

# **PROPOSED PLAN FOR 2011 AGING SERVICES**



**Michael G. Breslin**  
County Executive

**Ralph J. Scarano**  
Commissioner

## **ALBANY COUNTY DEPARTMENT FOR AGING**

**162 Washington Avenue  
Albany, New York 12210  
Web Site: [www.albanycounty.com](http://www.albanycounty.com)  
E-Mail: [aging@albanycounty.com](mailto:aging@albanycounty.com)**

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## GREETINGS FROM THE COMMISSIONER

The Department for Aging and the County Executive, Michael Breslin, are committed to our department's mission of providing the highest quality supportive services to seniors and their families. Our goal is to enable seniors to stay in their homes and thrive in the community. It is the desire of the Albany County Office for the Aging to provide a comprehensive menu of services that fits the needs of our seniors and their caregivers in 2011.

As we prepare for a new year, it is evident that the way services were provided in the past must be thoroughly examined. The increase in our senior population, coupled with the economic downturn, has placed a greater demand on our service providers. To meet the challenges ahead we must look at innovative ways to maximize funding to maintain services. Funding has been placed in our 2011 budget to add a Consumer Directed component to the EISEP program. The Consumer Directed service will allow seniors to utilize EISEP as a payment source but choose to have a trusted friend or neighbor provide their personal care. This would be in keeping with giving consumers maximum choice and control over the care they receive.

We need your input to help us complete our plan. It is the feedback we receive from you that allows us to know what programs are working and what new programs we may look to add in the future. So I ask that you take the time to review our proposed plan of services for 2011. I encourage you to participate in our public hearings by offering your comments and suggestions. The dates, times, and locations are listed on the following page. Should you be unable to attend one of our public hearings, feel free to contact my office at (518) 447-7198. It will be a pleasure hearing from you.

Respectfully submitted,

Ralph J. Scarano,  
Commissioner

## NOTICE OF PUBLIC HEARINGS

*In accordance with the New York State Office for Aging regulation 6653.2(c), the Albany County Department for Aging is required to "publicize and hold at least one public hearing in a manner, place and time which give elderly people, public officials and other interested parties adequate notice and reasonable opportunity to participate."*

**SUBJECT:** Proposed Plan for Aging Services 2011

**PURPOSE:** To solicit input from Albany County citizens regarding the implementation of Aging Services provided by the County. These hearings will examine various factors regarding the proposed plan of services including funding levels, distribution of services and recipients of services. These hearings also provide the public an opportunity to offer comments or make recommendations on the proposed abstract.

Persons wishing to present testimony or obtain an abstract should contact Glenda Gustafson at (518) 447-7195 at the Albany County Department for Aging. Please indicate whether you would like to present oral or written testimony, or both. Oral testimony will be limited to ten minute durations. The Department for Aging is always seeking input. Please feel free to contact us at the above number at anytime with your questions, concerns or comments.

### LOCATIONS:

<b>Helderberg Senior Services Hiawatha Grange Route 32 Westerlo, NY 12193</b>	<b>Friday, November 12<sup>th</sup>, 2010 11AM</b>
<b>Townsend Park Senior Apartments 45 Central Ave., Albany, NY</b>	<b>Thursday, November 18<sup>th</sup>, 2010 11 AM</b>



# 2010

## ACCOMPLISHMENTS IN SERVING SENIORS IN ALBANY COUNTY

### **NUTRITION AND HEALTH**

#### **Home Delivered Meals Program**

The Home Delivered Meal Program provides nutritious meals to the frail elderly who are incapacitated due to accident, illness or frailty or who have inadequate support from family or friends with food shopping or meal preparation. During the past year, the program delivered over 211,100 nutritious meals to 1242 frail seniors that were in need of meals on a temporary or longer term basis to maintain their health and remain independent within the community.

In order to provide the healthiest meals possible, the department and our meal providers have worked diligently to collect all meal nutritional information and analyze our menus using computer assisted technology. Every meal served through the Albany County Department for Aging Home Delivered Meals program follows the Older American Act Nutrition Program Standards and provides 1/3 of the recommended dietary

allowances. The Albany County Department for Aging Congregate and Home Delivered Meals are planned to keep total fat intake between 20-35 percent of calories, with most fats coming from sources of polyunsaturated and mono-saturated fatty acids. Less than 10 percent of calories are from saturated fat. Meals are prepared with little salt and with a goal of 500-800 mg of sodium per meal. Food and beverages in this regular meal are prepared with little added sugars and emphasis will be given to fiber- rich fruits, whole grains, vegetables and low fat milk products.

