and Personal Identification Number (PIN) are used to pay for your food at authorized retail food stores and participating Farmers' Markets.

FOOD *SenSe*

A MONTHLY FOOD
CO-OP FOR EVERYONE

What is it?

The Food SenSe program is a monthly food co-op designed to help individuals and families stretch their food dollars and build greater self-sufficiency. As part of our mission, this program aims to help people move from reliance on emergency food toward long-term independence.

Who is eligible?

Anyone looking to stretch their food budget can participate. There are no qualifications, no subscriptions, and no requirements. This program is for **EVERYONE!**

How does it work?

Once each month, participants log in to our online Food SenSe portal and select their site. The cost of each Food SenSe package \$20.50 per unit. You can purchase with Credit, Debit, or EBT(SNAP) online. You also can contact your local site directly to pay cash and/or EBT.

There is **no limit** to the number of units or specials that an individual or family may buy. Packages are picked up near the end of the month at your selected site on distribution day.

What is in a unit?

Each package costs \$20.50 and includes an average of 12 staple grocery items such as proteins, dry goods, fresh fruits, and vegetables. In addition to the main package, we also offer a variety of specials that can be added on or purchased separately. These specials offer more unique items that may be a larger size or cater to individuals with a dietary preference or restriction.

ONONDAGA COUNTY

Baldwinsville	Canton Woods Senior Center	76 Canton St.	Avis Neupert	(315) 638-4536
Brewerton	Brewerton Food Pantry	5395 Orangeport Rd.	Deb Lombard	(315) 632-5858
Camillus	Camillus Senior Center	27 First St.	Teresa Roth	(315) 672-5820
Dewitt	Town of Dewitt	5400 Butternut Dr.	Sandy Elsey	(315) 446-3910 ext: 9
Liverpool	Church of Christ	4268 Wetzel Rd.	Joann Steeger	(215) 219-5056
Salina	Town Justice	201 School Rd.	Maureen Young	(315) 424-1810
Syracuse	Access CNY	1603 Court St.	Matt Seubert	(315) 410-3383
Syracuse	Café Sankofa	2323 S. Salina St.	Arlaina Harris	(315) 283-0629
Syracuse	St. Mark's Church	1612 West Genesee St.	Jim Miller	(315) 422-4818
Syracuse	Northeast Community Center	716 Hawley Ave.	Wesley Rohadfox	(315) 472-6343 ext: 230
Syracuse	Syracuse-ICC	324 University Ave.	Galyn Murphy-Stanley	(315) 475-7277
Syracuse	Food Bank Drive-Thru	7066 Interstate Island Rd.	Shawn-Michael Woodworth	(315) 437-1899 ext: 287
Syracuse	Town of Geddes	823 State Fair Blvd.	Patty Sawmiller	(315) 487-8238
Tully	St. Leo's Church	10 Onondaga St.	Molly Hackett	(315) 696-5092

Shopping Services

Check with local grocery stores in your area about shopping options.

Dominick's Market, 139 Gertrude Street, Syracuse, NY 13203

315-474-0012

Will deliver groceries in Onondaga County. Monday through Friday. There is a \$7.00 minimum delivery fee and at least \$40.00 in groceries must be purchased. You must call before 11:00 a.m. to put your name on list. You will receive a call back; same day grocery delivery.

Kinney Drug Stores

Offer FREE delivery, within five miles of the store you call, of anything they sell in their store. The stores carry many grocery staples and cleaning products, etc. They also offer FREE delivery of prescriptions.

Syracuse Jewish Family Service at Menorah Park

Hodes Way, 4101 East Genesee Street, Syracuse, NY 13214 - 315-446-9111 x234

A Ride 'n' More provides grocery shopping, basic errand services and transportation to family functions, social events, and medical appointments, with or without a patient advocate. Call for fee schedule and details.

TymeSavers Concierge Services

Onondaga County Department of Adult & Long Term Care Services,

Office for Aging: 315-435-2362.

Eligibility: Onondaga County Seniors, age 60 or older with limited income, who are homebound and unable to find assistance for grocery shopping. The service can also pick up prescriptions if they are at the same grocery store.

1) Not able to leave the home due to being frail and/or disabled. At a minimum, meets the following definition:

Disabled - Any person who has a physical or mental impairment which substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such an impairment. This includes alcoholism and drug addiction.

Frail - A person with one or more functional deficits in the following areas:

- Physical functions
- Mental functions
- Activities of Daily Living (eating, bed/chair transfer, dressing, bathing, toileting/incontinence)
- Instrumental Activities of Daily Living (meal preparation, housekeeping, shopping, medications, telephone, travel and money management)

2) Has no one willing or able to assist in shopping

3) Cannot avail themselves of free delivery services

Fees: No cost for qualifying individuals. Voluntary contributions are accepted to expand the Department of Adult & Long Term Care Services, Office for Aging's services. No one will be denied services if unable or unwilling to contribute. Shopper Services are valued at \$50.00 per trip, however a contribution, in any amount, is welcomed.

Home Repairs (City and County Programs)

AccessCNY

315-455-7591

<https://www.accesscny.org/services/emods/>

Environmental Modifications (aka E-Mods) program helps individuals with developmental disabilities make their homes and/or workplaces more accessible. Our adaptive technicians know that the proper accommodations can make daily living easier and allow for maximum independence.

E-Mods staff are available to evaluate a space, design a plan to make it more accessible and then oversee its construction. Past projects have included:

- Ramp construction and repairs
- Installation of custom-made grab bars
- Construction of custom, safer stairs
- Bathroom and kitchen modifications
- Installation of door and window alarms

To complete larger projects the adaptive technician may work with local contractors. If contractors are involved, the E-Mods staff will oversee the process from start to finish. This includes gathering cost estimates and overseeing construction to make sure the plans are executed safely and correctly.

Contact: Lead Property Manager, e-mods@accesscny.org 315-427-2586

Eligibility/Funding- Referrals are accepted from service coordinators, physicians, agencies, work programs, families and others. Each environmental modification has a specific funding stream, depending on the participant and the project.

Sources include the Central New York Developmental Services Office, the New York State Office for People with Developmental Disabilities, the Home Service program, Medicaid, private insurance, private pay, and the Access to Home grant in conjunction with Home Headquarters.

Costs for materials may be the responsibility of individuals or families. An hourly rate is charged to businesses or other organizations requesting consulting services.

Home HeadQuarters

625 Erie Blvd. W, Syracuse, NY 13204, Tel 315-474-1939

www.homehq.org

Home HeadQuarters can help homeowners make necessary home repairs and home improvements that help increase the value of their property and make it more livable, safe and energy efficient. Qualifying home improvements include, but are not limited to:

- Roof Repair or Replacement. Exterior Painting. Step Replacement. Porch Repair

- Window Replacement. Exterior Door Replacement. Sidewalk Replacement.
- Driveway Repair. Fence. Furnace or Hot Water Heater Replacement
- Electrical or Plumbing Repairs. Limited Code Violations.
- Health and Safety Issues.

Home Headquarters Programs

FlexFund Loan Program

FlexFund provides homeowners throughout Central New York with loans of up to \$20,000 for home repairs or energy efficiency- related improvements.

Program Details

- Offers loans of up to \$20,000
- The loans currently have a 4.99% fixed interest rate, and are payable over 7 years.
- No home equity required, no income eligibility requirements, and no upfront costs.
- Homeowner chooses the contractor.
- Available for homeowners throughout Central & Upstate New York

Urgent Care (City of Syracuse)

The Urgent Care program provides income-eligible homeowners with loans of up to \$20,000. Some loans may be partial payback depending on your household income. This program is made possible through the City of Syracuse.

Program Details

- Income-eligible homeowners may receive part of the loan as a grant. If you qualify, you will only have to pay back a portion of the repair costs.
- The portion of the loan that you have to pay back has a 4.99% fixed interest rate.

Eligibility Requirements

- You must own your house in the City of Syracuse.
- Your repairs must be an emergency, including: leaking roofs, sewage backup, broken furnaces, code violations, and other life/safety issues.
- Your household must earn less than 80% of HUD median income guidelines (based on family size).
- Your property taxes, water bill, and mortgage must be current.
- The home must be your primary residence.

Onondaga County Neighborhood Initiative

1% Exterior Home Improvement Loan Program Note: Funding for this program is extremely limited. Onondaga County Neighborhood Initiative offers homeowners in targeted neighborhoods loans of up to \$10,000 at 1% interest, payable over 7 years. The loans can be used for exterior home improvements. This program is offered through a partnership between Home Headquarters and Onondaga County. Funding for this program is extremely limited. Call Home Headquarters to see if your neighborhood is part of this initiative.

Eligible Repairs

- Roof Repair or Replacement
- Exterior Painting/Step Replacement
- Porch Repair/Window Replacement
- Exterior Door Replacement
- Sidewalk Replacement/Driveway Repair
- Fence Installation or Repair

SHAPE-UP Program 315-435-3558

<http://www.ongov.net/cd/shapeUp.html>

SHAPE-UP (Safe Housing Assistance Program for the Elderly) is a home repair program funded and administered by Onondaga County Community Development Division. Eligible homeowners can apply for a grant to cover the costs of various home repairs.

For more information, contact: Onondaga County Community Development Division 315-435-3558.

SHAPE-UP for Veterans

Honorably Discharged Veterans can live anywhere in Onondaga County and have the same income requirements. Call for more details at 315-435-3558.

The Ramp Program 315-435-3558

<http://www.ongov.net/cd/ramps.html>

The Onondaga County Community Development Division RAMP Program offers grants to undertake improvements within homes occupied by persons with disability in order to improve their accessibility. Typical improvements include installation of exterior ramps, bathroom and kitchen modifications.

Modifications to the residence may include alterations to porches, steps, and doorways and the installation of a ramp, and may also include installation of bathroom and/or kitchen fixtures and other accessories to facilitate use by the disabled person. Bathroom relocation will also be considered if modifications to the present bathroom are not feasible.

Assistance will be limited to the amount needed for accessibility modifications. Additionally, assistance will be provided for private residential structures only. Nursing homes and similar facilities are not eligible. Also, households will be assisted only once

in a five year period, and will be limited to those unable to secure aid through other programs such as Medicaid.

For more information, contact: Onondaga County Community Development Division 315-435-3558.

Fair Housing Laws prohibit discrimination in the sale or rental of housing based upon race, color, religion, sex, age, marital status, handicapped or familial status, or national origin.

Project Fix 315-424-1810

The home repair component of the Onondaga County Office for Aging's Community Services for the Elderly (CSE) Program is a partnership with Catholic Charities of Syracuse and called **Project Fix**.

Project Fix is an in-home repair service for Onondaga County homeowners age 60 years or older, who reside within Onondaga County, and are in need of small home repairs to maintain their health and safety.

Repairs must be minor in nature and may include plumbing, electrical, carpentry and/or small masonry repairs. Installation of grab bars, door knobs, and other accessibility and security projects are accepted.

Project FIX will determine what is needed and pick the materials up for you. Clients are responsible for cost of materials and when possible asked to make a contribution for labor. Donations are returned to the program to help support costs and expand services. No one is turned away due to an unwillingness or inability to pay.

Heating Assistance

Home Energy Assistance Program (HEAP)

<http://www.ongov.net/dss/heap/index.html>

Onondaga County Office Building, Energy Assistance Unit - John H. Mulroy Civic Center, 2nd Floor, 421 Montgomery Street, Syracuse, NY 13202

Hours: 8:00 AM - 4:00 PM (Monday-Friday) Phone: 315- 435-8295 or the Office for Aging HEAP Unit at 315-435-2362

The Home Energy Assistance Program (HEAP), is a federally funded energy assistance program to help low-income families meet their home energy costs. The HEAP program consists of three components – Regular HEAP, Emergency HEAP and Heating Equipment Repair and Replacement.

Eligibility for the program is based on income and housing situation. Individuals must either pay directly for heating costs or pay rent that includes heating costs. Individuals must be a U.S. citizen or a qualified alien to apply. HEAP money is limited. The HEAP year generally begins in November and closes when the program funding is exhausted, which can be as early as mid-March.

There are no resource eligibility criteria for **Regular HEAP**. Regular benefit amounts range from \$20 to \$500. Amounts depend on income, age of household members, energy costs and shelter situation. Typically it is a **one-time only** benefit during the program year.

Emergency HEAP benefits are available for persons who are eligible for HEAP and have an energy-related emergency such as a power shutoff, less than ¼ tank oil, kerosene or propane or have less than 10-days supply of wood, pellets or coal. Applicant households must meet a resource test. Benefit amounts vary. Typically it is a **one-time only** benefit during the program year.

If you have already exhausted your regular HEAP benefit you may call 315- 435-8295 to apply for Emergency HEAP by phone.

Other Programs

Care & Share: Care & Share was founded by National Grid in 1981 to help low-income families and individuals with elevated bills meet their monthly payments. HeartShare Human Services of New York administers the fund and together, HeartShare and National Grid assist hundreds of families each heating season, which starts in January.

For more information about the Care & Share Energy Fund, please call (855) 852-2736.

They ask for your help to provide assistance to your neighbors in need by contributing a

donation to the Care & Share Energy Fund Program. The program helps HEAP eligible customers pay their National Grid bills when no other assistance is available. Every dollar contributed goes directly to help a family in need and will make a difference for those who desperately need help to stay warm. If you would like to help someone in need this winter, make a tax-deductible donation to Care and Share, mail a check, made payable to **Care and Share Energy Fund**, to: Care and Share, HeartShare Human Services of NY, PO Box 535450, Pittsburgh, PA 15253-5450

NYSEG Project SHARE Heating Fund 800-599-4327

<https://www.nyseg.com/account/waystopay/helpwithbill/project-share>

Has combined the strength of NYSEG's and RG&E's heating funds and developed a new program, the Project SHARE Heating Fund. The Project SHARE Heating Fund is designed to help income-eligible customers with energy emergencies in both the NYSEG and RG&E service areas.

To receive a Project SHARE Heating Fund grant, the customer must have an active account with NYSEG, have an active disconnect notice, meet the current HEAP income guideline and have exhausted all other assistance. Active duty military personnel and well-discharged veterans with an active disconnect notice may qualify regardless of income.

P.E.A.C.E., Inc., Department of Energy & Housing Services

717 Erie Blvd. W., Syracuse, NY 13204

Phone: 315- 470-3315, Fax: 315- 472-2663

<https://www.peace-caa.org/programs/energyhousing/>

Hours: Monday – Friday 7:30 a.m. – 4:00 p.m.

This program offers a grant to provide energy conservation measures for income eligible homeowners and renters. Their New York State Energy Smart Programs, include:

The Weatherization Assistance Program, EmPower New York and The Multi-Family Performance Program. These three programs offer the community expertise in energy reduction programs and a commitment to a healthy environment. For more information click on the links below.

<https://aea.us.org/weatherization-assistance-program/>

<https://hcr.ny.gov/weatherization>

<https://aea.us.org/programs/empower-ny/>

<https://aea.us.org/programs/nyserda-multifamily-performance-program-for-existing-buildings/>

<https://www.peace-caa.org/programs/energyhousing/>

Emergency Services/Temporary Assistance may be able to assist homeowners with furnace repair or replacement if you meet the income and asset guidelines. For more information on eligibility contact DSS-ES at 315-435-3251 or apply in person at 421 Montgomery St. 2nd Floor Syracuse NY 13202

Senior Housing

Support & Advocacy

CNY Fair Housing

731 James Street, Syracuse, NY 13203

315-471-0420

<https://www.cnyfairhousing.org/>

Investigates rental, sales, insurance, and financial complaints, conducts undercover testing, provides counseling and advocacy on housing rights and provides free legal representation to victims of illegal housing discrimination.

