

# **Long Term Support Services in Tompkins County**



**NY Connects/Tompkins County Office for the Aging**  
214 W. Martin Luther King Jr./State Street  
Ithaca, New York 14850  
607-274-5482  
[www.tompkinscountyny.gov/cofa](http://www.tompkinscountyny.gov/cofa)

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## **NY Connects/Tompkins County Office for the Aging**

This booklet is published by NY Connects/Tompkins County Office for the Aging, which you can contact to learn about the wide variety of long term support services offered to seniors in Tompkins County. These support services and living arrangements comprise the long term care network that enables seniors to live safely and comfortably throughout their lives.

In general, these services are either in-home or residential. It is important to investigate and discuss options with family and friends in order to make the best choices.

Both public and private agencies provide medical and social assistance. Seniors may only require services such as home delivered meals or they may need the complete medical and therapeutic services of a long term care facility. All the housing arrangements described in this booklet are licensed to provide service.



A companion booklet called *Housing for Seniors In Tompkins County* describes in more detail the various housing options provided in Tompkins County. Another booklet, titled *Resources for Caregivers in Tompkins County*, gives more detailed information about services to support caregivers. These booklets are available in hardcopy and on the website of the Tompkins County Office for the Aging along with other booklets in this series listed on the inside front cover.

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## **IN-HOME ASSISTANCE**

### **Tompkins County Long Term Care Services**

**Tompkins County Long Term Care Services** provides publicly funded home care services to Tompkins County residents. Contact them for information, referral, assessment, and case management for low income individuals age 60 and older, and individuals of any age for certain Medicaid-funded long term care.

**1. *Information and Referral/Assessment***– Call to discuss long term care services and service providers available to meet your needs or those of your loved one. Tompkins County Long Term Care Services also conducts the state Patient Review Instrument (PRI) assessment required before nursing home admission.

**2. *EISEP*** (Expanded In-home Services for the Elderly Program) provides non-medical, in-home services and case management for people 60 and over who can be cared for safely at home. Home care services include help with bathing, dressing, cooking, shopping, laundry, and housekeeping. Clients pay for services on a sliding fee scale based on their income and housing expenses. There is no charge for case management.

**3. *Medicaid Home Care*** (for Medicaid clients of any age)

*Home management aide service* is arranged directly by NY Connects (e.g., help with housekeeping, meal preparation).

*Home Health Care* (including hands-on personal care) that will last for 120 days or more must now be obtained by enrolling in a state-approved MLTC (managed long term care) plan. (See *Managed LTC* on page 6.)

The ***Consumer Directed Personal Assistance Program (CDPAP)*** provides the same services as a personal care aide in the EISEP or Medicaid program, however, the consumer is responsible for hiring, scheduling and designing the care plan.

### **Tompkins County Long Term Care Services**

Tompkins County Department of Social Services

320 W. Martin Luther King Jr./State Street, Ithaca NY 274-5222

## **Medicaid Managed Long Term Care**

“Managed Long Term Care” (MLTC) is a mandatory program for Medicaid recipients who are expected to need assistance with personal care for more than 120 days. They enroll in a MLTC health plan that pays for needed aide service, other community-based long term care services and medical services not covered by Medicare.

There are three local MLTC Health Plans

- Fidelis Care at Home– 800-688-7422
- iCircle Care– 844-424-7253
- VNA Homecare– 888-477-4663

Medicaid recipients who newly need long term care services must call the “Conflict-Free Evaluation and Enrollment Center” for an evaluation of their need for MLTC services: 855-222-8350.

### **ICAN (Independent Consumer Advocacy Network)**

NY State funds an independent advocacy service, ICAN, which can help individuals or their friends, family or representatives enroll in MLTC plans, give advice about their managed care options, or solve problems with their plan or providers (e.g., doctors, home care agencies). They can also assist with filing of complaints or appeals. They are not connected with any health insurance plan. All their help is free and confidential. Call ICAN at 844-614-8800 or email [ican@cssny.org](mailto:ican@cssny.org).

### **Nursing Home Transition and Diversion Medicaid Waiver**

NHTD waiver services include assistive technology, assistance in cost of moving back into the community from a nursing home, home modifications, home visits by physician, independent living skills training, respiratory therapy, relief for non-paid primary caregivers in a 24-hour block of time and several other services.

Binghamton-Southern Tier NHTD

(607) 724-2111

[www.stic-cil.org/services/nhtdbing.html](http://www.stic-cil.org/services/nhtdbing.html)

## Home Care and Home Health Care Agencies

**Home Care and Home Health Care Services** are offered by the agencies listed in the following pages. Services may also be privately arranged. Home care may be scheduled as needed from several hours per week to 24 hours a day. Costs vary depending on the agency and the services performed. Generally, home care is provided by:

**Registered Nurse (RN)** Licensed by the State of New York to do specific medical care.

**Licensed Practical Nurse (LPN)** Licensed by the State of New York to do a lower level of medical care.

**Home Health Aide (HHA)** - Trained to provide medical-related services and personal care such as bathing/dressing.

**Personal Care Aide (PCA)** - Provides personal care such as bathing, grooming assistance, and meal preparation.

**Homemaker/Companion** - Assists with home management activities such as meal preparation, housekeeping, shopping, companion visits or escorting, running errands, etc.

Hiring someone to provide care in the home, either from an agency or privately, is an individual decision. Home care agencies are responsible for training, scheduling, supervising, arranging for substitutes, and employee benefits for personnel they employ.

When a family makes an employment agreement directly with the caregiver, its members assume these responsibilities.

Payment is made by the family, a third party such as Medicaid, Medicare, or an insurance company.



## **Medicare-certified Home Health Agencies**

Note: The following agency is certified by Medicare to provide Medicare-paid home health care. Medicare only pays for home health care when the doctor prescribes what Medicare considers “skilled medical care” in the home such as physical therapy, speech therapy, or medical services provided by a nurse. The patient must be considered homebound by Medicare’s definition.

### ***Visiting Nurse Service of Ithaca and Tompkins County***

This not-for-profit home health agency provides medical therapies and long term care services in the home.