The Albany County Department for Aging provides a comprehensive in-home assessment performed by a Registered Nurse for every senior that is referred to the program. After the initial in-home assessment and eligibility determination the nurses will continue to visit the senior in their home at frequent and regularly scheduled intervals to monitor the participant's health.

Our goal is to continue to work to keep seniors in their homes by providing information and making appropriate referrals for other necessary programs and services in the community (i.e. aide services, Personal Emergency Response System units, adult day programs, etc.).

### **Congregate Dining Program**

The congregate dining program offers nutritious hot meals approved by a registered dietician at several locations throughout Albany County. Monetary contributions for the meals are suggested, but not required. The program is open to people who are 60 years or older, or the spouse of an eligible individual regardless of age.

The congregate meal program provides seniors with an opportunity to dine and interact with others thereby alleviating isolation and loneliness. During the past year 75,274 meals were served at 22 sites to 3,425 seniors. During the past year two new sites were added. The sites, B'nai B'rith and Townsend Park, are located in low income senior housing. Aging continues to look to increase access to this program, especially for low-income minority seniors and seniors in rural parts of the county.

The congregate meal program helps seniors to maintain their health by offering a hot meal served at a congregate setting that follows the Older American Act Nutrition Program Standards and provides 1/3 of the recommended dietary allowances. The Albany County Department for Aging Congregate Meals are planned to keep total fat intake between 20-35 percent of calories, with most fats coming from sources of polyunsaturated and mono-saturated fatty acids. Less than 10 percent of calories are from saturated fat. Meals are prepared with little salt and with a goal of 500-800 mg of sodium per meal. Food and beverages in this regular meal are prepared with little added sugars and emphasis will

be given to fiber- rich fruits, whole grains, vegetables and low fat milk products.

### **Nutrition Services**

Aging's Certified Nutritionist is responsible for ensuring that all meals meet the RDA nutritional standards for seniors. The nutritionist also oversees and monitors all of the Congregate Dining and Home Delivered Meals kitchens, meal sites and meal transportation systems ensuring the meals are prepared in sanitary conditions; and are cooked, transported and served at the AOA mandatory temperatures.

### **Nutrition Counseling and Nutritional Education**

To help maintain, manage and improve the health of seniors in the county, our Certified Nutritionist provides nutritional counseling and educational sessions. All seniors participating in the Congregate and Home Delivered Meal programs, Adult Day programs, and the Expanded In-home Services for the Elderly Program are screened for nutritional risk and are given information about the no-cost nutritional counseling service. During the year, 1,396 seniors received nutrition education information at the congregate sites and 131 at-risk seniors received personalized counseling from our Certified Dietitian Nutritionist.

### **Healthy Choices Program**

The Capital District Healthy Choices NY program is entering its fifth year. The program consists of two evidence-based models that promote healthy lifestyle changes using a combination of sustainable exercise programs and educational workshops about improved food choices. The program is funded by the Administration on Aging and is a partnership between the New York State Office for the Aging, New York State Department of Health, Retired Senior Volunteer Program (RSVP) of the University at Albany's Center for Excellence in Aging Services and Albany, Schenectady, Rensselaer, and Saratoga County Aging Departments.

### **Specialized Health Information and Counseling Services**

During the past year, our Health Insurance Information Counseling and Assistance Program (HIICAP) totaled 7,621 contacts with Medicare recipients, their caregivers or advocates. The program provides unbiased information to answer Medicare questions or to help resolve issues related to Medicare health insurance. Throughout the year the HIICAP program provided ongoing Medicare health insurance presentations and one-on-one in-person option assistance. The HIICAP program continued to outreach to low-income seniors to help enroll them in money saving benefit programs that pay for all or a portion of their insurance premiums and medication co-pays.