The Greater Syracuse Tenants Network, Inc.

P.O. Box 6908, Syracuse, NY 13217

315-475-8092

<http://www.syracusetenant.org/>

Helps with organizing and providing advocacy tools for tenants, specifically those receiving the Housing Choice Voucher. The Syracuse Tenants Rights Handbook is located on their website.

Affordable Housing Programs

Temporary Rent Assistance

Onondaga County Department of Social Services- Economic Security

421 Montgomery St. -2nd Floor

8:00 AM- 4:00 PM (Monday-Friday)

Intake Assistance: 315-435-2825

Undercare Unit (Open Case): 315-435-2877

Emergency Assistance and Temporary Assistance offer temporary help to those eligible by providing benefits to address basic needs expenses such as rent. Individuals can apply in-person or on-line at www.mybenefits.ny.gov.

Public Housing

Syracuse Housing Authority

516 Burt Street, Syracuse, NY 13202

315-475-6181

<https://syracusehousing.org/>

Manages 15 public housing developments in Syracuse. Individuals can apply for either program online or by mail. Applicants must meet income and eligibility requirements.

Housing Choice Voucher Program

The Housing Choice Voucher Program (formerly known as Section 8) offers a direct subsidy for eligible seniors, adults with disabilities, and families. The senior can choose their own housing as long as the landlord accepts the voucher and the housing unit meets program requirements. Contact one of the below agencies to inquire about eligibility criteria and if they are accepting applications to the waitlist.

Syracuse Housing Authority

315-470-4400

300 Burt St., Syracuse 13202

<https://syracusehousing.org/section8/>

Christopher Community

315-424-1821

990 James Street, Syracuse 13203

<https://christopher-community.org/>

Subsidized Rent Programs

Rent subsidies are available to seniors with low and moderate income. There are several property management agencies as well as individual buildings that offer rent subsidy programs to eligible seniors. Program requirements vary by building so inquire with each building manager for detailed information. See our Housing List to find buildings that offer subsidized rent programs.

Independent Living

The following list includes senior housing options for those looking for subsidized rent as well as those not eligible for a subsidy. Waiting lists are common for senior housing so applying at multiple buildings can be a good strategy.

Apartment Key

\$	Subsidized
#	Subsidized and Non-Subsidized
@	Pets
+	Mixed age groups
&	Requires a Section 8 Application

City of Syracuse (All #'s Are Area Code 315)

Downtown

\$	Almus Olver Towers, 300 Burt St., Syracuse 13202	475-6181
\$#+	Clinton Plaza, 550 S. Clinton St., Syracuse 13202	475-2141
\$	YMCA Senior Apts., 330 Montgomery St., Syracuse 13202	474-6851x313

University

+&	Hillside Apartments, 1530 E. Genesee St., Syracuse 13210	579-2086
\$@	McCarthy Manor, 501 S. Crouse Ave., Syracuse 13210	475-6390
#+	Mt. St. James Apts., 338 Jamesville Ave., Syracuse 13210	478-0731
\$+	Parkside Commons, 1901 E. Fayette St., Syracuse 13210	475-5027
\$	Toomey Abbott Towers, 1207 Almond St., Syracuse 13210	475-6181

West Side

#	Harbor Street Lofts, 710 Emerson Ave., Syracuse 13204	487-2500
\$	James Geddes Rowhouses. 312-338 Gifford Street., 427 Tully St. & 418 Fabius Street, Syracuse 13204	475-6181
\$@	Onondaga Blvd. Apts., 4624 Onondaga Blvd., Syracuse 13219	422-0347
\$@	Providence House, 1700 W. Onondaga St., Syracuse 13204	471-8427
+&	West Park Apartments, 1445 S. Salina Street, Syracuse 13205	579-2086

Eastwood

&	Eastwood Heights, 1025 Sunnycrest Rd., Syracuse 13206	475-6181
\$@	Nichols Brick School Terrace, 311 North Ave, Syracuse 13206	463-5881
\$@	St. Joseph's Manor, 900 Tyson Place, Syracuse 13206	437-7441

North Side

\$@	Bishop Harrison Apts., 300 Pond St., Syracuse 13208	476-8630
\$+	Courtyard at James, 708 James St., Syracuse 13203	479-8612
\$	Fahey Court, 100 Pastime Drive, Syracuse 13208	475-6181
&+@	Kasson Place Apartments, 615 James Street, Syracuse, 13203	579-2084
\$@	Ludovico Apartments, 340 Winton Street, Syracuse 13203	422-0475
\$+	Moses Dewitt House, 212 N. Townsend St., Syracuse 13203	479-8612
\$@	Pompei North Apartments, 143 Mary Street, Syracuse 13208	472-2614
\$	Ross Towers, 710-712 Lodi Street, Syracuse 13203	475-6181
#	Salina School Apts., 512 LeMoyne Ave., Syracuse 13208	472-8234
\$@	Villa Scalabrini, 825 E. Willow Street, Syracuse 13203	472-3142
\$	Vinette Towers, 947 Pond Street, Syracuse 13208	475-6181

East Side

\$@	Brick School Terrace, 818 Salt Springs Rd. Syracuse 13224	463-5881
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South Side

#	The Bernardine, 417 Churchill Ave., Syracuse 13205	413-3564
#@	Brighton Towers, 821 & 833 E. Brighton Ave., Syracuse 13205	469-6919
#@	The Gardens at St. Anthony's, 411 West Colvin St., Syracuse 13205	937-4598
#@	Valley Vista, 122 W. Seneca Turnpike, Syracuse 13205	469-4100

Onondaga County (All #'s Are Area Code 315)**County South**

#+	Festival Gardens Apartments, 6162 Rte. 20, Lafayette 13084	677-3836
#+	Lord's Hill Apartments, 2467 Lord's Hill Rd., Lafayette 13084	844-729-3850
\$@	The Meadows Apartments, 1 Village View Drive, Tully 13159	696-6883

County Northeast

#+	Bayshore North Apts., 9457 Chalkstone Course, Brewerton 13029	668-9696
\$@	Bessie Riordan Apts., 211 E. Molloy Rd., Mattydale 13211	455-1457
\$	Byrne Manor Apts., 4122 Pine Hollow Drive, Liverpool 13090	622-0410
@	Buckley Square Senior Apts., 6715 Buckley Rd., N. Syr. 13212	457-2042
#@	Centerville Court, 400 Sandra Lane, N. Syracuse 13212	458-7867
+	Cobblestone Square, 6112 Cobblestone Drive, Cicero 13039	699-5204
	Greenpoint, 150 Old Liverpool Rd., Liverpool 13088	453-7911
#+	Island Hollow I & II, 7800 Lunar Dr., Cicero, NY 13039	699-2670
\$@	Long Manor Apts., 5500 Miller Rd., Brewerton 13029	668-9871
\$@	Lucille Manor, 5569 Legionnaire Drive, Cicero 13039	698-0507
\$@	Malta House, 212 N. Main Street, N. Syracuse 13212	452-1028

\$@	Malta Manor, 107 Trolley Barn Lane, N. Syr., NY 13212	362-3502
#@+	Monarch Commons, 8701 Knowledge Ln., Cicero, NY 13039	303-6670
@	Morgan Square Senior Apts., 8547 Morgan Rd., Clay 13041	409-4319
\$@	Pitcher Hill Apartments, 114 Elbow Rd., N. Syracuse 13212	454-0697
\$@	Rogers Senior Apts., 5490 Miller Rd., Brewerton 13029	676-4174
\$@	Sacred Heart Apartments, 8365 Factory Street, Cicero 13039	699-1509
\$@	Spring Village Apartments, 8700 Knowledge Lane, Cicero 13039	915-4164
@&	Toll Road Senior Apts. 108 Singleton Ave., N. Syracuse 13212	214-0284

County Northwest

	New Legacy Apartments, 7 Legacy Dr., B'ville 13027	635-6290
#+	Baldwin Park Apts., 400 Land Rush Way, Baldwinsville 13027	635-2338
\$@	Conifer Village, 700 Conifer Drive, Baldwinsville 13027	635-7515
\$ #	County Club Apts., 101 Village Blvd., S. Baldwinsville 13027	638-2313
+	Greenway Apts., 8664 Oberon Drive, Baldwinsville 13027	638-4575
\$@	The Meadows, 3490 Meadowbriar Lane, Baldwinsville 13027	635-6125
	Red Hill Manor, 4 Syracuse St., Baldwinsville 13027	303-2003
\$@	St. Mary Apts., 100 La Madre Way, Baldwinsville 13027	638-2003

County West

\$@	AHEPA, 37 Apts., 100 Ahepa Circle, Syracuse 13215	475-3818
@&	Applewood Manor, 5554 W. Genesee Street, Camillus 13031	468-4556
\$@	Bishop Ludden, 817 Fay Road, Syracuse 13219	468-6043
	Brookdale Summerfield, 100 Summerfield Village Ln. Syr., 13215	492-4041
@	Camillus Pointe Senior Apts., 3877 Milton Ave., Camillus 13031	708-0215
+@&	Connelly Acres Apartments, 143 Maple Drive, Camillus 13031	672-5302
\$@	Fairmount Gardens, 4913 W. Genesee Street, Camillus 13031	488-1932
\$@	Gateway Apartments, 79 Fennel Street, Skaneateles 13152	685-3088
\$	Harborbrook Apartments, 811 Fay Road, Syracuse, NY 13219	424-1821
\$@	Nine Mile Landing, 3 Austindale Ave., Marcellus 13108	673-9326
\$@	O'Brien Road Apts., 7170 O'Brien Road, Syracuse 13209	635-3339
\$@	O'Brien Road II., 7174 O'Brien Road, Syracuse 13209	635-5434
\$	Old Erie Place Senior Bldg., 20 Beaver Street, Jordan 13080	689-6275
	Snowbird's Landing, 758 State Fair Blvd., Syracuse 13209	488-0730
\$@	Solvay Senior Apartments, 200 Russet Lane, Syracuse, 13209	468-6590
	The Manor, 49 W. Genesee St., Skaneateles 13152	685-5017
#	Union Free School Apartments, 23 First Street, Camillus 13031	802-4280
\$@	Upper Crown Landing, 33 Maple Street, Marcellus 13108	673-9422
\$	Village Landing Apartments, 55 Jordan Ave., Skaneateles 13152	685-5632

County East

\$	Ahavath Achim Apartments, 4101 E. Genesee St., Syracuse 13214	446-9111
#@	Barrett Dewitt Manor, 1400 Kinne Street, E. Syracuse 13057	434-1854
\$@	Bennett Manor, 100 Bennett Manor Drive, E. Syracuse 13057	437-4864
@&	Colonial Village Apartments, 5890 Bowman Rd., E. Syr. 13057	656-2930
@&	East View Gardens, 112 East Avenue, Minoa 13116	656-3385
@&	Heman Street Apartments, 121 E. Heman St., E. Syr. 13057	432-5150
#@	Limestone Gardens, 7626 Highbridge Road, Manlius 13104	682-7001
+	Minoa Estates, 501 Edgerton Street, Minoa 13116	656-7121

@	The Nottingham, 1301 Nottingham Road, Jamesville 13078	445-9242
	The Oaks at Menorah Park, 18 Arbor Lane, Dewitt 13214	449-3309
\$@	Redfield Village, 380 Salt Springs Road, Fayetteville 13066	637-8280
\$@	RJ Barrett Manor, 4615 Southwood Heights Dr., Jamesville 13078	469-1533
\$@	St. David's Court, 99 Deerfield Road, E. Syracuse 13057	434-9406
#+	Springfield Gardens, 76 Caton Drive, Dewitt 13214	446-6140
\$@	Tecumseh Road Senior Apartments, 219 Tecumseh Rd, Syr. 13224	299-5677
\$@	Wedgewood 1 Apartments, 7851 Rte. 298, Kirkville 13082	633-2735
\$@	Wedgewood II Apartments, 7851 Rte. 298, Kirkville 13082	633-9815

Retirement Communities in Onondaga County

Brookdale Summerfield – Retirement Community

100 Summerfield Village Lane
Syracuse, NY 13215
(315) 492-4041

Accommodations: One bedroom apartments; two bedroom apartments. Apartments have a combined living and dining room with kitchenette; community dining as well with a beauty shop, transportation, housekeeping. Pets are allowed. Continuum of care offered, if needed, through third party agencies.

Sources of Payment: Private pay or long term care insurance. No Medicaid.

Loretto - The Nottingham – Retirement Community, Enriched Living Program and Skilled Nursing

1303 Nottingham Road
Jamesville, NY 13078
(315) 445-9242

Accommodations: Apartments with kitchen and combined living/dining room; cottages; enriched living apartments; skilled nursing.

Sources of Payment: Private pay.

Maple Downs – Retirement Community

7220 East Genesee Street, Fayetteville, NY 13066
(315) 637-0297

Accommodations: Studios, one and two bedroom apartments, kitchenette with appliances, living/dining room, restaurant style dining room with three daily chef prepared meals, exercise room, beauty salon/barber shop, game room, billiard room, large screen TV lounge, library, chapel, activities and transportation.

Sources of Payment: Private pay.

McHarrie Towne - Retirement Community

2464 Betsy Drive, Baldwinsville, NY 13027
(315) 638-2521

Accommodations: Single-level patio homes, 1-2 Bedrooms, attached 1 & 2 car garages with automatic door openers, large 1-2 bathrooms, walk-in closets, etc.

Sources of Payment: Private pay. There is an entrance fee, monthly maintenance fee and 5-15 year waiting list.

Menorah Park – The Oaks – Retirement Community

18 Arbor Lane, Dewitt, NY 13214

(315) 449-3309

Accommodations: 1 bedroom, 1 bedroom with den, 2 bedroom with 2 baths, and 2 bedroom deluxe with baths. All apartments: kitchen (with appliances), living/dining room, beauty salon, exercise center, library, activities, transportation.

Sources of Payment: Private pay.

Parkrose Estates - Retirement Community

7251 Janus Park Drive, Liverpool, NY 13088

(315) 715-3305

Accommodations: Spacious studio and one bedroom apartments rented on a month-to-month basis; full size, fully equipped kitchen, living/dining room.

Sources of Payment: Private pay.

Red Mill Manor – Retirement Community

4 Syracuse Street

Baldwinsville, NY 13207

(315) 303-0406

Accommodations: 55 and over, senior living community. “All-Inclusive Waterfront Living”; everything for one monthly fee and lease with month-to-month agreement; includes meals and biweekly apartment cleaning, 24-hour surveillance. Pets are welcome. They offer 1 bedroom and suites.

Source of Payment: Private Pay

Towne Center Retirement Community

3900 Medical Center Drive, Fayetteville, NY 13066

(315) 329-6464

Accommodations: 55 and over, senior living community. “All-Inclusive” Resort Style Living; everything for one monthly fee with no buy-in fee or long-term lease; includes cooking and cleaning, round-the-clock service, resort-style dining and lavish accommodations. Pets are welcome. They offer studio, 1, 2 and 3 bedroom suites.