#### Services provided include:

Skilled Nursing	Medical Social Work
IV Therapy	Nutritional Therapy
Patient Education	Home Health Aide
Wound Care	Personal Care Aide
Respiratory Therapy	Physical Therapy
Occupational Therapy	Audiology
Tele-Health Monitoring Service	Speech Pathology

Reimbursement comes from Medicare, Medicaid, and health insurance companies if conditions for coverage are satisfied. Private duty care is also available. A physician orders the care through this Agency. Services are available to Tompkins County residents 7 days a week, 24 hours per day. A registered nurse is available at all times for consultation.

Visiting Nurse Service of Ithaca and Tompkins County, Inc.  
138 Cecil A. Malone Drive  
Ithaca NY 14850  
Website: [www.vnsithaca.org](http://www.vnsithaca.org)

273-0466

## Licensed Home Care Agencies

### *CareGivers*

**CareGivers** is a State Licensed Home Health Care Agency. CareGivers provides Nurses, Home Health Aides, Personal Care Aides and Companion services, from 2 hours per day, once a week to 24 hours per day, 7 days a week. All services are supervised by a Registered Nurse, who does an initial patient assessment and ongoing evaluations at no additional charge.

Home Care Rates:

Licensed Practical Nurse: \$40.00 per hour (2-4 hours)

Personal Care or Home Health Aide:

\$26.00 per hour- 2-4 hours (or \$30 for 1 hour)

Companion/Housekeeping: \$23.00 (2-4 hours)

(Reduced rates for shifts longer than 4 hours.)

CareGivers

531 West State Street

Ithaca NY 14850

275-0238

Website: [www.caregivershomecare.com](http://www.caregivershomecare.com)

### *Classen Home Health Associates, Inc.*

**Classen Home Health** is a home care agency offering 24 hour a day Home Health Aide services and providing assistance with personal care needs. They will also prepare meals, do laundry and perform light housekeeping. Also included in their services are routine visits by a registered nurse who will monitor health and perform blood pressure checks.

Home Care Rates:

Home Health Aide rate is \$23.00/hour. (3 hour minimum visit)

Classen Home Health Associates

Ithaca Shopping Plaza

222 Elmira Rd., Suite 3

Ithaca NY 14850

277-1342

Website: [www.classenhomehealth.com](http://www.classenhomehealth.com)

### ***Comfort Keepers***

**Comfort Keepers Ithaca** is a licensed, family-owned home health agency. It provides home health aides, personal care aides, and companion level service. Minimum of 2 hours per visit. Comfort Keepers also has Personal Emergency Response System (PERS) available to its home care clients.

Personal Care/Home Health aide rate: \$26.00/hour

Companion/Home Helping Service Rate: \$23.50/hour

“Care Management for Geriatrics” Service– Assessment and referral to long term care services and supports; assistance with physician visits and other social work services—\$75/hour.

Post-Discharge Transportation and Care- (4 hours of service including transportation from hospital to home, stopping for medications and supplies, reviewing post-discharge plan of care at home)- \$125 fee

Comfort Keepers

179 Graham Rd., Suite F, Ithaca, NY 14850

272-0444

Website: [www.ithaca-685.comfortkeepers.com](http://www.ithaca-685.comfortkeepers.com)

### ***Community Health and Home Care, Inc.***

**Community Health and Home Care, Inc. (CHHC)** provides home health aide and companion level aide service to those who need care in their residences. It is a not-for-profit licensed home care services agency that serves Tompkins County. CHHC is associated with the Visiting Nurse Service at the same address.

#### Home Care Rates:

Registered Nurse: \$45.00/hour

Licensed Practical Nurse: \$35.00/hour

Home Health aide: \$26.00/hour

Personal Care Aide: \$25.00/hr (\$34/hour for a 1 hour visit)

Personal Care Aide for 2 people: \$27/hour

Companion level: \$23/hour

Community Health and Home Care, Inc.

138 Cecil A. Malone Drive

Ithaca NY 14850

273-7780

### ***StafKings Healthcare Systems***

**StafKings Healthcare Systems** is a licensed home care agency offering a variety of nursing care services (RN and LPN), home health and personal care services. Home Infusion Services include pain management, nutritional supplements, antibiotic therapy, medication administration and AIDS Treatments

Home Care Rates:

Registered Nurse:	\$58.00/hour
Licensed Practical Nurse:	\$42.00/hour
Home Health Aide:	\$25.00/hour
Personal Care Aide:	\$23.00/hour

StafKings Healthcare Systems

224 South Fulton Street

Ithaca NY 14850

Website: [www.nurseny.com](http://www.nurseny.com)

273-5335

## **Companion/Home Helper Services**

The following agencies provide meal preparation, light house-keeping, laundry, medication reminders, running errands, driving clients to doctor visits, companionship, support of clients with dementia, and other services. These organizations do **not** provide “hands on” personal care or home health care service. Although these agencies are not required to be licensed by the NY State Health Department since they do not provide hands-on care, they all say that their aides are screened (background checks, references) and trained and that their agencies are insured and bonded.

### ***Home Instead Senior Care***

Companion/Home Helper Rate (3 hour minimum): \$21.00/hour

12-hour Overnight or 24 hour Service/Supervision: \$19.00/hour

Home Instead Senior Care

2 South Street, Suite 309

Auburn, NY 13021

(315) 252-2354

Website: [www.homeinstead.com/706](http://www.homeinstead.com/706)

## **Hospice/Palliative Care Services**

### ***Hospicare and Palliative Care Services***

A program of comprehensive home care for terminally-ill patients and their families. The program includes home care services, emotional, psychological and spiritual support to the patient and to family members, respite services, financial and legal counseling, and provision of medical supplies, drugs and equipment. Bereavement services are open to the community.

**The Hospicare Residence** provides residential care for terminally ill patients and is located in the **Hospice Center** on a 12.5 acre site. It has six patient rooms, a fully-equipped kitchen for individual meals, an adjacent private living and dining area, whirlpool tub and meditation room.