## **IN-HOME CARE, CONTACT AND SUPPORT**

### **Case Management and Assistance for the Frail Elderly**

To help frail seniors to remain in their homes, the Expanded In-Home Services for the Elderly Program (EISEP) assists eligible seniors with everyday activities (i.e. dressing, bathing, personal care, grocery shopping or cooking). The Albany County Department of Social Services Program is the contractor that determines eligibility through a comprehensive in home assessment and development of a care plan. They also provide ongoing case management to help seniors and their families decide what help is needed, arrange for services, and monitor the home health aide service. The need and the awareness of ACDFA services and programs have spread through the community and the network of aging service providers, participation and referrals have increased. During the past year, 615 seniors received 127,855 hours of home care.

### **Shopping, Visiting and the Telephone Support**

During 2010, 79 seniors received assistance through the Shopping Assistance, Friendly Home Visiting and Telephone Reassurance programs. The programs are for seniors who are able to stay in their home unassisted but feel isolated or lack adequate support systems. The programs give seniors a sense of security in knowing that someone will check on their safety or will assist them with weekly grocery shopping. The ACDFA continues to seek to expand these services, especially for rural residents.

## **SUPPORTIVE PROGRAMS**

### **Adult Social Daycare Programs**

This program offers seniors high levels of care within a social day program setting. When combined with in-home support by family caregivers, this is often the best way to keep seniors safely in their homes in the community. The program provides overall health monitoring, direct supervision, social contact, recreational activities and nutritious meals. During the past year, 56 seniors participated in 24,990 hours of day care services.

## **Programs for Caregivers of Seniors and Caregivers of Grandchildren**

During the past year, 947 caregivers were assisted through the Caregiver Support Programs. The program assists caregivers (spouses, adult children, grandchildren, friends and neighbors) in their efforts to care for seniors. The goal is to provide caregivers support based on their circumstances and needs so that the care receivers are able to remain in their own homes in the community. The caregiver supportive services we offer include: information and assistance, educational training programs, counseling, support groups, social and medical Adult Day programs, in-home respite, Personal Emergency Response Systems (PERS) and assisted transportation.

This program also supports grandparents or other older relatives who are caring for children. They can also receive assistance in the form of counseling and respite.

### **ACCESS TO SERVICES**

#### **Transportation**

The department contracts with Medical Transportation Management (MTM) to coordinate the senior transportation program. MTM takes requests for rides through one toll-free number and matches up the request with one of the local transportation programs. During the past year, 1,167 seniors received over 31,581 rides to medical appointments, meal sites, senior centers, adult day programs, senior centers, shopping or other vital destinations.

#### **Albany County NY Connects Information and Assistance**

Since July 2007, Albany County Departments of Aging and Social Services have collaborated to provide assistance, referrals and unbiased information through the Albany County-NY CONNECTS Point of Entry (POE) access line. The POE assists the elderly, the disabled, and their caregivers, families and concerned friends to answer questions and help them find appropriate services and programs to meet their needs. The goal of the collaboration is to help seniors and the disabled maintain and improve their health and daily functioning and help them remain in the community.

From October 1, 2009 through September 30, 2010, the POE received 7,014 calls, or a monthly average of 585 phone calls. The individuals who called Albany County-NY Connects fell into the following major categories:

Callers	Consumers	Professionals	Caregivers	Other*	Unknown
Call Period: October 1, 2009- September 2010	2,708	1,449	2,311	356	1,133

\*The "OTHER" category reflects callers who may be neighbors, friends, and other family members who are not the consumer's caregiver.

*Age of Consumers  
(Seniors and Disabled Individuals)*

	Under 60 years	Over 60 years of age	Unknown
No. of Calls	1,211	4,670	1,133

### Community Participation and Outreach

ACDFA staff attends community meetings, conferences and special events concerned with seniors. Staff regularly participates in ongoing meetings including the following: the Long Term Care Council, the Capital Region Caregivers Coalition, Senior Citizen Advisory Council, Capital District Senior Issues Forum, Capital Region Older Driver Assistance Network and Seniors And Law Enforcement Together (S.A.L.T.).