Sources of Payment: Private Pay.

Assisted Living Communities

Assisted living provides long-term housing and may include services such as personal care assistance, medication management, housekeeping, meals, social activities, transportation, and 24 hour on-site staffing. Assisted living programs vary in the services and amenities offered. Typically, assisted living programs have tiered pricing based on room type and services provided. Some assisted living communities provide memory care units for those needing additional support due to Alzheimer's Disease or dementia.

The Athenaeum of Skaneateles – Assisted Living

150 Genesee Street, Skaneateles, NY 13152

(315) 685-1400

Accommodations: Private Baths. Accommodations for couples.

Sources of Payment: Private pay and long term care insurance.

Brookdale Bellevue – Assisted Living and Memory Care

4330 Onondaga Blvd., Syracuse, NY 13219

(315) 468-5108

Accommodations: Private rooms with private baths. No kitchen facilities; there are suites for couples to live together. Pets allowed. There is a 20 room secure Special Care Unit for Memory/Alzheimer's residents.

Sources of Payment: Private pay and long term care insurance. No Medicaid.

Brookdale Eastside – Assisted Living

7164 East Genesee Street, Fayetteville, NY 13066

(315) 637-5127

Accommodations: All rooms are private with private baths including: deluxe rooms and two-room suites. Pets allowed. Suites and deluxe rooms are available for couples.

Sources of Payment: Private pay or long term care insurance. No Medicaid.

Brookdale Fayetteville – Memory Care

5125 Highbridge Street, Fayetteville, NY 13066

(315) 637-2000

Accommodations: Private and semi-private rooms. Pets allowed. For people with Alzheimer's and other memory impairments, private/semi-private accommodations, individualized assistance with personal care needs, housekeeping services, staffed 24 hours, laundry, mealtime assistance, ongoing monitoring and management of health care needs, nutritious meals and snacks.

Completely secure with alarm system throughout residence.

Sources of Payment: Private pay or long term care insurance. No Medicaid.

Brookdale Liverpool – Assisted Living

4055 Longbranch Road, Liverpool, NY 13090

(315) 451-3221

Accommodations: Apartments all on one level; studio, deluxe, suites. Pets allowed. Full service dining room, exterior doors alarmed for resident safety.

Sources of Payment: Private pay or long term care insurance. No Medicaid.

Brookdale Manlius – Enhanced Assisted Living

100 Flume Road, Manlius, NY 13104

(315) 682-9261

Accommodations: Apartments: deluxe, two-bedroom, one-bedroom, alcove or studio. Each apartment is private with a handicap-accessible bathroom and a kitchenette (including refrigerator and stove). Individual parking spaces available for residents, pets allowed.

Sources of Payment: Private pay or long term care insurance. No Medicaid

Camillus Ridge Terrace – Assisted Living and Memory Care

2453 West Genesee Street, Camillus, NY 13031

(315) 672-3790

Accommodations: Private rooms with baths and a secure Memory Care Unit. Couples are accommodated. Rooms have a small refrigerator & sink, no stove, dining room where meals are served, beauty parlor, activities, and transportation. Pets are negotiable but not on the Memory Care Unit.

Sources of Payment: Private Pay or long term care insurance. No Medicaid.

Keepsake Village at Greenpoint – Memory Care

138 Old Liverpool Road, Liverpool, NY 13088

(315) 451-4567

Accommodations: All rooms have showers. Secure Memory Care facility, staffed 24-7, only for residents with Alzheimer's and other cognitive impairments.

Sources of payment: Private Pay, eligible for Long Term Care Insurance. No Medicaid.

Loretto – The Bernardine - Enriched Housing & Assisted Living Programs

417 Churchill Avenue, Syracuse, New York 13205

(315) 469-7786

Accommodations: 185 apartments with kitchens, alcove, 1 bed & 2 bedrooms. 108 assisted living apartments.

Sources of Payment: Private pay; Medicaid.

Loretto - Buckley Landing - Enriched & Assisted Living Programs

7430 Buckley Road, North Syracuse, NY 13212

(315) 452-1207

Accommodations: Studio apartments with kitchenette. Enriched and Assisted apartments; dining room where meals are served.

Sources of Payment: Private pay; Medicaid.

Loretto – Community Residences

50 Syracuse Street, Baldwinsville, NY 13027

(315) 413-3592

Accommodations: Loretto - Community Residences is comprised of three homes. Two of these homes are located in the City of Syracuse, and one in the Village of Baldwinsville. These homes serve older adults with psychiatric disabilities.

Sources of Payment: Medicaid

Loretto – Forest View at Fayette – Independent Living

1316 East Fayette Street, Syracuse, NY 13210

(315) 477-5032

Accommodations: Independent living for seniors. Residents receive supportive services from PACE CNY, Loretto's Program of All-Inclusive Care for the Elderly in cooperation with St. Joseph's Hospital Health Center. PACE CNY provides supportive services to help frail seniors remain independent and living in the community for as long as possible.

Sources of Payment: PACE CNY

Loretto – The Heritage - Enriched and Assisted Living Programs**Memory Care**

750 East Brighton Ave, Syracuse, New York 13205

(315) 413-3039

Accommodations: For early to mid-stage Alzheimer's; apartments with private showers and bath; 6 dining rooms. Secure facility with large recreational area.

Sources of Payment: Private pay; Medicaid.

Loretto – Highland House – PACE CNY

213 Highland Street, Syracuse, NY 13203

(315) 703-3656

Accommodations: Residents participate in PACE CNY (Loretto's Program of All-inclusive Care for the Elderly, in cooperation with St. Joseph's Hospital Health Center) and live together as a community. Residents receive personal care assistance and visit a PACE Day Center three days a week for social activities, lunch, medical appointments and care.

Sources of Payment: PACE CNY

Loretto - The Nottingham – Retirement Community, Enriched Living Program and Skilled Nursing

1303 Nottingham Road, Jamesville, NY 13078

(315) 445-9242

Accommodations: Apartments with kitchen and combined living/dining room; cottages; enriched living apartments; skilled nursing.

Sources of Payment: Private pay.

Loretto - Sedgwick Heights - Adult Home & Assisted Living Program

1100 James Street, Syracuse, NY 13203

(315) 413-3238

Accommodations: Private rooms with private baths and semi-private rooms with shared baths.

Sources of Payment: Private pay; Medicaid.

Manlius Adult Home – Adult Home & Assisted Living Program

215 Pleasant Street, Manlius, NY 13104

(315) 682-6725

Accommodations: Private and semi-private rooms, some with full bath or half bath.

Sources of Payment: Private pay and Medicaid

McHarrie Pointe – Assisted Living & Memory Care

7740 Meigs Road, Baldwinsville, New York 13027

Phone: (315) 638-2521

Accommodations: Private rooms in the Memory Care Unit, assisted living private apartments – 1 and 2 bedrooms. Restaurant Style Dining.

Sources of Payment: Long term care insurance and private pay.

Menorah Park - The Inn – Assisted Living

4101 East Genesee Street, Syracuse, New York 13214

(315) 446-9111

Accommodations: One bedroom apartments for people with physical frailties; studios for people with memory care needs, dining room and three kosher meals daily, café, beauty salon, offer Jewish, Catholic & Protestant religious services, activities, home care and transportation.

Sources of Payment: Long term care insurance and private pay.

Park Terrace at Radisson – Adult Home & Assisted Living Program

2981 Town Center Road East, Baldwinsville, NY 13027

(315) 638-9207

Accommodations: Private rooms for Adult home with private baths; semi-private rooms with shared baths for Assisted Living Program. Secure dementia floor.

Sources of Payment: Long term care insurance, private pay.

Peregrine Senior Living at Onondaga Hill – Enhanced Memory Care

4701 Peregrine Way (Off Route 175), Syracuse, NY 13215

(315) 291-8793

Accommodations: Private apartments; semi-private apartments. Each apartment has a private handicap accessible bathroom with walk/roll in shower. Large and secure community and outdoor spaces. Beauty Spa, transportation, advanced memory care program. Pet Friendly.

Sources of Payment: Private Pay, VA Aid and Benefits and Long-Term Care Insurance.

Toomey Abbott Towers - ERIE (Enriched Resources for Independent Elderly)

1207 Almond Street, Terrace Level, Syracuse, NY 13210

(315) 475-6181

Residential care for functionally-impaired elderly (non-institutional setting.)

Accommodations: One bedroom apartments with a kitchen and combined living/dining room; typically 55 years or older, but flexible depending on disability. Community dining for breakfast and lunch (included), dinner is provided and taken to private rooms. Must be able to live independently; Housekeeping, Finance, Medication assistance, Activity Room.

Sources of Payment: Private Pay and Medicaid.

Adult Homes in Onondaga County

An adult home is established and operated for the purpose of providing long-term residential care, room, board, housekeeping, personal care and supervision to five or more adults unrelated to the operator. Adult homes may be operated by an individual, a partnership, a not-for-profit corporation, a public corporation, a non-publicly traded business corporation or a limited liability company.

Beckwith Family Type Adult Home – Family Type Adult Home

4996 Wingate Road, Liverpool, NY 13088

(315) 378-5907

Accommodations: Shared rooms or will accommodate a married couple.

Sources of Payment: Private pay.

Manlius Adult Home – Adult Home & Assisted Living Program

215 East Pleasant Street, Manlius, NY 13104

(315) 682-6725

Accommodations: Private and semi-private rooms; some with full bath or half bath.

Sources of Payment: Private pay and Medicaid

Sunnyside Home – Adult Home Program

7000 Collamer Road, East Syracuse, NY 13057

(315) 656-7218

Accommodations: Double rooms, private rooms.

Sources of Payment: Private pay and Medicaid.

Long Term Care

(Nursing Homes)

What is long term care?

A facility to live where care is available for people of all ages who need 24-hour nursing care and supervision outside of a hospital for a long term basis. Although all nursing homes must provide certain basic services, some provide specialized care such as memory care.

Exploring Options:

It is suggested that you contact several nursing homes to explore and compare options available. You can request a tour of the facility and to meet with admissions staff.

Admission

A medical assessment is required before you are admitted to long term care. This assessment is completed by a registered nurse who has been certified to conduct the assessment of your functioning and appropriateness for a nursing home. The assessment is valid for 30 days if you are hospitalized and 90 days if you are in any other setting such as living at home.

Paying For Long Term Care

For those with the means to privately pay, meeting with an elder law attorney is highly recommended in order to get advice on estate planning, Medicaid, Medicare and long term care insurance.

Most facilities require full financial disclosure during the admissions process. Many residents who enter as private pay residents eventually use up their funds and then qualify for Medicaid. Once you are eligible for Medicaid, you have the right to have Medicaid pay for your care (if the home accepts Medicaid). When this happens, the nursing home should assist in completing the necessary forms.

Facilities charge a basic daily rate for the services they provide and these vary from home to home. Some have all-inclusive rates; others have a rate for room and board and add additional charges for physician's services, laboratory tests, physical therapy, prescription drugs, etc. When speaking with admissions staff, ask about the fee structure.

Questions to Ask

Facilities: Inside & Outside

- Are there wheelchair ramps?
- Are there unpleasant odors in the building?
- Are there outdoor areas where residents can sit or walk?
- Is there an activity or exercise room?
- Are the rooms well-ventilated and kept at a comfortable temperature? Are there individual thermostats in the rooms?

- Is the facility air-conditioned?
- Can residents bring their own furniture? Is there ample storage?
- Can residents have a private phone? A pet?
- Do rooms have windows?
- Are there adjoining bathrooms? Are they private?
- Is a married couple allowed to share a room?
- If the room isn't private, is there a screen or curtain for privacy?

Safety Measures

- Are fire exits clearly posted? Are there smoke alarms and extinguishers?
- Are there grab bars in the bathroom and handrails in hallways and stairs?
- Are there emergency call buttons and intercoms in the rooms?
- Is there a written statement of patient rights? Is the number to file complaints available?

Staff, Services and Administrative Issues

- What kind of medical supervision is provided? Physical or speech therapy?
- Beauty or other personal services?
- How do staff and residents interact? Are there language barriers?
- Are there social activities? Are residents mostly in their rooms or interacting?
- Is the food appetizing? Is assistance with eating available?
- What is the history of price increases for this facility?
- Is down payment refundable if the resident moves or dies?
- What role, if any, do family members have in paying unmet obligations?

Skilled Nursing Facilities/Long Term Care

Skilled Nursing Facilities offer short-term acute medical services to recover or rehabilitate from an illness. These facilities also offer long-term care otherwise known as a nursing home. Long-term care provides medical and non-medical services 24 hours a day.

Bishop Rehabilitation and Nursing Center 315-474-1561

918 James Street Syracuse, NY 13203

Accommodations: Facility provides short term and long term care and has a pulmonary/respiratory unit. 440 beds; private and semi-private rooms; 370 long term care (of which 70 are on a specified Dementia Unit); 70 rehabilitation beds; provisions for couples to live together.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Central Park Rehabilitation and Nursing Center 315-475-1641

116 Martin Luther King E., Syracuse, NY 13205

Accommodations: Private and semi-private rooms - 160 total beds; 125 long term care beds; 35 rehabilitation beds; private and shared baths; each floor has a dining room; they accept tracheotomy care, bariatric patients, handle wound care and IV therapy and they offer provisions for couples to live together. They also have an Adult Day Program.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

The Cottages at Garden Grove 315-699-1619

5460 Meltzer Court, Cicero, NY 13039

Accommodations: 153 total beds; 117 long term care and 36 rehabilitation beds; all rooms are private set up in cottage style homes. 13 beds in a long term care house and 12 in the rehabilitation houses; private baths with showers in each room.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Elderwood at Liverpool 315-457-9946

4800 Bear Road Liverpool, NY 13088

Accommodations: 160 total beds - 120 long term care beds with private and semi-private rooms; 40 rehabilitation beds; dining room on each floor; provisions for couples to live together.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Iroquois Nursing Home, Inc. 315-469-1300

4600 Southwood Heights Drive, Jamesville, NY 13078

Accommodations: 160 total beds - 32 private rooms; 64 semi-private rooms; 40 beds for patients who need respiratory care; 40 beds for residents with dementia; 80 beds for patients with general skilled nursing needs; shared baths; common dining room on each unit; provisions for couples to live together.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Loretto Health and Rehabilitation Center 315-413-3200

Cunningham – Primarily Long Term Care; Fahey – Primarily Rehabilitation
700 E. Brighton Avenue Syracuse, NY 13205

Accommodations: 583 beds of which 93 are rehabilitation beds, 34 are in the dementia unit, 30 on the palliative care floor. Couples are accommodated; private and semi-private rooms.

Sources of Payment: Private pay, Medicaid, Medicare, and private insurance.

Menorah Park 315-446-9111

4101 E. Genesee Street Syracuse, NY 13214

Accommodations: 132 total beds; all are long term care; facility offers rehabilitation, 44 beds on the Dementia Unit; private and semi-private rooms; provision for couples to live together.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Onondaga Center for Nursing and Rehabilitation 315-656-7277

217 East Avenue, Minoa, NY 13116

Accommodations: 80 total beds; 58 long term care and 22 rehabilitation beds of which 8 are private rooms; 29 semi-private rooms; small kitchenette on each unit; common dining room on each unit; provisions for couples to live together.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

St. Camillus 315-488-2951

813 Fay Road Syracuse, NY 13219

Accommodations: Private and semi-private rooms - 284 total beds; 224 long term care beds; 20 beds in the brain injury unit; 40 beds in the rehabilitation unit and there are provisions for couples to live together. They also have an Adult Day Program.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Sunnyside Care Center 315-656-7218

7000 Collamer Road, E. Syracuse, NY 13057

Accommodations: Private and semi-private rooms; total number of beds 80, offers long term care and rehabilitation; accommodates wound care and G-Tube/Peg Tube Feeding.