Hospicare and Palliative Care Services

172 East King Road

Ithaca NY 14850

272-0212

Website: [www.hospicare.org](http://www.hospicare.org)

## Privately-Hired Help

### *The Registry*

“**The Registry**” is a free listing and referral service that lists households needing in-home help. The Registry links these households with independent job seekers over the age of 18. In-home job seekers are listed after they are interviewed and their references are checked. People hired for in-home care are employees of the household. The Registry may suggest an average wage, but work arrangements and fees must be worked out between the family and the worker.

The Registry lists jobs for personal care aides, cleaning personnel, companions, homemakers and nurses. Wages for housekeeping and companions tend to be in the \$10 to \$15 range. Wages for hands-on personal care and home health care range from \$12 to \$17 or more per hour often depending on the amount and intensity of personal care involved. Those with nursing credentials (LPN, RN) may charge more (perhaps up to \$25 per hour). However agreed-upon wages can vary widely. There is no fee for the matching service but contributions are welcomed.

Cheryl Baker  
The Registry  
Finger Lakes Independence Center  
215 Fifth St.  
Ithaca NY 14850  
Website: [www.fliconline.org](http://www.fliconline.org) 272-2433

### *Other Privately Hired In-Home Services*

**The NYConnects/Tompkins County Office for the Aging** office frequently receives business cards and brochures from individuals offering services to older adults for a fee. As of this printing, the Office for the Aging has information on individuals provide some of the following services to older adults at their home:

- \*Shopping/errands service
- \*Lawn work
- \*Snow Shoveling
- \*Organizing/Decluttering

- \*Cleaning of Dryer Vents      \*Personal Assistant
- \*Drivers to Out-of-county Medical Appointments/Other Trips
- \*Household Chores (wash windows, paint, rake leaves...)

For names of individuals who have asked to be listed at the Office for the Aging, call:

**NYConnects/Tompkins County Office for the Aging: 274-5482**

If there is someone you know and would recommend that is performing a valuable, but little-known service for older adults, invite them to drop off information about the service to the Office for the Aging.

### **Important Reminders when hiring in-home helpers**

#### **Check references/credentials.**

If you are considering hiring someone privately, consider checking references, especially if they will be coming into your home. If you are considering hiring someone to do something that may be dangerous (for example, going on roof to clean gutters), be sure to check to see if they have the proper credentials/insurance. If you are not sure, consider hiring from established businesses that advertise publicly (such as in the yellow pages.)

#### **Online Searching.**

You may find helpers by searching on the Internet. The same cautions apply regarding checking references/credentials. If you are interested in participating in a barter system, you may want to investigate Tompkins Time Traders:

#### **Tompkins Time Traders**

Tompkins Time Traders is an organized exchange system serving all ages, through which members exchange Time Credits. Each person's time and service are valued equally. Current offerings include professional services, help in the home or garden, tutoring, service to not-for-profits, rides to doctors' appointments, running errands, companionship, babysitting, and more.

For more information, visit: **[www.tompkinstimetraders.net/](http://www.tompkinstimetraders.net/)**

## MEAL AND SHOPPING SERVICES

### Congregate Meals Program (Foodnet)

The **Congregate Meals Program** is provided by **Foodnet**, a not-for-profit group that contracts with the Tompkins County Office for the Aging to operate the nutrition programs for the county. They provide meals and social time Monday through Friday at midday. Nutrition counseling and education is also provided. The sites for meals are conveniently located throughout the county, and are open to everyone over 60. Contributions for the meals are encouraged, but not required. (It costs Foodnet \$8 per hot meal or \$40/week or \$9.50 for hot meal and sandwich meals or \$47.50 per week.) Those able to contribute the full cost are encouraged to do so, but any amount helps. Food stamps are also accepted. No one is denied a meal because of inability to make a contribution.

The dining room locations are:

Ithaca	Titus Towers	273-5297
Groton	Center Village Court	279-9145
Lansing	Woodsedge Apartments	279-9146
Trumansburg	First Baptist Church	387-3015

### Meals on Wheels

**Foodnet** provides Meals on Wheels (home-delivered meals) to people in Tompkins County who are homebound and unable to prepare their own meals. A hot meal and optional sandwich meal are delivered five days a week, and frozen meals can be provided for the weekends. Nutrition education and counseling are available from the Registered Dietitian.

### Eligibility

**1. Senior Nutrition Program:** Persons age 60 and over are eligible to receive meals on wheels if they are homebound and incapacitated due to accident, illness or frailty; lack adequate support of family friends or neighbors; and are unable to prepare meals because of any one of the following:

- Lack of facilities such as refrigeration, stove, etc.
- Inability to shop and cook for self
- Inability to safely prepare meals
- Lack of knowledge and skills

2. The spouse of the homebound person, regardless of age or condition, is eligible to receive meals on wheels when the provision of a meal to the spouse is in the best interest of the homebound person.

3. Non-elderly disabled individuals who reside in a non-institutional household with a person eligible to receive meals on wheels may also receive this service when the provision of the meal to the non-elderly disabled individual is in the best interest of the homebound elderly person.

### **Cost**

Meals for eligible persons under items 1-3 above are partially funded by the Tompkins County Office for the Aging and the New York State Office for the Aging. Contributions for the meals are encouraged, but not required. (It costs Foodnet \$8 per hot meal or \$40/week or \$9.50 for hot meal and sandwich meals or \$47.50 per week.) Those able to contribute the full cost are encouraged to do so, but any amount helps. Food stamps are also accepted. No one is denied a meal because of inability to make a contribution.

4. **Foodnet Select:** Other persons under age 60 are eligible to receive meals on wheels under the criteria listed in #1 above provided they purchase the meals under the Foodnet Select program or arrange for a third party to pay for the meals on their behalf. Tompkins County and Foodnet established the **Foodnet Select** program with no state or federal funding in order to make Meals on Wheels available to more people and to help offset reductions in government grants. The **fee** is \$8 per hot meal, \$9.50 for both hot meal and sandwich. **Payment** for Foodnet Select meals must be made in advance unless special arrangements are made to bill a third party.