During 2010, ACDFA and Albany County NY-Connects staff hosted an informational table at the following events:

- ❑ Chinese American Health Fair - March 6, 2010
- ❑ Tools for Caregivers - April 17, 2010
- ❑ Bethlehem YMCA Health Fair - April 17, 2010
- ❑ Veterans Fair - April 29, 2010
- ❑ JCC Health and Service Fair - April 25, 2010

- ❑ NYSOFA Older American Day - May 5, 2010
- ❑ RSVP Volunteer Recognition Day - May 10, 2010
- ❑ Guilderland YMCA Health Fair – May 26, 2010
- ❑ Albany County Family Day – August 7, 2010
- ❑ Annual Senior Expo - October 15, 2010
- ❑ Fall Festival For Seniors – October 16, 2010

## **SPECIALIZED SENIOR PROGRAMS**

### **Legal Counseling and Assistance**

The senior legal services program contractor, Legal Aid of Northeastern NY, provides quality legal advice, and/or referrals or representation on a variety of civil legal issues. The Legal Aid Elder Law Attorney maintains a rotating schedule visiting nine senior centers throughout Albany County. The attorney also conducts seminars on senior legal issues around the county. During the past year the elder law attorney met with 216 seniors and provided them with individualized information and assistance.

### **Weatherization**

The Weatherization Referral and Assistance Program (WRAP) program through Cornell Cooperative Extension's CHOICES program assists seniors with applications for the Heating Energy Assistance Program (HEAP) and other entitlement programs that help seniors afford to stay in their homes. WRAP provides eligible seniors with a comprehensive home energy assessment and home energy plan of action. WRAP funds may pay for repair or replacement of heating systems, weatherizing, or insulation. And, when applicable, the program helps low income seniors access NYSERDA's Empower program to upgrade old appliances to energy efficient models. This year the program assisted over 120 seniors with applications for WRAP funding. They also helped 27 seniors access Last Resort funding for additional home energy related upgrades beyond the scope of WRAP.

### **Senior Community Service Employment Program**

This employment program is authorized under Title V of the Older Americans Act. To participate, an individual must be 60 years or older and have an annual income at or below 125% of the federal poverty level. The program is run by Albany County Department for Aging staff

who places seniors in paid training programs with employers who are in need of permanent employees. The ***Second Careers*** service, also run by ACDFA, offers free employment referrals and placement assistance for people 55 or older who do not qualify for the Senior Community Service Employment Program. During the past year, 20 seniors were placed through the senior employment program and 137 seniors were assisted through the career service.

### **911 Cell Phone Program**

The Albany County Sheriff's Office and the Department for Aging continue to work collaboratively on this program. The Sheriff's Department collects and tests the phones. ACDFA distributes the phones to seniors who request them thorough the Point of Entry access line or through senior centers in the community. The cell phones help seniors gain free access to 911 emergency services when they are away from their home phones or their Personal Emergency Response System (PERS) unit.

## Unduplicated Count of Individuals Served 2009-2010 Fiscal Year (April 1, 2009 - March 31, 2010)

\*Total 60+ served does not include information and assistance.

Total 60+ served*	9329
Transportation	1167
Homemaking/Personal Care	406
Housekeeping/Chore	209
In Home Contact & Support	79
Case Management	615
Home Delivered Meals	1242
Congregate Meals	3425
Nutrition Education & Counseling	1527
Adult Day Care	56
Employment	137
Caregivers Assisted	947
Legal Assistance	213
Low Income	1915
Frail/Disabled	2608
Age 75+	3166
Age 85+	1470
Live Alone	3973
Low Income Minority	292
American Indian/Alaskan Native	46
Asian/Pacific Islander	43
Black (Not Hispanic Origin)	497
Hispanic	60

# Albany County Department for Aging (ACDFA)

## 2011 Anticipated Budget Information

	<b>2009 Actual</b>	<b>2010* Working</b>	<b>2011* Requested</b>
TOTAL APPROPRIATIONS	\$ 5,636,113	\$ 6,409,711	\$ 6,223,206
REVENUE	\$ 3,243,772	\$ 3,944,649	\$3,528,554
COUNTY SHARE	\$ 2,392,341	\$ 2,465,062	\$ 2,694,652

\*The figures indicated herein are tentative and are based upon the most recent information available at the time this document was prepared. The County budget will not be final until December 2010.