Sources of Payment: Private pay, Medicaid, Medicare, and private insurance.

Syracuse Home at McHarrie Place Health and Rehabilitation 315-638-2521

7740 Meigs Road Baldwinsville, NY 13027

Accommodations: 120 total beds – 88 long term care, 30 rehabilitation and 2 respite; private rooms and semi-private rooms; shared baths, 2 dining facilities; provisions for couples to live together.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Van Duyn Center for Rehabilitation and Nursing 315-449-6000

5075 West Seneca Turnpike Syracuse, NY 13215

Accommodations: 513 total beds – Long term care and rehabilitation. The 7th floor is a state of the art short-term rehabilitation floor; private and semi-private rooms, dining on each floor; provisions for couples to live together.

Sources of Payment: Private pay, Medicaid, Medicare and private insurance.

Nursing Home Transition & Diversion Medicaid Waiver (NHTD)

Provides support and services to individuals who are nursing home eligible but would prefer to stay in or return to their homes. The NHTD Waiver program includes additional home-based support services, transportation, structured day program, home modification, assistive technology, and more.

NHTD Waiver Eligibility:

- Eligible for community based Medicaid
- Assessed as needing nursing home level of care
- Either between ages of 18-64 with verified physical disability or aged 65 or older when applying.
- Able to safely live in community with services and supports offered

Application steps:

ARISE Inc. is the Regional Resource Development Center covering Onondaga County. ARISE Inc accepts referrals for several home and community-based waiver programs including the NHTD Waiver Program.

To apply for the waiver, contact ARISE Inc. For those in a hospital/nursing home/healthcare facility, speak with your Discharge Planner about your interest in the Nursing Home Transition & Diversion Waiver. A Discharge Planner may submit a referral to ARISE Inc. or you can call ARISE Inc. directly.

ARISE Inc

315-671-4655

635 James St, Syracuse NY 13203

<https://www.ariseinc.org/nursing-home-transition-diversion-waiver-nhtd/>

Onondaga County Senior Transportation Services by Area

Area – Clay, Cicero, North Syracuse, Salina						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*ANTS (Area North Transportation Service)	Town of Salina, 201 School Rd. Liverpool, NY 13088	315-424-1810	Mon. – Fri. 9:00 – 5:00 pm	Donations appreciated	Clay, Cicero, North Syracuse, Salina	To Doctor appointments, groceries, Rx, and congregate meal sites.
Area – Baldwinsville, Lysander, VanBuren						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Baldwinsville Express	Canton Woods 76 Canton Street Baldwinsville, NY 13027	315-638-4536	Mon. – Fri. 8:00 – 4:00 pm	FREE (Volunteers own cars)	Baldwinsville, Lysander, VanBuren	No wheelchairs Provide rides for seniors one trip per week, medical bank, Rx, Post Office, Senior Center
Area – Town of DeWitt						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
cod/FISH	P.O. Box 105 DeWitt, NY 13214	315-463-5158	Call for cod/FISH Mon. – Fri. 8:00 am – 4:00 pm Transportation available: Tues. and Thurs. 8:00 – 5:00 pm	FREE	Town of DeWitt	Clients must be ambulatory. Volunteer drivers transport clients to medical and dental appointments
Area – Fayetteville, Minoa, Manlius to East Syracuse						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
F-M FISH	P.O. Box 413 Fayetteville, NY 13066	315-637-8158	Mon. – Thurs. 9:00 am – 4:00 pm Fri. 8:00 – 5:00 pm	FREE Donations appreciated	Fayetteville, Minoa, Manlius to East Syracuse	Medical and dental appointments including physical therapy

Onondaga County Senior Transportation Services by Area

Area – Minoa, Bridgeport and Kirkville						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Senior Adult Transportation Service (SAT)	246 East Avenue Minoa, NY 13116	315-454-2740	Mon.– Fri. 9:00-3:00 pm Tues. and Thurs.: free trip to Senior Adult Ministry/ Pick-ups 9:00 am	Free-will donations appreciated	Minoa, Bridgeport, and Kirkville	Medical appointments, shopping. 1 st Mon. of month. Manual wheelchairs need escort. Senior exercise program & lunch Tues. & Thurs., senior centers. Personal activities. Call one week in advance for reservation
Area – Skaneateles						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Laker Limo	75 Fennell St. Skaneateles, NY 13152	315-685-3030 Recording Leave a message	Mon. – Fri. 9:00 am – 5:00 pm	Free-will donations appreciated	Skaneateles to Auburn and Syracuse	Residents of Town/School District of Skaneateles. <u>Call 2 days in advance</u>
Area – Jordan, Elbridge						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Jordan Elbridge Transportation (JET)	5 Route 31 P.O. Box 568 Jordan, NY 13080	315-604-1322	Mon. – Fri. 8:00 am – 4:00 pm	Free-will donations appreciated	Jordan, Elbridge, Onondaga County and Auburn	Medical and dental appointments, shopping. Wheelchairs, walkers, escort service. Senior Luncheons Tuesday & Friday at Noon
Area – City and County						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
America's Medical Transportation	130 Reed Avenue Syracuse, NY 13217	315-299-4471	Mon. – Sat. 5:00 am – 7:00 pm	City/one-way: \$28.00 Outside City: \$2.50 a mile; Taxi Service: one-way - \$15.00	City and County	Private Pay. Wheelchairs & Stretchers Only. Transport to medical and dental appointments.

Onondaga County Senior Transportation Services by Area

Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
Empire DM	6500 New Venture Gear Drive, Suite 6500, East Syracuse, NY 13057	315-477-1487. Leave message after 2:00 pm; will call back	Mon.- Fri. 5:00 am – 10:00 pm. Saturday 5:00 am to 5:00 pm	Call for fees	City and County	Private Pay (discount) Medicaid. Medical Dental, errands service. Wheelchairs, ambulatory
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Outbound Transportation Services	421 Montgomery St 5 th Floor Civic Center Syracuse, NY 13202	315-435-2815 Fax#: 315-435-2801	7 days - Mon. – Thurs.: 7 am – 6 pm. Fri.: 7am – 7 pm Sat.: 9 am – 7 pm. Sun: 9:00 am – 7:00 pm	3 round trips per month. \$12 each way. \$24 per round trip.	City and County	Medical, dental appointments. Wheelchairs. Cannot be enrolled in OSCAR or Call-a-Bus.
Area – City – East and West						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*The Salvation Army	677 S. Salina Street Syracuse, NY 13202	315-479-1311	Monday – Friday 7:30 am –10:00 am 3:00 pm – 5:00 pm	Free-will donations appreciated	City East and West	Congregate Centers to S.A. Day Care Centers (Long Term only)
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Westcott Community Center	826 Euclid Ave., Syracuse, NY 13210	315-478-8634	Mon.-Friday 9-4	Free-will donations appreciated	City East and University Area	To from the Center for activities & exercise. Grocery Shopping & Dr.'s Appointments
Area – City - North						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Syracuse Northeast Community Center	716 Hawley Ave. Syracuse, NY 13203	315-472-6343 ext. 206	Tues./Wed./Thurs. 9 am – 2 pm Appointments Only.	Free-will donations appreciated	City North	To McChesney, Northeast & Eastwood Senior Centers, Medical appts. Call: Mon., Wed. and Fri.
Area – City - Southwest						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Syracuse Community Connections	401 South Avenue Syracuse, NY 13204	315-766-6005	Mon. – Fri. 9:00 am – 5:00 pm. (Needs 48 Hour Notice)	Free-will donations appreciated	City Southwest	Medical appts. shopping, errands & social events.

Onondaga County Senior Transportation Services by Area

Area – City and Suburbs						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
Centro Call-A-Bus	P.O. Box 820 Syracuse, NY 13205	Information 315-442- 3434 Daily: 8:00 am – 5:00 pm	Reservations Daily: 8:00 am – 5:00 pm Call 315-442-3420 For Cancellations Daily: 24 hrs./7days Call 315-442-3434	\$2.00	City and Suburbs (Call for information on area of service.)	Curb-to-Curb service. Assists with bus entry-exit & with mobility devices. One personal aide rides free with advance notice at reservation
Area – County						
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
St. Camillus Transportation	813 Fay Road Syracuse, NY 13204	315-488- 2951 Ext. 242	Mon. – Fri. 7:00 am – 5:00 pm	Call for fees	County	Wheelchair, ambulatory, door-to-door transportation. 24-hour notice preferred
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Highland Patient Transport	6327 E. Malloy Road, E. Syracuse, NY 13057	315-254- 6287 office x150	Monday-Friday 7:00 am – 5:00 pm. Call for possible Saturday Transportation	Call for fees	County & Central New York	Private pay. Door to door assistance w/entry/exit. Wheelchairs, stretchers
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
Carebridge	219 S. Center Street E. Syracuse, NY 13057	315-463- 7504	Monday-Saturday 7:00 am – 5:00 pm	Call for fees	County	Door to door assistance w/entry/exit. Wheelchairs
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
Suburban Transportation	6327 East Molloy Rd. E. Syracuse, NY 13057	315-437- 0058	Mon. – Fri. 7:00 am – 6:00 pm Sat. and Sun. on request	Call for fees	County	72 hr. notice for weekends. Medicaid, wheelchairs, stretchers

Onondaga County Senior Transportation Services by Area

Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*OSCAR (Onondaga Senior Call A Ride)(CENTRO)	200 Cortland Ave. PO Box 820 Syracuse, NY 13205	Application: 315-442-3333 M-F; 8-5 Reservation 315-442-3420 2 working days in advance	Mon. – Fri. 7:00 am – 7:00 pm Not available on weekends or holidays	Free-will \$6.00 round-trip donation is appreciated	County	Onondaga County to/from areas not served by Centro's public transport. Eligible seniors may receive: 2 round trips per month or 4 one-way trips per month. Subject to change
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
*Native American Outreach Program		Darlene Papineau 315-412-3110	Mon. – Fri. For Native Americans 60+, on or near the Onondaga Nation	Free-will donations appreciated	County	Wheelchair accessible. Rides to clinic, doctor, food pantry, bank, store
Agency/Program	Address	Phone	Day & Hrs.	Fee	Area	Notes
Citywide Transportation of Syracuse, Inc.	435 W. Newell Street, Syracuse, NY 13205	304-268-3250	24/7	\$3.00/mile	Greater Syracuse Area	Wheelchairs, Veterans, Disabled, Seniors & Hospital Discharges

Caregiver & Homecare Assistance

Caregiver Support & Discussion Groups

Onondaga County Office for Aging, Caregiver Resources 315-435-2362

<http://www.ongov.net/aging/caregiver.html>

Information and support for people caring for older adults, including caregiver family discussions, caregiver training and individual support.

- *I CARE* Institute – Free Classes throughout the year for caregivers or those who will become caregivers.
- Caregiver Discussion Groups
- Caregiver Counseling
- Information and Referrals

Eldercare Locator <http://www.eldercare.acl.gov> **1-800-677-1116**

This national service helps locate community services available in your area. When you call, have the person's name (who requires services), address and zip code available.

Dementia Training Solutions (Senior Home Care & Alzheimer's Solutions)

315-469-1000

<https://www.syracusesenior.com/dementia-team-training>

Alzheimer's Association of Central New York 315-472-4201

441 West Kirkpatrick Street, Syracuse 13204

<https://www.alz.org/centralnewyork>

Programs and services include:

- **Information and Referral:** Dementia experts are available around the clock through their 24-hour Helpline at 800-272-3900.
- **Care Consultations, 315-472-4201 Ext. 227:** Care Consultations assist individuals with dementia and their families to solve immediate problems and plan for the future.
- **Support Groups:** Support groups meet regularly to provide educational information and social support to individuals and caregivers.
- **Safety Services:** The Alzheimer's Association has partnered with MedicAlert® to bring you MedicAlert® + Safe Return®, a national location management systems for people with Alzheimer's.
- **Education and Training Programs:** Family caregivers can take part in free education programs with topics including disease progression, communication and behaviors, daily activities and medical and legal planning.
- **Online Services:** The Alzheimer's Association offers a wide variety of services online at their local chapter website: alz.org/cny.

Family Caregiver Alliance: useful information and resources for Caregivers:

<https://www.caregiver.org/connecting-caregivers/services-by-state/new-york/>

Caregiver Discussion/Support Groups

Family caregivers of older or disabled persons assume responsibilities and experience many changes in their lifestyles. Through the Onondaga County Department of Adult and Long Term Care, Office for Aging, **Caregiver Services** provides on-going support through **Caregiver Discussion Groups** that meet with an aging specialist facilitator. Family caregivers gather to share their situations, define the problems they face, explore solutions, learn about community resources and make a commitment to change.

Group Participants learn from and support each other as they try different strategies for providing care for their family members, as well as balancing their own lives. The groups create an environment where caregivers can freely express emotions and concerns, and find validation and encouragement.

We offer Caregiver Discussion/Support Group meetings **virtually and in-person** so that caregivers or other loved ones can interact, share, and learn from each other in a safe, supportive environment, either online or in a group setting.

**Please contact Jessica Brown for dates and locations or other questions:
315-435-2362 ext. 4691 or jessicabrown@ongov.net.**

Care Management Services

Certified Geriatric Care Managers are committed to working towards higher quality of care for the elderly and their families through education, advocacy and high standards of private practice. The Care Management Services in Onondaga County are:

Aging Advocates CNY Care Management

Melissa Murphy, CMC, CDP

Aging Life Care Manager and Certified Dementia Practitioner

315-480-4770, melissa@agingadvocatescny.com

www.agingadvocatescny.com

CarePatrol of Rochester-Syracuse

Julie Whitbeck-Lewinski, OTD, OTR/L, CDCS, Senior Care Consultant

585-532-5558, jlewinski@carepatrol.com

<https://www.carepatrol.com/>

Inspire Care of Central New York

Certified Aging Life Care Management Services

315-447-3164

info@inspirecarecny.com

<https://togetherincaring.com/syracuse/>

Reflections Management and Care

Lindsay Kratzer MS, CMC, CDP

315-497-7200

info@reflectionsny.com

<https://www.reflectionsny.com/>

Syracuse Jewish Family Services – AgeWise Care Solutions

315-446-9111 x 234

info@sjfs.org

<https://sjfs.org/agewise-care-solutions/>

Expanded In-Home Services for the Elderly (EISEP)

Onondaga County Office for Aging
315- 435-2362
<http://www.ongov.net/aging/eisep.html>

The Expanded In-Home Services for the Elderly Program helps seniors who are not Medicaid eligible and their families delay or avert costly and premature placement in nursing facilities. This is done by combining case management services and non-medical supportive services. New York State established the program in 1987 to assist frail seniors who may have chronic physical and/or mental impairments.