Stephen Griffin, Nutrition Program Director

Carolyn Arnold, Registered Dietitian

Foodnet

2422 North Triphammer Rd.

Ithaca NY 14850

Website: [www.foodnet.org](http://www.foodnet.org)

266-9553

## Other Meals and Shopping Services

### *Other Home Delivered Meals Options*

- **Rose's Home Dish.** Dinners are delivered cold and ready to pop into the oven. Served in 8x8 glass or disposable casserole dish. Provides at least two servings. Delivery to City and Town of Ithaca. For surrounding areas, inquire by emailing Rose: [rose-homedish@gmail.com](mailto:rose-homedish@gmail.com). Delivery on Tuesdays, Wednesdays and Thursdays. Weekly menus sent by email. View this week's menu online at [www.roseshomedish.com](http://www.roseshomedish.com).
- **Ithaca to Go.** Order by phone (216-9310) for home delivery from 56 area restaurants/businesses. Serves 14850 and 14882 zip code areas. \$4.89 standard delivery fee. Driver tip is customary. View participating restaurants/businesses: [www.ithacatogo.com](http://www.ithacatogo.com).

### *Options for Grocery Delivery*

- **Clark's Shur Fine,** Dryden, delivers Tuesdays and Thursdays to a limited service area in Dryden. Call Manager, Mike Clark for specifics: (607) 844-4251
- **Trumansburg:** Londy Powers, a private individual, will shop Tuesdays at the Trumansburg ShurSave for seniors and people with disabilities. Fee: 20% of grocery total for Village of Trumansburg residents, additional fee for those outside the village. Call in advance, 607-387-5483, to request service.
- **Online Shopping and Home Delivery through "Rosie,"** <https://www.rosieapp.com>. Call 855-767-4366. Select the preferred grocer and shop. Choose between in-store pick-up (\$1.99 fee) or home delivery (starting at \$3.99). "Rosie" is offering free delivery on the first order (over \$75). Input the coupon code: SENIORS. Participating local grocers are:
  - o **P&C FRESH Ithaca,** 315 Pine Tree Rd (East Hill Plaza)
  - o **Trumansburg ShurSave,** 2085 NY-96, Trumansburg
  - o **P&C FRESH Cortland,** 160 Clinton Avenue, Cortland
- **USGrocer** takes orders for packaged foods online or by phone and ships to consumers from central locations. To order, go to <https://www.usgrocer.com/> or call, toll free, 800-791-2114.

## CAREGIVER SUPPORT SERVICES

### Caregivers' Resource Center and Alzheimer's Support Unit

The **Caregivers' Resource Center**, a service of the Tompkins County Office for the Aging, provides information and support to individuals concerned about or caring for an aging relative or friend, living nearby or at a distance. Services offered include:

Information & Referral    Counseling    Newsletter  
Lending Library    Support Groups    Training Workshops  
Volunteer & Paid Respite    *Powerful Tools for Caregivers* classes

Call for a free subscription to *In Support of Caregivers*, a quarterly newsletter with articles and announcements of interest to family caregivers.

Educational materials, periodic trainings, Alzheimer's support group, and other supports are available for those caring for loved ones with Alzheimer's or other dementia.

Referral is made to resources like the Alzheimer's Association, National Parkinson's Foundation, Commission for the Blind and Visually Handicapped and other health-related associations.

Caregivers' Resource Center  
NYConnects/Tompkins County Office for the Aging  
214 W. Martin Luther King Jr./State Street  
Ithaca NY 14850    274-5492  
Website: [www.tompkinscountyny.gov/cofa](http://www.tompkinscountyny.gov/cofa)

### Caregiver Counseling

**The Senior Services Program of Family and Children's Service** offers confidential consultation and support, at home or in the office, to caregivers and their families who would like the help provided by a professional in the field of caregiving. There is no charge for this service which is supported by United Way and Community Reinvestment Act funds. Contributions are requested to expand the service.

Senior Services Program  
Family and Children's Service  
127 West State Street  
Ithaca NY 14850 273-7494  
Website: [www.fcsith.org/programs-services/senior-services](http://www.fcsith.org/programs-services/senior-services)

### **Caregiver Support Groups**

Family and Children's Service Senior Service Program also offers a free monthly "Caregiver Support Group" for family caregivers of older adults. (*See contact information above.*)

Call the Caregivers' Resource Center at the Office for the Aging, 274-5492, for information on its free monthly Alzheimer's Support Group and other Tompkins County support groups for family caregivers or individuals dealing with specific diseases (e.g., Parkinson's, Cancer, Stroke, MS).

### **In-Home Respite Care Options**

**Project CARE** matches community volunteers with caregivers to provide some respite by visiting with the care recipient or doing other errands or chores to free up the caregiver (*see page 24*). Project CARE may also arrange for paid aide respite for certain individuals through Tompkins County Long Term Care Services. Specific criteria must be met.

Project CARE  
NYConnects/Tompkins County Office for the Aging  
214 W. Martin Luther King Jr./State Street  
Ithaca, NY 14850 274-5491 (Trina Schickel)  
Website: [www.tompkinscountyny.gov/cofa](http://www.tompkinscountyny.gov/cofa)

### ***Privately hired Respite Services***

For a fee, you may arrange for respite aide service through one of several area agencies if they have aides available at the times you need one (*See pages 9-12*). You may also be able to hire someone privately through **The Registry**, a service of the Finger Lakes Independence Center (*see page 13*).

## **Out-of-Home Respite Care Services**

### *Adult Homes*

Short-term stays are allowed on a space-available basis at **Longview, Clare Bridge** (for dementia patients), **Sterling House, Bridges Cornell Heights**, as well as most of the smaller, **family-type, adult care homes** locally (see page 32-33). You may also want to look at places in nearby counties (e.g., Walden Place in Cortlandville, 756-8101, Ariel's in Candor, 659-3644) if you can't find an opening locally. Charges generally include meals, housekeeping, help with bath and medications, and recreational programming. Respite residents must have enough self-care skills to qualify for residential care.