Eligibility and Program Requirements

To be eligible for EISEP services, the individual must be:

- 60 years old or older
- Functionally impaired in at least 1 activity of daily living such as bathing and dressing or 2 activities of daily living such as housekeeping, laundry, shopping, driving, and meal preparation
- Not eligible for Medicaid
- Able to be maintained safely at home

EISEP participants are required to:

- Engage initial assessment with Case Manager that includes financial assessment and comprehensive health and social history
- Maintain communication with Case Manager by phone every 2 months
- Meet with Case Manager annually for Reassessment home visit

Cost Sharing

- EISEP participants are required to pay a percentage of their service costs.
- Rate of payment is based on a sliding scale.
- For those whose income falls below the established cost-share threshold, they will not be required to pay for services but have opportunity to contribute if they are able.
- Currently, approximately 40% of EISEP clients have incomes that fall below the established cost-share threshold.

Services

- **Case Management** – Case managers conduct comprehensive in-person assessments to identify the client's level of impairment, unmet needs and financial status. A financial assessment is required to determine the client's cost share level and prescreen for Medicaid eligibility. Those who appear eligible for Medicaid are not eligible for EISEP.

Services are then arranged to meet the individual needs of the client. Through ongoing contact, the Case Manager partners with the client and caregivers to monitor client satisfaction with services delivered and address any other unmet needs that arise.

- **In-Home Services (Traditional)** - Staff from local licensed home care agencies provide in-home services. The following services are provided through EISEP: Personal Care (PC) - Hands-on assistance with bathing, dressing and toileting. Light Housekeeping (HSK) - Cleaning of the bathroom/kitchen, removing garbage and doing personal laundry.
- **Consumer-Directed In-Home Services** – This option allows EISEP clients to hire a personal attendant of their choosing. A person must qualify for EISEP in order to be eligible for this service. Although a cost share applies, many consumers find that this helps them remain independent in their own homes, while honoring their preferences.
- **Social Day Program** - EISEP contracts with The Salvation Army Social Day Program and Silver Fox Adult Day Centers. These programs are designed to meet the individual's social, cognitive, and personal care needs. By engaging in a variety of recreational and social activities, participants stay active physically and cognitively.
- **Ancillary Services** -The EISEP Program utilizes the Onondaga County Emergency Response System contractor (Response4HELP) to provide at-risk clients with an added measure of safety. Emergency response systems are available for clients who live alone and have been identified as "at-risk" of falling.

Anyone can make a referral by calling EISEP at 315-435-2362.

Long Term Care Resource Center

Onondaga County Department of Adult & Long Term Care Services

315- 435-1400 M-F, 8:00 am to 4:30 pm.

<http://www.ongov.net/ltc/>

Offers comprehensive assessment and information to anyone in Onondaga County considering home care or other long term care services to achieve appropriate level of care. The completion of a PRI (Patient Review Instrument) can be done if nursing home placement is considered.

The Long Term Care Resource Center also provides nursing assessment and case management for Medicaid funded home care programs such as the Consumer Directed Program and the Personal Care Program.

- Provides on-going, medically-based care management for adults and children with disabilities
- Works collectively with Protective Services for Adults to provide nursing assessments
- Works collectively with Medicaid Waiver programs to provide personal care
- Provides Consumer-Directed and Personal Home Care Services

Consumer Directed Program allows a self-directing client to arrange and direct their own aide service. The Resource Center assesses the client's appropriateness for the program as well as the amount of service to be authorized for Medicaid payment. Enable provides training for new clients and acts as fiscal intermediary for the aides.

Personal Care Program. Home Care Services arranged and directed by an agency.

PRI – Patient Review Instrument

PRIs are completed for the purpose of determining the level of care needed (assisted living or skilled nursing facility). They are completed by Registered Nurses who have had special training and are certified to conduct them. They receive a score which indicates the level of care they need.

To obtain a PRI, contact any Certified Home Care agency or the Onondaga County Long Term Care Resource Center 315- 435-1400. *Fee for services depends on the provider.*

University Geriatricians-Nappi Wellness Institute

<https://www.upstate.edu/geriatrics/healthcare/ug.php>

725 East Adams Street

Syracuse, NY 13210

315- 464-6100

Geriatric evaluations designed to classify existing problems and to help plan for the immediate and long term future of the patient. For the frail elderly or those with suspected Alzheimer's and dementia's or cognitive disorders. Appointments may be made by individual, family member, physician or social service agency.

NY Connects

315- 435-1400 M-F, 8:30 am-4:30 pm.

<http://www.ongov.net/nyconnects/>



NY Connects
Your Link to Long Term
Services and Supports

of ONONDAGA COUNTY

(800) 342-9871 (315) 435-1400

- Provides information, assistance and resources on Long Term Care Services and Supports for any age and any payer source.
- Certified staff will provide Options Counseling to assist families in choosing appropriate, person-centered services.
- Provides outreach to community groups promoting access to services

Adult Day Programs

Adult programs provide a variety of services including recreational and social activities, meals, personal care, physical and occupational therapy and counseling. Some adult day care programs specialize in caring for frail, older adults in need of supervision. Often times, Adult Day Programs can provide respite to caregivers who simply need a break during the week. There are two types of adult day care programs: Social and Medical.

Social Adult Day Care

Social adult day care provides social interactions, activities and meals in a supervised setting. Although social programs do not have medical care, staff in Social Day Programs maintain close contacts with the participant's caregiver in order to report observed changes in physical, mental or emotional condition.

Keepsake Village at Greenpoint - Social Day Program

138 Old Liverpool Road Liverpool, NY 13088

315- 451-4567

<https://www.thehearth.net/senior-living/ny/liverpool/old-liverpool-road/adult-day-program>

Open 8:30 to 4:30 Monday through Friday. A Social Day Program specially designed to offer the assistance needed to improve daily stimulation of participants with Alzheimer's disease or memory loss. Caregivers receive peace of mind knowing their loved one is receiving quality care in calm and stress-free environment. Includes breakfast, lunch, mid-morning and mid-afternoon snacks. Call for fee schedule, self-pay \$125/day.

Sai Sewa Adult Care Center – Social Day Program

901 Lodi Street, Syracuse, NY 13203

315-214-5007

www.saisewaadultdaycare.com

Programs are customized for each participant and designed to include: social, emotional, spiritual, physical and creative needs, as well as multilingual services. Sai Sewa Adult Care Center provides a clean, safe and loving atmosphere for loved ones to enjoy their day while providing the care they need. Services include:

- | | |
|------------------------------|---|
| -Door to Door Transportation | -Hot Nutritious Meals and Snacks |
| -Exercise Groups | -English Classes |
| -Computer Classes | -Games and Group Activities |
| -Music and Movies | -Library and Quiet Room |
| -Field Trips and Parties | -Transportation for Doctor Appointments |

Salvation Army Social Day Program

749 S. Warren Street, Syracuse, NY 13202

315- 479-1309

<https://easternusa.salvationarmy.org/empire/syracuse/senior-services/>

The Salvation Army's Social Day Program provides opportunities for socialization and wellness that support independence for our community's seniors. The Senior Center provides a

warm and welcoming atmosphere that fosters a sense of community. Nutritionally balanced breakfasts and hot lunches are available for all participants. Seniors have the choice to participate in many programs, including computer instruction, yoga, exercise and strength training, falls prevention, diabetic support, health monitoring and education, ceramics and crafts, music, spiritual programs and personal enrichment. Available services include transportation, referral to case management services and other community resources, assistance on outings and trips and caregiver support/assistance. Contribution-based and fee based upon need.

Self-Direct Social Adult Day

80 Smokey Hollow Road Baldwinsville, NY 13207

315- 635-5374

<https://www.selfdirectinc.com/services/social-adult-day-program/>

Monday-Friday 9 am to 3 pm. Self-Direct, Inc's Social Adult Day Program is based on the philosophy that each individual has a need for socialization which does not diminish with age. Supportive services in a caring environment can enable people with functional impairments to live their lives more fully. Their goal is to provide a welcoming, home- like setting with a warm, friendly and well-trained staff who support the functioning, safety, and dignity of each individual in their care.

Program benefits include individualized services in a supportive environment, choice of program activities, personal care assistance, leisure and recreation skill building, and respite for caregivers. The program accepts Managed Long Term Care Insurance, Medicaid, Worker's Compensation, Private Insurance, and Private pay.

The Social Adult Day offers a daily calendar of activities such as cooking, animal assisted therapy, educational programming, daily news and coffee, strategic board games, memory games, arts & crafts, computer literacy, exercise classes, and interactive video games.

Silver Fox Adult Day Centers

Silver Fox West 22 East Genesee Street, Baldwinsville NY 13027 315-715-5335

Silver Fox East 240 W. Seneca Street, Manlius, NY 13104 315-635-5335

<https://www.silverfoxseniors.org/>

Silver Fox is a non-profit Adult Social Day Program that provides functionally impaired older adults with socialization, supervision, personal care, and nutrition in a protective setting. Open Monday-Friday 7:30am-6pm, located in Baldwinsville and Manlius.

Membership includes: Socialization, organized recreational activities, assistance with personal care, assistance with transfers, medication reminders, homemade meals on-site, case coordination and assistance.

*Assistance may be available through the VA Administration, local Onondaga County funds, Managed Long Term Care, or Long Term Care insurance.

HUB at Elite

2826 LeMoyne Ave. Syracuse, NY 13211

315-805-2000

HubAtElite.com

Begin your day with social connections and energizing activities at Hub at Elite Social Day Program! Open 10am-2pm in Mattydale. We offer a wide variety of activities such

as: cooking, baking, arts & crafts, special entertainment, outings in community, yoga and exercise classes, games and interactive activities. Services include door to door transportation, breakfast, lunch and snacks, medication reminders, and on-site case management. The program offers amenities that include computers with Wi-Fi, big screen televisions, exercise room, massage chairs, pool table, and hair/nail salon. The facility accommodates wheelchairs, walkers, and assistive medical devices.

Medical Adult Day Care

Medical Adult Day Care programs provide socialization opportunities and are staffed with at least one registered nurse to administer medicine and perform routine medical tasks. It is a community-based day program in a comfortable, safe environment which brings the individual's primary care doctor, specialists, case managers, and other representatives together to create a comprehensive health service plan.

Loretto – PACE CNY

<https://lorettocny.org/locations/pace-cny/>

Sally Coyne Center

100 Malta Lane

N. Syracuse, N.Y. 13212

N.Y. 13057 315-452-5800

McAuliffe Health Center

115 Creek Center

East Syracuse,

315-452-5800

PACE CNY provides an alternative to nursing home placement for people 55+ who have health problems that would qualify them for nursing home placement. Individuals can privately pay for PACE or apply for Medicaid for which PACE is a MLTC (Managed Long-Term Care Program). A full range of services are offered from case management through health care and medical specialties to transportation. On-call health coverage by M.D. and R.N. available 24 hours, 7 days a week, 365 days a year.

Day Center attendance is based on an individual's needs and can range from once a month to once a week, to several days a week, as needed. The Day Center is a social daycare center with on-site medical care, nursing care, and rehabilitation therapy. The Day Center's large activity area is a place for participants to socialize, participate in activities and special program, enjoy entertainment, and share meals. Whirlpool bath and aqua therapy is available if determined medically necessary by the PACE CNY team. There is also a personal care shower area. The services of a beautician are available on-site on a fee for service basis. PACE CNY provides transportation to the Day Center, at no cost.

Menorah Park Campus - Rothschild Adult Day Health Services

4101 E. Genesee Street, Syracuse, NY 13214

315- 446-9111 ext. 128

<https://menorahparkofcny.com/programs/>

Adult Day services (medical model) – Provides individuals with the opportunity to participate in a comprehensive health program. It offers structured, supervised health, nursing, recreational, social, nutritional, rehabilitation and social work services. Program runs Monday – Friday- 9:00 am – 3:00 pm. Physician's referral and physical need eligibility. Wheelchair accessible, Interpreters provided as available. Set fee, Medicaid, or self-pay.

Home Health Care in Onondaga County Certified, Licensed, and Companion Care

Certified Home Health Care Agencies

A Certified Home Health care Agency, or CHHA, is a licensed home health care agency that is certified by both Medicare and Medicaid. The services offered by a certified agency are medical and include nursing care, home health aides, physical therapy, occupational therapy, speech therapy, nutrition assistance, social work and respiratory therapy.

Those who are eligible for home care under Medicare *must utilize* a certified agency. A doctor's referral is necessary. A doctor determines home health care as medically necessary and sets up a treatment plan.

A nurse will conduct an assessment of the patient's physical condition, and the agency will then be able to advise which benefits and services are available under Medicare.

HCR Home Care

800-270-4904

Center Well

115 Continuum Dr., #2E, Liverpool, NY 13088
315-461-0209

Nascentia Health

1050 West Genesee St., Syracuse, NY 13204
315-477-4663

Licensed Home Care Services Agencies

A licensed home care service agency provides nursing care, personal care attendants, and housekeeping services. Services are available to clients who have private insurance, pay privately, and in some cases contracted through local social service departments. Note that home care agencies generally require several days' notice to complete a home care plan and to make the necessary arrangements for in-home services.

Access to Home: 315-258-2842, www.accesshomecarecny.com

All Metro: 315-453-5537, www.all-metro.com

Caregivers Home Care: 315-451-6886, www.caregivershomecare.com

Changing Seasons: 315-637-2273, www.changingseasonshc.com

Comfort Keepers: 315-474-0444, www.comfortkeepers.com

Dignity Plus: 315-668-9381, www.dignityplus.com

Elder Choice: 315-252-7889, www.elderchoiceinc.com

Maxim Healthcare: 315-476-0600, www.maximhealthcare.com

Nascentia Health: 315-477-4663, www.nascentiahealth.org

New Beginnings Home Care: 315-255-3390, www.cnyhomecareservices.com

NurseCore: 315-433-9100, www.nursecore.com

Peregrine Home Care: 315-469-8900, www.peregrineseniorliving.com/homecare/

Self Direct: 315-635-5374, www.selfdirect.com

Stafkings: 315-432-5636, www.stafkingshealthcare.com

VA Hospital Based Home Care Program (Veterans only): 315-425-4669
(Must be connected to Veterans Hospital System)

Companion Care (Non-Medical)

Companion care offers social interaction and emotional support along with supervision. Services can often include assistance with household chores, transportation, and running errands. Services are non-medical.

At Home Independent Living: 315-579-4669, www.athomeindependentliving.com

Constant Care 24/7: 315-447-2461, www.constantcare247.com

Elite Home Health Care: 315-960-5000, www.elitehhc.com

Griswold Home Care: 315-636-5191, www.griswoldcare.com

Home Instead: 680-895-4344, www.homeinstead.com

Peace at Home: 315-530-3023, www.peaceathomecare.com

Seniors Helping Seniors: 315-720-4441, www.seniorshelpingseniors.com

Senior Home Care & Alzheimers Solutions: 315-469-1000, www.syracusesenior.com

Touching Hearts at Home: 315-565-6492, www.touchinghearts.com/cny

Caregiver Respite Programs

Respite care provides relief to family members from their caregiving responsibilities. It may involve a person coming into the home on a regular basis for a few hours or an arrangement to allow the caregiver a break for a weekend or vacation. Some of the home health care agencies listed above offer respite. Call for more information.

Onondaga County Office for Aging Caregiver Respite Program

Assists unpaid caregivers of a frail senior 60 years or older or someone of any age with Alzheimer's Disease or related disorder. Program offers in-home care or social day program services as respite options.

315-435-2362 x4691

Nascentia Health Caregiver Respite Program

Offers in-home and out-of-home care for up to 42 days per year. Services based on availability and funding.

315-477-4663, www.nascentiahealth.org/

New York State Caregiving and Respite Coalition (NYSCRC) Statewide Voucher Program

NYSCRC offers \$600 respite voucher to informal family caregivers across New York State. Program is open to kinship caregivers (those caring for a child under 18 who is not their biological child, as well as caregivers of adults with long term chronic conditions.

Lifespan of Greater Rochester/NYSCRC: 585-287-6393

www.nyscrc.org/respite-voucher-program

Email: Rebecca Hyde at rhyde@lifespan-roch.org

Veteran's Administration Respite Program (Veterans only)

Must be connected to Veterans Hospital System

315-425-4669

Can provide planned, limited stay in the Syracuse VA Hospital to give caregiver a break.

Friendly Visitor and Telephone Reassurance

Senior Companion Program

InterFaith Works

315-449-3552 x224 x110

Volunteer outreach program of friendly visitors/companions offering socialization and advocacy for isolated older adults.

TeleCare

Contact Community Services

315-251-1400 x115

Free: Mediation management, reassurance and emotional support and regular connection.

Personal Emergency Response Systems

Personal emergency response systems provide emergency assistance with just a touch of a button. This small electronic device offers 24 hour security and peace of mind to individuals who live alone or who may be at risk during the day or night. This device is worn by an older adult who can activate it in case of an emergency. When triggered, a message is sent to a response station which immediately phones the older adult. If there is no answer, individuals listed will be called to check on the adult and if there is still no response, emergency assistance is immediately sent. Help is always available even for those unable to dial the phone. Units accommodate 140 foreign languages and those who are deaf. **Many home health agencies can assist with these devices or you can contact:**

LifeFone Medical Alert	1-800-882-2280
Lifeline	1-855-681-5351
Response4HELP	315- 857-8939
Service Alert Systems	315- 487-6858
Vital Link	1-800-338-4825

“Safe Return Program” Alzheimer’s Association 315-472-4201.

“Project Lifesaver” Onondaga County Sheriff’s Department 315-435-3006.

Assistive Devices & Accessibility Resources

Assistive devices are any item or piece of equipment used to maintain or improve a person’s functional capabilities. There are many advancements in computers and communication devices which can be difficult to find. **AccessCNY (315-455-7591)** is the local representative of TRAIL (Technology Related Assistance for Individuals with Disabilities) and a good source of information regarding Assistive Devices. Funding for assistive technology can come from a number of sources including Medicaid, Medicare, private insurance etc.

AccessCNY

315-410-3335

Assistive technology, as well as augmentative and alternative communication diagnostic services. Accessibility for disabled.

Aurora

315-422-7263, TTY/TDD 315-422-9746, VP 315-679-4168

Assistive visual and hearing equipment.

Arise

315-472-3171, TTY 315- 479-6363

Adaptive Equipment and Design Program.

Verizon - Center for Customers with Disabilities

1-888-262-1999

Products for people with certified visual, hearing, speech or motion disabilities.

End of Life Issues

Palliative Care and Hospice

Palliative care is for patients and their families who are facing a potentially life threatening illness, but are at a stage where hospice care is not appropriate or desired. Active treatment options are still part of the care and the patient's life expectancy is often undetermined. Even during an active treatment program when the prognosis is hopeful and optimistic, patients and caregivers are still faced, often for the first time, with the possibility of having a terminal illness.

Hospice programs provide support and care for terminally ill persons and their families. They assist a person who is dying to do so with dignity. Hospice care may be provided at home, in some nursing facilities, or in a hospice facility. Services include pain relief, symptom management, home health care, respite care, counseling and homemaker services. Medicare provides some hospice benefits.

Nascentia Health Palliative Care

1050 West Genesee St., Syracuse, NY 13204
888-477-4663

Palliative Care is a holistic approach to care through its support of symptom management by addressing psychological, social, and spiritual issues.

Francis House

315-475-5422

This is a private home where custodial care is provided the last six months of life for those with no primary caregiver or whose caregivers cannot provide care. Referrals can come from family members, Hospice or any social service department of a care facility.

Hospice Of Central New York

990 Seventh North St., Liverpool, NY 13088
315-634-1100

Serves individuals living in Onondaga, Oswego and Madison counties with a terminal illness, as well as their families and caregivers, through an interdisciplinary healthcare team that provides a holistic (physical, emotional, social and spiritual) approach to care through terminal diagnosis to bereavement.

Hope For Bereaved

4500 Onondaga Boulevard, Syracuse, NY 13219
315-475-4673

Support groups, telephone hotline, etc. for those coping with the loss of a loved one. The organization was founded on the understanding that sharing the journey from grief to hope with others who are going through or have experienced the same suffering is essential to the healing process.

Health

Medical Services & Information

Alzheimer's Association Central New York Chapter, 315-472-4201

5015 Campuswood Dr., Suite 102, E. Syracuse, New York 13057

Offers telephone information line and referrals to community resources. The association also provides literature, education and support groups.

ARC Of Onondaga County – Horizons Clinic, 315-476-7441 x1111

600 S Wilbur Avenue, Syracuse, New York 13204

Monday through Friday: 8:00 am – 4:30 pm (By appointment only)

<https://www.arcon.org/what-we-do/horizons-clinic/>

Horizons Clinic provides therapeutic, clinical services to individuals with developmental disabilities. A division of Arc of Onondaga, Horizons is a free-standing, Article 16 Clinic certified by the New York State Office of People With Developmental Disabilities. Licensed staff provide all services offered by Horizons under the direction of a Board-certified physician. Services Provided by Horizons Clinic include:

- Psychological Evaluation and Testing
- Sexuality Assessments
- Medical and Guardianship Affidavits
- Social Work Counseling
- Occupational/Physical Therapy

Empower Parkinson, Inc. 315-729-7178

604 Old Liverpool Road, Liverpool, NY 13088 (Back of Building)

<https://empowerparkinson.org/>

Services for individuals living with Parkinson's disease, their care partners and families to support well-being and improve function including: educational sessions, support groups, nutrition, yoga, dance, boxing and other exercise programs. Conference and Discussion Groups are also offered.

HealthLink – Upstate Medical University, 315-464-6055

HealthLink Site, 6333 Rt 298, East Syracuse (off Carrier Circle, 1 Telergy Pkwy)

<http://www.upstate.edu/hospital/healthlink/>

HealthLink is an initiative of Upstate Medical University bringing health information and education to individuals and their families at no cost.

Onondaga County Medical Society, 315-424-8118

125 E. Jefferson Street, 1st Floor, Syracuse, NY 13202

<https://onmeddocs.org/>

Physician referrals. Monday through Friday, 8:30 am to 4:30 pm.

Onondaga County Health Department
421 Montgomery Street, Syracuse, NY 13202
<http://www.ongov.net/health/>

Birth and Death Certificates	315-435-3163
Cancer Screening (Breast, Cervical, Colorectal)	315-435-3653
Communicable Disease Reporting	315-435-3252
HIV Testing, PrEP	315-435-3226
Immunization	315-435-2000
Rabies	315-435-3165
Tuberculosis	315-435-3236

Poverello Health Center at Assumption Church, 315-423-9961

808 N. Salina Street, Syracuse, NY 13208

<https://www.assumptionsyr.org/clinic>

Wednesdays: 5:00-7:00 pm; Walk-ins are welcome. Physical examinations for pre-employment and college/vocational schools (available by appointment only.)

- Prescription assistance
- Diabetic care & education
- Dietary counseling
- Social service counseling
- Hypertension monitoring & education
- Physical Therapy

Road to Emmaus, 315-961-3067

St. Marianne Cope Health Services

4335 S. Salina Street, Syracuse, NY 13205

manager@stmariannecopehealthservices.org

<https://emmausministry.org/services-we-provide/dental-and-medical-services/>

Syracuse Community Health Center, Inc. 315-476-7921

<https://syracusecommunityhealth.org/>

Syracuse Community Health Center is a Federally Qualified Health Center (FQHC) with convenient locations across Syracuse, NY. They provide healthcare services to everyone, regardless of their ability to pay. Their services include

- General Medical Care
- Urgent Care
- Substance Use/Behavioral Health
- Family Planning
- Dental Services
- Pediatrics
- Obstetrics and Gynecology
- Eye Care
- Podiatry

St. Joseph's Hospital Health Center Resource Line, 301 Prospect Avenue, Syracuse, 13203, 315-448-5111, 1-888-785-6371, toll-free.

<https://www.sjhsyr.org/about-us/contact-us>

For people needing a new physician or information about St. Joseph's programs and services. M-F, 8 am-4:30 pm.

University Geriatricians, 550 Harrison Street, Suite A, Syracuse 13202, 315-464-6100

<https://www.upstate.edu/geriatrics/healthcare/ug.php>

Offers a geriatric evaluation designed to classify existing problems and to help plan for the immediate and long term future of the patient; for the frail elderly; those with suspected Alzheimers, dementia or cognitive disorders. Appointments may be made by individual, family member, physician or social service agency. Fee generally covered by Medicare and most other medical insurance coverage.

Upstate Oasis, 315-464-6555

Sponsored by Upstate University Hospital
6333 Rte. 298, East Syracuse, NY 13057

<https://upstate.oasisnet.org/>

Classes in health and wellness, the arts and humanities.

Upstate University Hospital- Upstate Connect, 800-464-8668 or 315-464-8668

750 E. Adams St., Syracuse, NY, 13210

<https://www.upstate.edu/hospital/connect/>

Free, Confidential, and Around-the-Clock. Contact their professional staff of Registered Nurses, nationally certified in telephone triage, for the most up-to-date health information—available 24 hours a day—on a wide variety of diagnoses and health issues. Nurses can provide information over the phone or even mail it to you free of charge. If you have an immediate health problem, they can help you to decide what to do. Upstate Connect also has an extensive computerized data base of physicians and health care services from which to choose.

Dental, Vision, Hearing and Podiatry Services

Dental Services

Amaus Dental Services 315-802-6741

259 East Onondaga Street, Syracuse, NY

Amaus Dental Service is an outreach of the Cathedral of the Immaculate Conception. Their mission is to provide quality dental care to the members of our Central New York community who find themselves unemployed, homeless or without dental insurance. This care will be provided free of charge by volunteer dental professionals and support staff. They offer examinations, x-rays, hygiene (cleanings), fillings and routine extractions. They do not do root canals, replace any missing teeth, provide or repair dentures, nor extract wisdom teeth. For more information, please contact them at: 315-802-6741.

Road to Emmaus Ministry 315-961-3067

4335 S. Salina Street, Syracuse, NY 13205

<https://emmausministry.org/services-we-provide/dental-and-medical-services/>

Free Dental Clinic. Cleanings, x-rays, restorations, extractions, root canals and denture adjustments. Appointments: Monday 1:00 – 4:00 pm and Friday 10:00 – 4:00 pm.

St. Joseph's Hospital Health Center Dental Services 315-448-5477

Provides a full spectrum of dental services. Call for an appointment. Medicaid, private insurance, self-pay and based on services rendered, financial counseling available.

Syracuse Community Health Center, Inc. 315-476-7921

Provides a full spectrum of dental services, routine appointments, follow-up, and emergency dental care are provided. Medicaid, private insurance, self-pay.

PACE CNY McAuliffe Health Center – Loretto 315-492-6430

115 Creek Circle, East Syracuse, NY 13057

Provides a full spectrum of dental services. Medicaid, private insurance, self-pay.

Vision

Amaus Vision Services 315-314-7004

259 E. Onondaga Street, Syracuse, NY 13202 (Cathedral Parish Center)

<https://www.amaus-vision.org/>

Comprehensive free eye exams and eyeglasses for those without insurance.

Aurora of CNY 315-422-7263

518 James Street, Suite 100, Syracuse, NY 13203

Assistive visual and hearing equipment.

Liberty-Aurora Eye Center 315-413-7693

1045 James Street, Syracuse, NY 13203

Eye exams/low vision evaluations; patient support and education.

Lions Club of New York State 315-478-3131

Help with vision needs; for low income.

PACE CNY McAuliffe Health Center – Loretto 315-492-6430

115 Creek Circle, East Syracuse, NY 13057

Provides a full spectrum of vision services. Medicaid, private insurance, self-pay.

New Eyes for the Needy

<https://new-eyes.org/>

Assists low-income individuals with eyeglasses.

Syracuse Community Health Center, Inc. 315-476-7921

Eye Care Services Medicaid, private insurance, self-pay.

Hearing

Aurora of CNY 315-422-7263

518 James Street, Suite 100, Syracuse, NY 13203

Assistive visual and hearing equipment

Hear Now 1-800-328-8602. (For low income.)

Lions Club of New York State 315-478-3131

Help with getting hearing aids for low income.

Syracuse University Gebbie Clinic 315-443-4485

Hearing testing and hearing equipment. Fees on a sliding scale based on income.

Podiatry

PACE CNY McAuliffe Health Center – Loretto 315-492-6430

115 Creek Circle, East Syracuse, NY 13057

Provides a full spectrum of podiatry services. Medicaid, private insurance, self-pay.

Syracuse Community Health Center, Inc. 315-476-7921

Podiatry Services Medicaid, private insurance, self-pay.

Medical Equipment/Assistive Technology Loan Closets

in Onondaga County

ACCESS CNY TRAUD Center

315-410-3335

<https://www.accesscny.org/services/traid-center-children/>

The **Technology Related Assistance for Individuals with Disability (TRAID) Center** is AccessCNY's assistive technology lending library. The TRAUD Center's primary mission is to increase access to assistive technology and durable medical equipment such as wheelchairs, walkers and augmentative communication devices.

TRAID accomplishes this goal by providing **short term equipment loans at no cost**; individuals simply borrow items, use them and then return the items to the TRAUD Center for others to utilize. Services are available to individuals with disabilities of all ages, their family members, service providers, employers, and others who are interested in disability issues and/or assistive technology.

In addition to short term equipment loans, AccessCNY's TRAUD Center also:

- Does demonstrations to compare different devices
- Facilitates trainings on assistive technologies & durable medical equipment
- Provides information and referrals
- Raises public awareness at events, conferences, etc.

TRAID Center staff know that a short term loan of the right equipment can make a huge difference in someone's life and even help a person with a disability stay in their home.

ARISE/Medical Equipment Loan Closet 315-472-3171

Advocacy and Accessibility 315-671-2927

The **ARISE Medical Equipment Loan Closet** allows you to borrow and test a variety of medical equipment on a short-term basis. Borrowing equipment can help you select the best option before purchasing your own equipment and fills the gap during temporary periods of need. They have a variety of walkers, crutches, canes, wheelchairs, shower and tub benches of different designs, shower chairs, and other specialized types of medical equipment. To find out if they have a specific item you need, call. All you need to do is contact them and fill out a simple form.

Multiple Sclerosis Society Resources

315-438-4790

Eligibility: Must be a client of the Multiple Sclerosis Resources. Call to enroll. Makes available, for loan: wheelchairs, commodes, walkers, crutches, walkers etc.

Loan free of charge. Support groups and newsletters are available.

Mental Health Services for Seniors



Senior Health and Resource Program (SHARP)

Onondaga County Department of Adult & Long Term Care Services

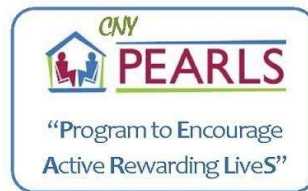
315-435-5600 Ext. 5674

SHARP is a program designed to assist adults 60 years of age or older with counseling and community-based services that promote physical and emotional well-being.