### *Overnight Respite with Nursing Care*

Those whose needs exceed the adult home or enhanced assisted living level of care can consider two other options for overnight respite: **Cayuga Ridge Health and Rehabilitation Center and Beechtree Care Center** both accept short term admissions for respite purposes on a space-available basis. A nursing home assessment and doctor's orders are needed. Contact the nursing home a few days before the date respite care is needed (*see page 35*).

## **Adult Day Program**

**Longview's Adult Day Community** offers another possibility for caregiver respite while providing a social/recreational opportunity for their care receiver. The daily fee includes personal supervision and recreational programs, as well as morning and afternoon snacks and a hot, nutritious lunch. \$45/full day; \$31 half/day (with lunch); \$22/half day (without lunch). Participants can attend all five days, or just certain days or half-days as preferred.

To inquire, contact:

### **Longview**

1 Bella Vista Drive

Ithaca NY 14850

375-6323

Website: [www.ithacarelongview.com/adult-day-program.html](http://www.ithacarelongview.com/adult-day-program.html)

## Geriatric Care Management

Geriatric Care Management offers a variety of personalized and customized services to assist elders and their families in meeting long-term care needs. All service delivery options are designed by the geriatric care manager, a professional dedicated to helping individuals and families access various resources and services. Geriatric care management options vary depending on individual needs and are available on a short-term, on-going, or long-term basis. Geriatric care management services are provided for a fee. These services may include:

- Comprehensive assessment in client's place of residence with recommendations
- Ongoing assessment and follow-up visits
- Consultation, referral, and access to community resources
- Organization of healthcare appointments
- Arrangement of home maintenance, errand services and meal delivery
- Review of organizational needs concerning finances and medical services
- Assistance with placements in a skilled nursing facility, assisted living or senior housing
- Support with discharge planning from hospital or skilled nursing facility
- Coordination of services for long-distance caregivers.

### *Local Geriatric Care Management Services*

**Care Manage for All** (Kim Evanoski, LMSW) 280-1433

Website: [www.caremanageforall.info](http://www.caremanageforall.info)

Email: [caremanageforall@gmail.com](mailto:caremanageforall@gmail.com)

**Comfort Keepers** 272-0444

Website: [www.ithaca-685.comfortkeepers.com](http://www.ithaca-685.comfortkeepers.com)

Email: [theresanix@comfortkeepers.com](mailto:theresanix@comfortkeepers.com)

**Mindful Elder Care** (Robert Levine, LMSW) 229-8404

Website: <http://mindfuleldercare.wix.com/levine>

Email: [mindfuleldercare@gmail.com](mailto:mindfuleldercare@gmail.com)

## **TRANSPORTATION**

Visit the **Way2Go** website ([www.ccetompkins.org/way2go](http://www.ccetompkins.org/way2go)) to explore alternative transportation options available in the county.

### **FISH Transportation Service**

**FISH** volunteers provide essential transportation within Tompkins County for elderly, handicapped, or low-income individuals. This service is offered primarily for medically-related trips. You are asked to call a week in advance to schedule transportation. There is no charge for this service. Donations are accepted.

FISH Transportation Service  
c/o 211 Tompkins Cortland  
Ithaca NY 14850  
Website: [www.fishoftc.org](http://www.fishoftc.org)

Call 211 or 1-866-255-6545

### **Gadabout Transportation Service**

**Gadabout** provides demand-response transportation in Tompkins County to people 60 or over, and those with a disability. Most of its vehicles are wheelchair-lift equipped. Reservations two or more days ahead of time. Trips can be for any purpose, with priority given to medical and nutritional necessities. Fare is \$1.50 one way within the city limits and \$2.00 one way outside of the city limits. .

Gadabout  
737 Willow Avenue  
Ithaca NY 14850

273-1878

Website: <http://ccetompkins.org/community/way2go/gadabout>

### **ADA Paratransit Service**

The ADA Paratransit Service is specialized transportation geared to serve the needs of individuals who qualify under the Americans with Disabilities Act. Persons with disabilities which prevent them from riding a public bus are eligible. Prerequisites for qualifying include completion of an application from the ADA Paratransit Service, and one interview. Those who qualify will receive a card allowing them to use the service, which covers a

3/4 mile-wide corridor on either side of regular bus routes, and operates within the same time frame as the public bus service. For further information, or schedules, routes, and fares, contact:

TCAT (Jenn Jennings)  
Ithaca Tompkins Transit Center 277-9388, Ext. 420  
Website: [www.tcatbus.com/ada](http://www.tcatbus.com/ada) TDD 277-9677

### **Wheelchair Accessible Taxi**

As of this printing, the MV-1 (wheelchair accessible) taxi was not operational. For updated information, call:

Ithaca Dispatch 277-7777

### **Airport Limousine Service**

Senior Citizens can be picked up by the airport limousine from their homes and be taken roundtrip to doctor's appointments in downtown Syracuse at the Medicaid rate. The limousine stops at medical offices located in the downtown area and then goes on to the Syracuse airport to pick up clients there. It will not go out of the way to outlying areas of the city. Call the Office for the Aging ahead of time to make arrangements to receive the reduced rate (274-5482).

Airport Limousine Service  
615 Five Mile Drive  
Ithaca NY 14850 1-800-273-9197

### **Lansing Senior Van**

The Lansing Senior Van is available for the transportation needs of all Lansing older adults on a first come, first served basis. Arrangements for the Senior Van may be made by calling the Volunteer Dispatcher. Call Monday-Friday 9 AM-5 PM, preferably a week in advance. Donations are accepted, but not required.

Dispatcher: Barbara Bills 257-4496

## **ADDITIONAL LONG TERM CARE SERVICES**

### **Project CARE**

**Project CARE**, organized by the Tompkins County Office for the Aging, matches older people with volunteers and encourages regular visits. Project CARE volunteers also can provide a needed break from caregiving and other assistance to family caregivers. For the older adult, Project CARE offers companionship and a chance for sharing time and interests. Students from several area colleges as well as year-round members of the community often volunteer and look forward to this social connection. Volunteers might also assist with errands, light housekeeping or yard work. In some instances, Project CARE volunteers free up a family caregiver who is having difficulty finding time to take a break or attend to other responsibilities. Typically volunteers visit about two hours a week. Individual arrangements may vary.