SHARP offers:

- Aging Assessments and services
- Mental health referrals
- Substance use counseling referrals

The goal of SHARP is to provide appropriate supports and service tha will enable older adults to remain safely in their homes and participate in famil and community life.



PEARLS “Program to Encourage Active Rewarding Lives”

Syracuse Jewish Family Service at Menorah Park

(Supported by Onondaga County Department of Adult & Long Term Care Services and the Richard S. Shineman Foundation)

4101 E. Genesee Street

Syracuse, NY 13214

315-446-9111 x234

<https://sjfs.org/>

This free evidence-based program may help if you are over 60 and feeling down.

- In-home
- One-on-One meetings with a Pearl Counselor
- Learn to manage unpleasant feelings
- Identify and solve problems that create a downward spiral
- Become more physically and socially active
- Feel beter and improve your quality of life

Crouse Hospital Outpatient Older Adult Recovery Service (OARS)

<https://www.crouse.org/services/chemical-dependency-treatment-services/special-populations/>

Abuse of alcohol and medications is often overlooked in older adults. A higher level of denial exists in the community and symptoms of this problem can differ from those displayed in younger individuals. Physiological challenges in older adults can make them more susceptible to the effects of alcohol. A decrease in muscle tissue and an increase in fatty tissue reduce an older body's ability to absorb and dispose of alcohol, resulting in a lower tolerance level.

Crouse's Outpatient Older Adult Recovery Service (OARS) is staffed by specialists with experience in the treatment of chemically-dependent older adults. It provides an affordable and accessible program that takes into account the special treatment needs related to:

- Physical health
- Nutrition
- Spirituality
- Family and social relationships

Cost/Coverage: Most private insurance, Medicare and Medicaid are accepted. A sliding fee scale is available for those without insurance.

Location: 2775 Erie Blvd. East, Syracuse

Contact: 315-470-8304

Crisis Assistance, Referral Services and Support Groups:

- 211 CNY: Dial 2-1-1 for referrals to community, social or government services.
<https://211cny.com>
- Al-Anon: For families and friends of alcoholics. 12 Step Program
315-471-0191, <http://www.syracuseais.org>
- Alcoholics Anonymous: 12 Step Program, 315-463-5011 - 24 Hour Line
<http://www.aasyracuse.org>
- Central Region Problem Gambling Resource Center: 833-437-3864,
<https://oasas.ny.gov/location/central-problem-gambling-resource-center>
- Depression Bipolar Support Alliance Onondaga County: 315-428-9366
www.dbsacentralnewyork.org
- Contact Community Services: 24 Hour Crisis Line 315-251-1400
<http://www.contactsyracuse.org>
- Family Support and Education Center: Crisis and ongoing supports and
advocacy. AccessCNY, 315-218-1614
- Hope Connections: Peer Led Coaching Program at Catholic Charities advocating
recovery in the community, 315-362-7641, www.ccoc.us
- NAMI (National Alliance on Mental Illness) Syracuse: Support and Sharing Meeting
for family/friends of those with mental illness diagnoses. 315- 487-2085
- Narcotics Anonymous: 12 Step Program, 315-472-5555 <http://honyana.org>
- National Helpline: 1-800-662-4357, TTY 1-800-487-4889
- National Suicide Prevention Lifeline: 9-8-8 Suicide and Crisis Lifeline
- Onondaga County Department of Adult & Long Term Care Services:
www.ongov.net/adult: Office for Aging (315-435-2362) Adult Protective Services
(315-435-2815) NYConnects and the Long Term Care Resource Center (315-435-
1400)
- Onondaga County Department of Social Services: Economic Security:
<http://www.ongov.net/dss> 315-435-2700
- Prevention Network: Substance Use Referral Service, education and training for
Substance Abuse/Addiction Prevention. 315-471-1359
<http://www.preventionnetworkcny.org>
- Youth Emergency Services (YES): 24/7 Line, 315-463-1100
- Unique Peerspectives: Peer led support, 315-802-7018
- Veterans Crisis Line: Available 24/7 at 1-800-273-8255,
<https://www.veteranscrisisline.net>

Helpful Links

- Behavioral Health Treatment Locator: <https://findtreatment.samhsa.gov>
- Center for Community Alternatives: <http://www.communityalternatives.org>
- Faces and Voices of Recovery:
<http://www.facesandvoicesofrecovery.org/guide/support>
- Huntington Family Center: <http://www.huntingtonfamilycenters.org>
- NAMI - National Alliance on Mental Illness New York State:
<http://www.naminy.org>
- NAMI - National Alliance on Mental Illness Syracuse: <http://namisyracuse.org>
- New York State Office of Alcoholism and Substance Abuse Services (OASAS):
<https://www.oasas.ny.gov>
- Rescue Mission: <http://rescuemissionalliance.org>
- U.S. Substance Abuse and Mental Health Services Administration (SAMHSA):
<http://www.samhsa.gov>

Health Benefits

Health Insurance Counseling

HIICAP (Health Insurance Information Counseling and Assistance Program)

<http://www.ongov.net/aging/medhelp.html>

315-435-2362

HIICAP counseling provides Medicare beneficiaries, their representatives, and people planning to retire with unbiased information and assistance relating to health insurance. This is a free and confidential service offered by volunteers trained by the Onondaga County Office for Aging. HIICAP Counselors can also help consumers understand their medical bills and health insurance policies; provide information on Medicare, Supplemental Insurance, and Medicare Managed Care. Call 315-435-2362 to arrange for a free, convenient consultation.

Long Term Care Insurance

New York State Partnership for Long Term Care Insurance

1-866-950-7526 <https://nyspltc.health.ny.gov/>

The NYS Partnership for Long-Term Care (NYSPLTC) is a unique Department of Health program combining private long-term care insurance and Medicaid Extended Coverage (MEC). Its purpose is to help New Yorkers financially prepare for the possibility of needing nursing home care, home care, or assisted living services someday. The program works by allowing an individual or couple who has in the past purchased (as of 1/1/2021 NYS Partnerships Policies are no longer being sold) a Partnership Insurance Policy and keeps it in effect to hold onto all or part of their assets (depending on the type of policy purchased) under the Medicaid program if their long-term care needs extend beyond the period covered by their policy.

Medicare

Advanced Beneficiary Notice (ABN)

- New form must be completed for services which may not be covered by Medicare
- Must list service and date of service
- If claim is denied by Medicare, beneficiary is not liable for cost UNLESS a valid ABN was signed
- Still retains right to appeal
- Always liable for non-covered (excluded) services

You are eligible for Medicare if...

You are a U.S. citizen or have your resident visa and have lived in the U.S. for 5 consecutive years and

- you are 65 years and older; or
- you have been getting disability benefits for at least 24 months; or
- you have kidney failure; or
- you have ALS (Lou Gehrig's disease).

You can apply for Medicare three months before you turn 65, the month you turn 65 or the three months after the month of your 65th birthday by contacting the Social Security Administration at 800-772-1213; going on-line to ssa.gov; or going to the local SSA office.

If you are already collecting Social Security, you will automatically be enrolled into Medicare.

There are four Parts of Medicare

- Part A – Hospital Insurance
- Part B – Medical Insurance
- Part C – Medicare Advantage Plans
- Part D – Prescription Insurance

Medicare Part A: Hospital Insurance

What it Covers:

- Inpatient Hospital Care
- Post Hospital Skilled Nursing Facilities (not unskilled or long-term care) - Medicare doesn't cover long-term or custodial care in this setting
- Hospice Care for people with a terminal illness. A Medicare-approved hospice usually gives hospice care in your home (or other facility like a nursing home).

- Some Home Health Care - Limited to medically-necessary part-time or intermittent skilled nursing care, or physical therapy, speech-language pathology, or a continuing need for occupational therapy.
- Coverage is the same from State to State

Medicare Part B: Medical Insurance

There are two kinds of Part B covered services:

- Medically-necessary services - Services or supplies that are needed to diagnose or treat your medical condition and that meet accepted standards of medical practice
- Preventive services – Health care to prevent illness or detect it at an early stage

Medigap Supplement Plans

- Works as a supplement to Original Medicare Parts A & B
- May cover all co-payments after Medicare makes their payment
- Does not cover any non-Medicare Parts A & B services
- Does not cover prescriptions
- Standardized plans available through private insurance companies
- Open enrollment all year in New York State
- Anyone who becomes eligible for Medicare after 12/31/19 will not be able to enroll into Plans C, F or the high deductible F.

Medicare Part C: Medicare Advantage Plans (MA plans)

Plans include:

- Medicare HMOs – Health Maintenance Organizations
 - Must stay within their network of providers in most cases
- Medicare PPOs – Preferred Provider Organization
 - Stay within the network for the lowest copayments, out of network would cost more
- Medicare PFFS – Private Fee-for-Service
 - Can go to any provider within their network or any provider who will accept the plan
- Special Needs Plans – These are plans which limit their membership to people who live in certain institutions (nursing homes) or who are eligible for both Medicare and Medicaid.
- Private insurance companies administer your Medicare instead of the government; you need to have Medicare A & B.
- Plans must cover at least what Original Medicare covers, but may include additional benefits such as vision, dental and/or wellness and health programs

- Very strict marketing rules apply to these plans
- Some plans offer prescription coverage, while others do not
- Original Medicare covers Hospice care even if you are in a Medicare Advantage plan
- You cannot be sold a Medigap supplemental plan if you have a Medicare Advantage plan.

Medicare Part D: Prescription Drug Coverage

Medicare prescription drug coverage is available to everyone with either Medicare Part A or B or both. To get Medicare drug coverage, you must join a Medicare drug plan offered through a private insurance company. Plans vary in cost and drugs covered.

- Outpatient prescription drugs
- Different from Parts A and B
 - Part D is through a private insurer
- Two ways to get Medicare drug coverage:
 - If you have **Original Medicare:**
Stand-alone prescription drug plan (PDP)
 - If you have a **Medicare Advantage Plan:**
Must join the Part D Plan offered by your Medicare Advantage Plan.
Some exceptions apply.
- Very strict marketing rules apply to these plans
- Each Medicare PDP has its own formulary (list of covered drugs), which may include both brand name and generic drugs
- Medicare PDP's must offer at least 2 drugs under each drug class. In addition, each plan must cover a majority of drugs in the following classes:
 - Antidepressants
 - Anti-psychotics
 - Anticonvulsants
 - Anti-retrovirals
 - Anticancer
 - Immunosuppressants

Some groups of medications are specifically excluded from Medicare Part D plans:

- Most prescription vitamins and minerals (with the exception of prenatal vitamins and fluoride preparations)
- Prescription drugs used for - anorexia, weight loss or weight gain; fertility; cosmetic purposes or hair growth; relief of symptoms of colds

If you have drug coverage that is equal to or better than Medicare Part D, you have “creditable coverage” and will not need to enroll in Part D. Your employer/former employer or insurance company will let you know. You should get written proof of this and keep it in case you need it

in the future. **ALWAYS** check with your employer/retiree plan before you enroll in a Part D plan so as not to jeopardize your coverage!

Other Prescription Resources

- Generic Drugs
- Tier Exception
- Preferred Pharmacies
- Mail Order
- EPIC - New York State's prescription benefit
- Extra Help Low Income Subsidy
- Medicare Savings Programs
- Charity Programs
- Patient Assistance Programs
- Discount Programs & Cards

Information Resources

HIICAP:

Health Insurance Information, Counseling and Assistance Program
Onondaga County Department of Adult & Long Term Care Services
(315) 435-2362
Free, Unbiased and Confidential

Medicare

- www.medicare.gov
- 1-800-MEDICARE (1-800-633-4227)
- www.MyMedicare.gov

Social Security Administration

- 1-800-772-1213 www.ssa.gov

Medicaid

Medicaid – Chronic Care Medicaid

<http://www.ongov.net/dss/medicalassistance/apply.html#chronic>

Onondaga County Department of Social Services 421 Montgomery St. Syracuse NY 13212

Hours: 8:00 AM- 4:00 PM (Monday-Friday)

Telephone: 315- 435-2928 Fax: 315- 435-8530

The Medicaid Chronic Care Unit processes Medicaid applications for those individuals who are seeking help in paying for nursing home placement.

Financial eligibility is determined based on the income and resource standards governing the Medicaid Program. A Supplemental Security Income recipient is granted Medicaid based upon his/her certification for SSI Benefits. Applications may be mailed.

If you have any questions, you may contact the Medicaid Chronic Care Unit at 315-435-2928. Options Counselors at NY Connects can also provide assistance with the application process by calling 315-435-1400.

Medicaid - Community Medicaid

<http://www.ongov.net/dss/medicalassistance/apply.html#medicaid>

Onondaga County Department of Social Services

421 Montgomery St. Syracuse NY 13212

Hours: 8:00 AM- 4:00 PM Monday through Friday

Telephone: 315- 435-2928 Fax: 315- 435-3938

The Medicaid Community Unit processes applications for a variety of public health insurance programs including Medicaid, Prenatal care services (Presumptive Eligibility), Family Planning Benefit Program and the Medicare Savings Program.

Financial eligibility is determined based on the income and resource standards governing the Public Health Insurance Programs. A Supplemental Security Income recipient is granted Medicaid based on his/her certification for SSI benefits. A separate application for Medicaid is not needed for SSI recipients.

Persons eligible for Medicaid may be required to enroll in a managed care plan.

Managed Care information and options will be provided upon application.

You can obtain more information online at www.mybenefits.ny.gov.

Individuals may apply for Medicaid in the following ways:

- NY State of Health, The Official Health Plan Marketplace (855) 355-5777
Online at nystateofhealth.ny.gov.
- Managed Care Organization (MCO)
- Navigators and Certified Application Counselors.
- Local District Social Services Offices.

WHERE individuals apply for Medicaid will depend on their category.

The Following individuals apply with New York State of Health Marketplace

- Adults (not pregnant) and aged 19-64, **NOT** eligible for Medicare
- Pregnant Women and Infants
- Children ages 1-18

The Following individuals apply with their local DSS

- Individuals age 65 and older
- Individuals whose eligibility is based on being blind or disabled or who request coverage for community based long term care services (CBLTC)
- Medicare Savings Program (MSP)
- Medicaid buy-in for Working People with Disabilities enrollees (MBI-WPD)
- Residential treatment center/community residences operated by the Office of Mental Health (OMH)
- Presumptive Eligibility (PE) for pregnant women apply with provider, processed by the LDSS

After all the necessary documentation needed to determine eligibility has been received, a decision will be rendered by the Medicaid office and a formal written notice will be mailed to the applicant and to their representative.

Applications for the Medicare Savings program may be obtained by calling 315-435-2928

If you have any questions, you may contact the Medicaid Community Unit at 315-435-2928. Options counselors at NY Connects can also provide assistance with the application process by calling 315-435-1400.

Services Determined by Age

(Eligibility depends on program)

Contact the Onondaga County Office for Aging 315-435-2362

Prior to age 60:

Health Insurance Information, Counseling, and Referrals (HIICAP)
Medical Assistance (MEDICAID)
Medicare Coverage
Medicare Savings Program
Supplemental Nutrition Assistance Program (SNAP) benefits
Telephone Lifeline Discount

In addition to above, at age 60 for:

Expanded In-Home Services for Elderly (EISEP)
Free Tax Preparation
Home Energy Assistance Program (HEAP)
Home Delivered Meals
Information about Transportation Programs
Meals at Senior Dining Sites

In addition to above, at age 62 for:

Retirement Social Security Payments (see program requirements)

In addition to above, at age 65 for:

EPIC Pharmaceutical Coverage
Real Estate Tax Exemption
Supplemental Security Income (SSI) No payment back to Social Security for
Income from working

Syracuse Financial Empowerment Center

<https://www.syr.gov/Departments/NBD/Syracuse-FEC>

538 Erie Blvd. West, Suite 100, Syracuse, NY 13204
315-474-1939

One-on-one financial counseling; free, private and professional either on-line or in-person. Spanish speaking counselors are available.

Legal Services

Onondaga County Bar Association *Lawyer Referral Services* at 471-2690.

<https://www.onbar.org/find-a-lawyer/>

If you are in need of a referral, call the **Onondaga County Bar Association (OCBA) Lawyer Referral Service**, your call will be answered by a Referral Specialist who will connect you with an attorney who is familiar with your type of legal issue. The attorney will provide a telephone consultation and further advise how the attorney **will charge for their services**. The lawyers are licensed and members in good standing with the OCBA. LRS staff is available between 9:00 am – 4:00 pm, Monday through Friday, except for holidays. The LRS staff are NOT attorneys and cannot provide you with legal advice. The attorneys who participate in this service are private attorneys who charge regular rates as determined by them.

If you are looking for an attorney at no charge, you may want to try contacting one of these legal services organizations:

Legal Services of Central New York lscny.org 315-703-6500

A non-profit law firm founded in 1966 to provide free, civil legal assistance to low-income families and individuals in thirteen counties of Central New York. Call Toll Free: 1-877-777-6152. If you have an emergency involving a hearing date or legal papers, please contact us immediately. Do not wait until the hearing date or deadline to answer legal papers has passed. By calling the Central New York Legal HelpLine, you can get free legal advice about civil (non-criminal) legal problems. Please note that we can only help you if you qualify for our services. An intake worker will talk to you first to see if you qualify. In some cases, our services may be limited to advice only. Other cases may be referred to a staff attorney for further action. Consumer Problems, Housing Problems, Divorce and Other Family, Access to healthcare, Elder law.

Hiscock Legal Aid Society hiscocklegalaid.org 315-422-8191

NYS Attorney General's Office - Syracuse Office

615 Erie Blvd. West, Suite 102, Syracuse

315- 448-4800 Office Hours: 8:30 am to 6:00 pm Monday-Friday.

www.ag.ny.gov General Helpline: 1-800-771-7755

(For calls made within New York State)

TDD/TTY Toll Free Line: 1-800-788-9898

Immigration Fraud Hotline: 1(866) 390-2992

Healthcare Hotline: 1-800-428-9071

Medicaid Fraud Control Unit: 1-877-873-7283

To contact by mail, please write to:

Office of the Attorney General

The Capitol

Albany, NY 12224-0341

Catholic Charities 1654 West Onondaga St., Syracuse 13204 424-1810

Provides information and referral services, and advocates for those in need of case management and representative payee services (finances).

Onondaga County Commission on Human Rights

Civic Center, 421 Montgomery St., 11th Floor, Syracuse
315- 435-3565

Promotes understanding and acceptance of diversity, facilitates intergroup communication, identifies and addresses sources of intergroup tension and conflict, reduces conditions which can lead to discrimination and restrict opportunity, and provides related education, information and referral.

The Human Rights Commission especially focuses on addressing prejudice and discrimination on the basis of color, creed, sex, age, religion, nationality/national origin, language used for communication, disability, marital status, sexual orientation or any other arbitrary factors.

The Human Rights Commission staff are also the contact point for the new Jail Oversight Committee. For more information, or to address serious concerns about treatment or conditions at the Onondaga County Jail, please contact the Human Rights Commission staff. Hours: 9:00 am to 6:00 pm. Please call ahead for appointments.

Mental Hygiene Legal Service

The Syracuse Building, 224 Harrison Street, Suite 502, Syracuse, New York 13202-3066
315- 473-9495

The Mental Hygiene Legal Service (MHLS) provides legal services, advice and assistance to persons receiving care or alleged to be in need of care at inpatient and community-based facilities for the mentally disabled. MHLS represents such persons in judicial and administrative proceedings concerning admission, retention, transfer, treatment and guardianship.

In addition to handling judicial proceedings, MHLS provides advice and representation regarding standards of care and other matters affecting the civil liberties of persons receiving care at facilities for the mentally disabled. MHLS can be assigned as counsel or court evaluator in Mental Hygiene Law Article 81 guardianship proceedings for persons in any type of facility or in the community. Finally, Article 10 of Mental Hygiene Law institutionalizes MHLS as counsel of choice in all sex offender civil management cases.

Volunteer Lawyers Project of Onondaga County, Inc.

221 South Warren Street, Suite 200, Syracuse, NY 13202
315- 471-3409

The mission of the Volunteer Lawyers Project of Onondaga County, Inc. is to expand access to justice by identifying and meeting the unmet civil legal services needs of low income people in Onondaga County through increasing the pro bono participation of the legal community.

Mediation Services

Elder Transitions Mediation Program

New Justice Conflict Resolution Services

400 Leavenworth Avenue, Suite 100, Syracuse, 13204

315-471-4676

The Elder Transitions program is designed to support collaboration, reduce stress, and preserve or repair relationships among elders, their adult children, and community members. Mediation is a confidential, informal, problem-solving process guided by trained, impartial mediators. Participants identify issues, develop options, consider alternatives, and work together toward decisions about future actions and outcomes. Common elder mediation issues include living arrangements, financial management, and estate and end-of-life planning. Fees, which include a two-hour mediation meeting, range from \$0-\$100 and are charged on a sliding scale based on annual income.

New Justice also offers mediation, arbitration, and process facilitation services as alternatives to litigation for resolving other types of disputes, including custody/visitation, landlord/tenant, and customer/merchant.

Veterans Services

Veterans Agencies and Resources

Clear Path for Veterans

1223 Salt Spring Road, Chittenango, NY 13037

Syracuse Satellite Office 126 N. Salina Street 5th Floor, Syracuse, NY 13202

315-687-3300

Business Hours: 9a–4:30p Monday-Friday

<https://www.clearpath4vets.com/>

Assists Veterans, military members and their families. They provide a myriad of programs and services to make this happen. Each program relies on one of three methods: Self-Empowerment Peer-to-Peer Support Community Involvement

NYS Division of Veterans Affairs

Offices located at:

Syracuse VA Medical Center

800 Irving Avenue, Syracuse, NY 13210-2716

Ground Floor Room CG 40

315-425-8250 Ext 17551

Clear Path for Veterans Syracuse

126 N. Salina Street 5th Floor, Syracuse, NY 13202

315-687-3300

<https://veterans.ny.gov/nys-department-veterans-services-home-page>

Provides information on benefits, offers counseling and acts as an advocate for veterans.

Onondaga County Veterans Service Agency

11th Floor Civic Center, Syracuse, NY 13202

315- 435-3219

8:00 am- 4:00 pm, Monday-Friday

<http://www.ongov.net/veterans/>

An Advocacy agency for assistance in filing claims for all veterans benefits on a local, state and federal level. Assistance is provided to all veterans, their dependents and survivors. The agency also does the Pre-registration and Registration for burial in the County Veterans Memorial Cemetery. Some of the benefits are Real, Disability, Pension, Medical Care, Education, Burial, Recording of Discharges.

Syracuse University College of Law's Veterans Legal Clinic

315-443-4582

<https://law.syracuse.edu/academics/experiential-courses-clinics-externships/clinics/betty-and-michael-d-wohl-veterans-legal-clinic/>

The Clinic benefits our veterans and community by assisting with VA claims, representing clients in VA Claim appeals, and helping veterans in upgrading discharges. Priority status will also be given to veterans in existing Clinics, such as Family Law,

Bankruptcy, Criminal Defense, Disability Law, Elder Law, Tax Law, and Consumer Law.

Syracuse Veterans Administration Medical Center

800 Irving Avenue, Syracuse, NY 13210-2716

315-425-4400

Patient Care Advocate: 315-425-4345

Automated Prescription Refill: 315-325-4400 Ext 52026

Health Benefits Center 315-425-4400 Ext 53222

Public Affairs Office 315-425-4400 Ext 53668

<https://www.va.gov/syracuse-health-care/>

Provides medical care for veterans and their families.

Vet Center

109 Pine Street, Suite 101 Syracuse, NY 13210

315-478-7127

8:00am-4:30pm, Monday-Friday

<https://www.va.gov/syracuse-vet-center/>

Confidential help for Veterans, service members, and their families at no cost in a non-medical setting. Services include counseling for needs such as depression, post traumatic stress disorder (PTSD), and the psychological effects of military sexual trauma (MST).

Veterans Memorial Cemetery

4069 Howlett Hill Road Syracuse, NY 13215

8:00-4:00pm. Tuesday, Wednesday & Thursday

315-484-1564

<https://onondagacountyparks.com/parks/cemeteries-and-memorials/>

Honorable Discharged veterans, legal spouses and dependent children under the age of 18 or a child who became totally disabled prior to age 18, may be eligible. Must be a current resident or former resident for at least 5 years. Grave marker is furnished by the VA at no charge and spousal information may be included at no charge.

Services for People with Disabilities

For Information on the Americans with Disabilities Act Call 1-800-514-0301

Agencies and Resources

AccessCNY

1603 Court Street, Syracuse, NY 13208

315-218-1639

<https://www.accesscny.org/>

AccessCNY offers home care through its **Self-Direction** program. Self-Direction empowers adults with developmental disabilities to customize their supports and services to meet their unique needs. With the support of family and friends, Self-Direction participants take control of important decisions such as what support staff to hire, which services to receive and how to allocate money from their budget.

ARC of Onondaga

600 Wilbur Avenue, Syracuse, NY 13204

315-476-7441

<https://www.arcon.org/>

Arc of Onondaga offers **day habilitation** at numerous sites throughout Onondaga County five days a week. Participating individuals must be HCBS (Home and Community-Based Services) Waiver enrolled, 18 years of age or older, and diagnosed with a developmental disability. Arc supports 23 **residences** in the community and views each resident as an adult who possesses, to the greatest extent possible, the same rights and privileges as any other adult.

Horizons Clinic A division of Arc of Onondaga, Horizons is a free-standing, Article 16 Clinic certified by the New York State Office of People With Developmental Disabilities.

Respite Reimbursement Program is designed to provide funds in order to assist individuals' and their families' access to respite services and goods deemed appropriate to meet the needs of the person being served. The program is designed to assist family members by giving them some relief from full-time caregiving and may also potentially increase social interactions for individuals with developmental disabilities. Funding is intended to complement, not supplement, other support and assistance programs.

Medicaid Service Coordinators (MSCs) assist individuals with developmental disabilities in obtaining the services and supports necessary for them to lead successful, independent lives in the community. MSCs develop, implement and maintain Individualized Service Plans (ISPs) which reflect the informed choices of the individual by outlining the personalized goals he/she wants and needs to achieve. To be eligible to receive Medicaid Service Coordination a person must:

- Have a documented diagnosis of a developmental disability
- Be enrolled in Medicaid

- Demonstrate a need for ongoing, comprehensive service coordination
- Give consent, or have a person authorized to give consent, to receive Medicaid Service Coordination
- Not be enrolled in any other comprehensive Medicaid long-term service coordination program.

ARISE

635 James Street, Syracuse, NY 13203

315-472-3171

<https://www.ariseinc.org/>

Arise is a non-profit, community-based organization that works to ensure that everyone, regardless of disability, has the power to make life choices and achieve their dreams.

Since 1979, they have provided opportunities so that people with disabilities can live freely and independently in the community. Everything they do is based on the independent living philosophy, the belief that people with disabilities have a right to self-determination – the freedom to make choices and work toward achieving personal goals and systems change. All their programs are consumer directed, maximizing choice and opportunities for the people they serve.

Aurora of CNY

518 James Street, Syracuse, NY 13203-2219

315- 422-7263, TDD: 422-9746

<https://www.auroraofcny.org/>

Offers a wide range of services to individuals and their families who are blind, visually impaired, deaf or hard of hearing in Onondaga and surrounding counties. Services include: Instruction in daily living skills, safe and independent travel training, instruction in adaptive technology for people with vision loss, information and referral, counseling, outreach, volunteer services (assessment and training), the Marjorie Clare interpreter referral services, and alcohol and substance abuse/prevention services geared to the cultural and linguistic needs of the deaf community.

ERIE (Enriched Resources for the Independent Elderly)

Toomey Abbott Towers, 1207 Almond Street, Terrace Level, Syr., NY 13210

(315) 428-8562

Residential care for functionally-impaired elderly (non-institutional setting).

Accommodations: Up to 86-bedroom apartments with a kitchen and combined living/dining room; provisions for couples to live together.

Sources of Payment: Private pay, Medicaid

Exceptional Family Resources

1820 LeMoyne Avenue, Syracuse, NY 13208

315- 478-1462

<https://contactefr.org/>

Exceptional Family Resources provides services to individuals with developmental disabilities who live in Onondaga County. Their staff works to ensure that all people, regardless of their abilities or disabilities, lead full, active and productive lives in the community. They offer:

- **C.A.R.E.E.R.S.** assists adults with developmental disabilities who have previously experienced significant barriers to employment identify their own career path and reach their personal objectives to employment.
- **Family Directed Supports** provides direct financial assistance to support the needs of a family member living with a disability.
- **Family Education & Training** provides training opportunities to caregivers of individuals who are eligible for this Medicaid Waiver service.
- **First Step** helps establish initial links to services and support to families new to the developmental disabilities service system.
- **Friends Connection** pairs youth and adults with developmental disabilities with volunteer companions to share community recreation opportunities.
- **Habilitation Services** helps people with disabilities acquire skills, expand their interests and increase independence.
- **Medicaid Service Coordination** assists individuals with developmental disabilities and their families with access appropriate supports and services.
- **Project Explore** provides a half-day summer program of recreational activities for students with developmental disabilities.
- **Recreation** provides recreation opportunities at various community locations.
- **Respite** provides care and supervision to individuals with a developmental disability.
- **Senior Caregivers** serves families in which a caregiver 55 or older lives with and cares for someone with a developmental disability.
- **Specialized Resources** provides families with information and referrals to disability-related programs and services.

Onondaga County Public Library Adaptive Technologies

<https://www.onlib.org/find/available-technology/adaptive-technologies>

- ZoomText computer screen magnifying software
- JAWS computer screen reading software
- DRAGON Naturally Speaking voice recognition software
- Braille embosser
- Topax XL HD video magnifier
- Assortment of lighted magnifiers
- Digital talking book machines
- Talking Typer keyboard instruction software

Person to Person: Citizen Advocacy

7000 E. Genesee Street, D Building, Lower Level, Fayetteville, NY 13066
315- 445-7902

<https://www.ppcadvocacy.org/>

Recruits and provides volunteer Citizen Advocates to individuals with a disability. Citizen Advocates may become a spokesperson, friend, ally, helper or advisor. Some assume more formal roles like becoming a guardian, trustee, or adoptive parent.