NYConnects/Tompkins County Office for the Aging  
214 W. Martin Luther King Jr./State Street  
Ithaca NY 14850 274-5491 (Trina Schickel)  
Website: [www.tompkinscountyny.gov/cofa](http://www.tompkinscountyny.gov/cofa)

### **Personal Emergency Response System (PERS)**

The **Tompkins County Personal Emergency Response System** is a service of the Tompkins County Office for the Aging and Doyle Medical Monitoring. It is designed for those individuals who are at risk of falling or other medical emergencies. At the push of a button (wrist button or pendant), trained operators can talk to you through the unit speaker to help determine what kind of assistance you need. The Office for the Aging Outreach Worker will make a home visit to demonstrate the system.

Rental fee: \$25/month.

Contact:

NYConnects/Tompkins County Office for the Aging  
214 W. Martin Luther King Jr./State Street  
Ithaca NY 14850 274-5482  
Website: [www.tompkinscountyny.gov/cofa](http://www.tompkinscountyny.gov/cofa)

## **Project Lifesaver**

**Project Lifesaver** provides timely response to save lives and reduce potential injury for adults and children who wander due to Alzheimer's, autism, and other related conditions or disorders. Each participant that is enrolled in the program is fitted with a Project Lifesaver wristband (transmitter) that emits a tracking signal every second 24 hours a day. The signal can be tracked by trained personnel from the Tompkins County Sheriff's Office using equipment with radio frequency tracking capability. A helicopter with radio frequency capability can be used in the search if necessary.

Personnel come to the participant's house every 60 days to change the battery and check the band to assure it is in good working order. There is a \$300 refundable deposit for the equipment and a \$10 fee for each battery replacement. Alternate arrangements will be made to cover these fees for those who cannot afford to pay them. Call the Sheriff's office at 257-1345, extension 455, to make an appointment to enroll.

Tompkins County Sheriff's Office  
779 Warren Road - Public Safety Building  
Ithaca, NY 14850

257-1345

## **Protective Services for Adults**

**Protective Services** are provided to adults over the age of 18 who, because of physical or mental impairment, are unable to manage their own resources or protect themselves from neglect or hazardous situations, and have no one able to help them. Services are available regardless of income level, and include prompt response and assessment and arranging or providing other services including social, medical, legal, mental health or in-home services. If necessary, the Department of Social Services can serve as a representative payee for a person unable to manage her or his money. Referrals come from concerned individuals as well as agencies and people themselves. Referrals are confidential.

Tompkins County Dept. of Social Services  
320 W. Martin Luther King Jr./State Street  
Ithaca NY 14850

274-5323

## **Assistive Equipment and Loan Closets**

### **Finger Lakes Independence Center (FLIC)**

215 Fifth St.

Ithaca, NY 14850

272-2433

Website: [www.fliconline.org](http://www.fliconline.org)

The “Try It” Room at FLIC displays and loans a wide range of assistive equipment that can assist older adults. Equipment ranges from small items (kitchen aids, phone amplifiers, devices to assist in dressing, bathing, medications management, bathroom safety equipment, etc) to larger items (portable ramps, wheelchairs, walkers, canes, Braille machines, etc.) FLIC staff consult with persons with disabilities and their caregivers about accessibility issues, assistive equipment, ramp installation, and local resources to support people with vision, hearing, mobility and other physical limitations. FLIC also maintains a website guide to obtaining assistive equipment: [www.fliconline.org/tryit](http://www.fliconline.org/tryit)

### **Trumansburg American Legion**

4431 Seneca Road

Trumansburg, NY 14886

387-4212

Loan closet for wheelchairs, crutches, canes, walkers, commodes.

### **Dryden Veterans’ Memorial Home**

2272 Dryden Rd. (Rt. 13)

Dryden, NY 13053

844-9900

Loan closet includes bathroom safety equipment, canes, crutches, wheelchairs, beds, etc.

### **Groton American Legion**

307 Main St.

Groton, NY 13073

898-3837

Loan closet includes canes, crutches, wheelchairs, beds, some bathroom safety equipment.

### **Wonderful Wheelchairs**

Cayuga Ridge

1229 Trumansburg Rd.

Ithaca, NY 14850 Refurbishes used wheelchairs and makes them available to people in the Ithaca area who need them. Call Carol John (351-1655) or Monte May (592-4490).

## **Bill Payer Service**

“**Check It!**” is a service provided by Lifelong to assist those who have difficulty with routine financial tasks such as payment of a bill, filing of insurance claim forms, bank account reconciliation, and general record keeping. A monthly fee of \$15 includes assistance with financial housekeeping, bill paying, insurance submissions and other paperwork. Contact:

### **Lifelong**

119 W. Court Street  
Ithaca, NY

273-1511

Website: [www.tclifelong.org](http://www.tclifelong.org)

## **Assisted Moving Services**

### **Clear the Way**

(Linda Story) 592-0914

Website: [www.cleartheway.com](http://www.cleartheway.com) e-mail: [info@cleartheway.com](mailto:info@cleartheway.com)

Help with as much of the move as you wish, including decisions about your possessions, work as your advocate to track moving-related timelines, coordinate the moving day, and/or guide the arrangement of your furnishings for your new location.

### **Liz Simple**

(Liz Norton) 279-5126

Website: [www.lizsimple.com](http://www.lizsimple.com) e-mail: [lizsimple@gmail.com](mailto:lizsimple@gmail.com)

Help with part or all of a move including assistance on deciding where to move, help determining what possessions to move and what to do with the rest. Organizing, packing, moving in, unpacking, setting up utilities, disposal of unwanted goods.

### **Simply Organize**

(Laura Barrows) 277-0801

Helps people downsize: To decide what to keep and what to get rid of, set up arrangements with moving company, determine what to do with possessions.

## **Home Safety Assessment**

Professional home safety and accessibility assessments can be provided to help you evaluate overall home safety and accessibility and provide a range of solutions to meet your specific needs.

*Workshops*” into the search window.).

### **NYConnects/Tompkins County Office for the Aging**

214 W. Martin Luther King Jr./State St., Ithaca, NY.....274-5486

Call to schedule a free home safety assessment.

### **Empowerment by Design Occupational Therapy**

PO Box 506, Ithaca, NY 14851

Website: [www.ebd-ot.com](http://www.ebd-ot.com)

351-1654

This group offers comprehensive home safety evaluations. They also assist with selection of accessibility products, universal design and remodeling services. Home Assessment: \$150.00

### **Rebecca Norman, OTR/L**

Ithaca, NY

Website: [www.rebeccanormanotr.com](http://www.rebeccanormanotr.com)

277-4421

Ms. Norman is an occupational therapist specializing in rehabilitation and falls prevention.

## **Home Repair and Modification**

**The Tompkins County Home Repair Program** is a county-wide program providing minor home repairs, especially those related to health and safety, for seniors and persons with disabilities. The client provides materials; labor is furnished at no cost.

### **Ithaca Neighborhood Housing Services (for City of Ithaca)**

### **Better Housing for Tompkins County (for Tompkins County)**

115 W. Clinton St, Ithaca, NY 14850

[www.ithacanhs.org](http://www.ithacanhs.org)

(for city of Ithaca) call 277-4500, ext. 218

(for rest of Tompkins County) call 277-4500, ext. 224

**The Tompkins County Office for the Aging** assists low-income senior citizens to address energy, health and safety-related home repair needs. An outreach worker is available to help the client assess the work to be done, provide help completing applications, and will coordinate work done by several agencies.

### **NYConnects/Tompkins County Office for the Aging**

214 W. Martin Luther King Jr./State Street

Ithaca NY 14850

274-5486

Website: [www.tompkinscountyny.gov/cofa](http://www.tompkinscountyny.gov/cofa)

**Major Home Repair Grants-** Bishop Sheen Housing assists with emergency home repair grants subject to income guidelines and “Access to Home” grants to fund accessibility modifications.

### **Bishop Sheen Ecumenical Housing Foundation**

935 East Ave., Suite 300, Rochester, NY 14607

Website: [www.sheenhousing.org](http://www.sheenhousing.org)

585-657-4114

## FINANCIAL ASSISTANCE

**Credit Counseling/Financial Counseling**-money management counseling, debt management, foreclosure prevention and & general credit counseling

Balance Service (through Alternatives FCU) 866-456-2227  
Catholic Charities (Elmira office) 734-9784  
ClearPoint Credit Counseling Solutions 800 479-6026

**EPIC**(Elderly Pharmaceutical Insurance Coverage) 800-332-3742

**Food Assistance (SNAP Program)** 274-5348

**HEAP** (Home Energy Assistance Program) 274-5482

**Health Insurance Counseling**  
(Medicare, Medigap, Prescriptions)

Lifelong 273-1511  
Office for the Aging 274-5482

**Income Tax Counseling**

Lifelong 273-1511  
Alternatives Credit Union 216-3422

**Lifeline Phone Service (call your telephone service provider)**

Verizon Telephone Discount 1-800-555-5000  
Safelink Wireless (free cell phone & service) 1-800-977-3768  
Assurance Wireless (free cell phone & service) 1-888-321-5880  
*(An individual cannot receive both the landline discount and the free cell phone service at the same time.)*

**Medicare Savings Program** *(in 2015, those with income under \$1,345/month, \$1,813 for a couple, can have Medicaid pay their monthly Medicare B premiums regardless of what assets are owned.)*

Call Medicaid, 274-5359 or the Office for the Aging: 274-5482

**Medicaid** 274-5359

**Medicare** 1-800-MEDICARE

<b>New York State IT-214</b> (Real Property Tax Credit)	274-5517
<b>Partial Property Tax and Enhanced STAR</b> Exemptions for Senior Citizens	274-5517
<b>Project Share (Heating Fund)</b> Tompkins County Department of Social Services	274-5264
<b>Public Assistance</b> Tompkins County Department of Social Services	274-5244
<b>Rental Assistance</b>	
Housing Choice Vouchers (Section 8)	273-1244 and 273-8816
Public Housing	273-8629
Govt. subsidized senior apartment complexes	274-5492
<b>Social Security Administration</b>	(Ithaca Office) 866-706-8289 (National) 800-772-1213
<b>SSI (Supplemental Security Income)</b>	274-5482
<b>Veterans' Benefits</b> (including "Aid and Attendance" benefit for eligible veterans with long term care needs.)	255-8719
<b>Weatherization &amp; Home Repairs</b>	274-5486

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*Low income seniors can call the Office for the Aging to discuss financial assistance programs which might be available to them.*

## **LONG TERM RESIDENTIAL PROGRAMS**

*Larger adult care facilities are licensed by the NY State Health Department as “adult homes” or “enriched housing programs. Some or further certified to offer “enhanced assisted living” services to those with greater care needs. Smaller, **family-type homes** are certified by the local Department of Social Services. Both provide meals, homemaking services, supplemental personal care, recreational programs and 24-hour support.*

*Skilled nursing care facilities, commonly referred to as nursing homes are licensed healthcare facilities that offer long and short term care for individuals who need rehabilitation services or who suffer from serious or persistent health issues that are too complicated to be tended to at home or at an adult home/assisted living facility.*

### **Ombudsman Program**

A long term care ombudsman is a certified volunteer serving as an advocate to address concerns expressed by, or on behalf of residents of assisted living residences and nursing homes. Ombudsmen listen carefully to residents, and may mediate, negotiate, facilitate and propose solutions when a resident has requested and given permission to the long term care ombudsman to act as their advocate. This service is confidential and free of charge.

The Regional Ombudsman Program serving Tompkins County, Schuyler County and Chemung County is coordinated by the Tompkins County Office for the Aging. To contact the ombudsman for a residential care facility in any of these three counties, contact::

**Regional Ombudsman Program** 274-5498  
**NY Connects/Tompkins County Office for the Aging**  
214 W. Martin Luther King Jr./State St.  
Ithaca, NY 14850

## **Adult Homes/Assisted Living Residences**

### ***Brookdale Senior Living***

**Sterling House** is a 46-apartment NY State licensed adult care facility offering both assisted living and enhanced assisted living services to its residents.

**Clare Bridge** is a licensed adult home and memory care residence with 28 private and 4 semi-private apartments. The facility and services are designed specifically to meet the needs of people with Alzheimer's or other dementia/memory impairments.

Both residences are operated by Brookdale Senior Living.

For information on either residence, contact:

Brookdale Senior Living  
101-103 Bundy Road  
Ithaca, NY 14850 256-2580  
Website: [www.brookdaleseniorliving.com](http://www.brookdaleseniorliving.com)

### ***Longview***

**Longview, an Ithacare community**, operates 96 assisted living suites as well as 100 independent living apartments. Longview is NY State certified to offer both assisted living and enhanced assisted living services. Longview has unique intergenerational programming with Ithaca College.

For information, contact:

Longview Director of Residential Services  
1 Bella Vista Drive  
Ithaca NY 14850 375-6320  
Website: [www.ithacarelongview.com](http://www.ithacarelongview.com)

### ***Bridges Cornell Heights***

**Bridges Cornell Heights** operates two adult care residences on Wyckoff Ave. in the Cayuga Heights section of the City of Ithaca: the Colonial (11 residents) and the Tudor (15 residents). Privately owned and operated. Both are certified to offer enhanced assisted living services. For information, contact:

Elizabeth Ambrose, Owner and Operator 257-5777  
Website: [www.bridgescornellheights.com](http://www.bridgescornellheights.com)

## **Family-Style Adult Care Residences**

*Family-type homes are certified to provide personal care services for up to four residents. They may also have up to an additional two boarders who do not require personal care services.*

### ***Deer Haven***

**Deer Haven** is a family-type home offering adult care services for up to four residents.

For information, contact:

Joyce Starks, Owner and Operator 564-1880  
179 Tupper Road, Spencer NY 14883

### ***Evergreen House and The Old Hundred***

**The Old Hundred** (6 rooms) and **Evergreen House** (6 rooms) are smaller adult care residences operated by Classen Home Health agency. The Old Hundred is on Five Mile Drive in Ithaca. Evergreen House is on Jacksonville Rd., in the Town of Ulysses.

For information, contact:

Classen Home Health 277-1342  
Website: [www.classenhomehealth.com](http://www.classenhomehealth.com)

### ***Kitty Lane***

**Kitty Lane** is a family-type home offering adult care services for 3 residents.

For information, contact:

Audrey Feint, Owner and Operator  
58 Gee Hill Rd., Dryden NY 13053 266-4936

## **Other Housing with Residential Care Services**

### ***Kendal at Ithaca (Continuing Care Community)***

**Kendal at Ithaca** is a not-for-profit life care retirement community providing independent housing, services, and residential health care, including long term care through one contract that will remain in effect for the person's lifetime. The on-site health center provides short or long term care to residents at the same rate as independent living. Residents pay an initial entry fee and on-going monthly fees, and have a choice of apartment sizes which they may furnish with their own belongings. For further information contact:

Betsy Schermerhorn  
Director of Admissions  
2230 Triphammer Road  
Ithaca, NY 14850  
Website: [www.kai.kendal.org](http://www.kai.kendal.org)

266-5300

### ***Hospicare Residence***

(Hospicare and Palliative Care Services operates a 6-bedroom residence for persons with terminal illness. See page 12 for contact information.)

## **Other Supportive Senior Housing Options**

There are other supportive senior housing options in Tompkins County that do not offer licensed personal care services, but may provide one or more meals, housekeeping or other supports. Please refer to the booklet ***Housing Options for Seniors in Tompkins County*** for a description of these housing alternatives. It is available at the Tompkins County Office for the Aging or can be viewed on the Office for the Aging web site: [www.tompkinscountyny.gov/cofa](http://www.tompkinscountyny.gov/cofa). (Click on "Local Resources for Older Adults.")

## Skilled Nursing Facilities (Nursing Homes)

### *Beechtree Care Center*

**Beechtree** is a long term health care facility with 120 beds. The nursing facility provides 24-hour skilled nursing and rehabilitation services, planned activities programs, social work services, and a full range of therapeutic services.

Rates:

Private.....\$240 per day +6.8%  
Semi-private.....\$230 per day +6.8%

Beechtree Care Center  
318 South Albany Street

Ithaca NY 14850

273-4166 ext. 129

Website: [www.beechtreecarecenter.org](http://www.beechtreecarecenter.org)

### *Cayuga Ridge Health and Rehabilitation Center*

**Cayuga Ridge** offers a full range of therapeutic and rehabilitative services, including recreational therapy, speech therapy, physical therapy, occupational therapy, audiology and social services.

Rates:

Private .....\$250 per day +7%  
Semi-private..... \$240 per day +7%

Contact:

Admissions Coordinator  
Cayuga Ridge Health and Rehabilitation Center  
1229 Trumansburg Road

Ithaca NY 14850

273-8072

Website: [www.cayugaridge.org](http://www.cayugaridge.org)

***Groton Community Health Care Center***

The **Groton Community Health Care Center** provides skilled nursing care, with 80 beds. There are planned recreational activities, social services, church services, speech, physical and occupational therapy, audiology and complete personal care and nursing services.

Rates:

Private ..... \$294 per day +7%  
Semi-private ..... \$284 per day +7%

Contact:

Director of Social Services  
Groton Community Health Care Center  
120 Sykes Street  
Groton NY 13073 898-5876

***Oak Hill Manor***

**Oak Hill Manor** is a 60 unit skilled nursing facility that provides 24 hour nursing and rehabilitation services. Services include an activities program, social work, physical and speech therapies, church services, and an in-house beauty parlor. Dental and podiatry services are available as needed.

Rates:

Private.....\$298 per day +6.8%  
Semi-private.....\$288 per day +6.8%

Oak Hill Manor  
602 Hudson Street  
Ithaca NY 14850 272-8282