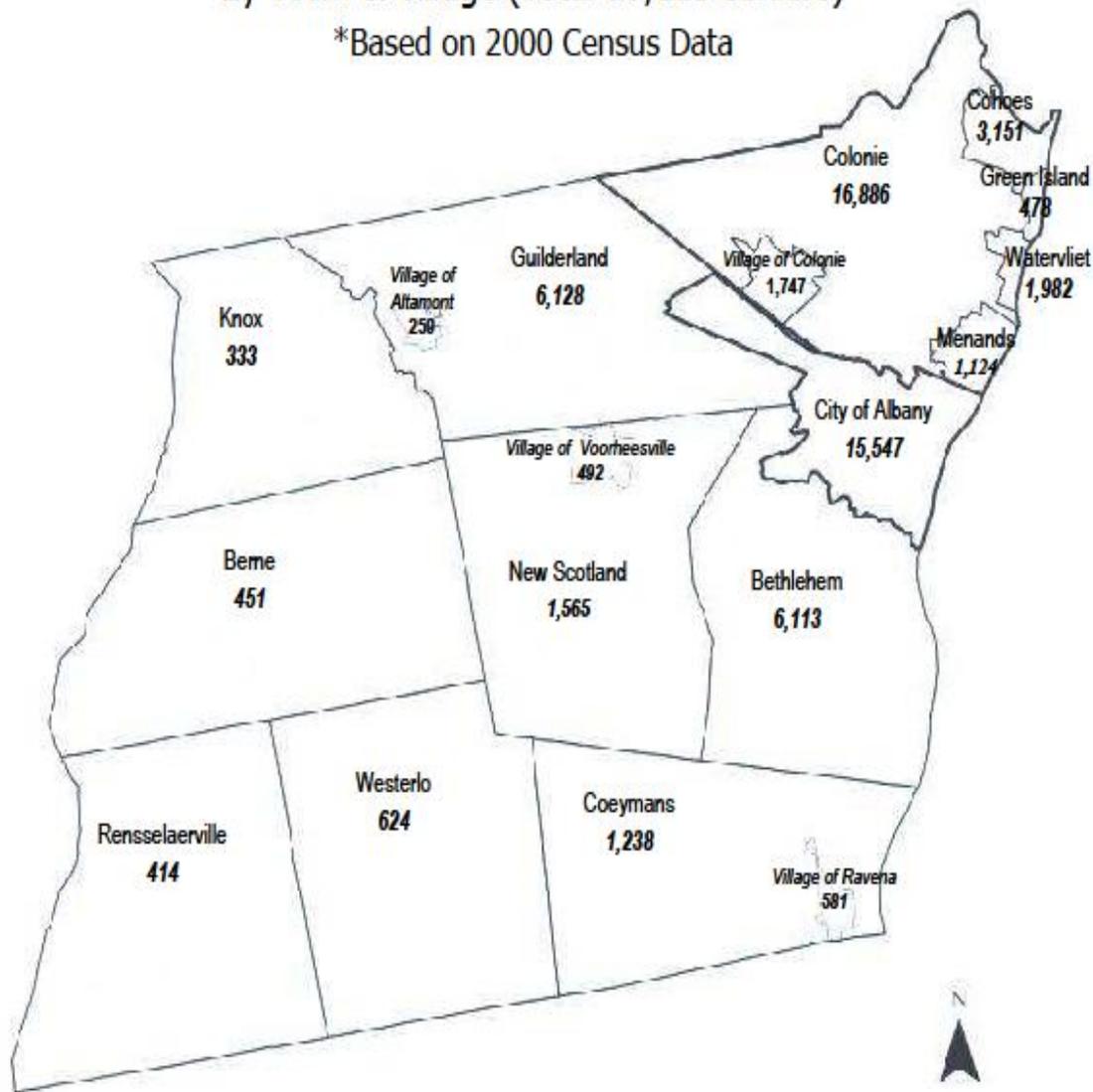
Total Appropriations represent the total amount of money approved by the County Legislature to support contractual and other expenditures made on behalf of seniors.

Revenues are the funds received by Albany County in support of contractual and other expenditures made on behalf of seniors. This represents funds received from federal, state and local sources not including support derived from the county tax levy.

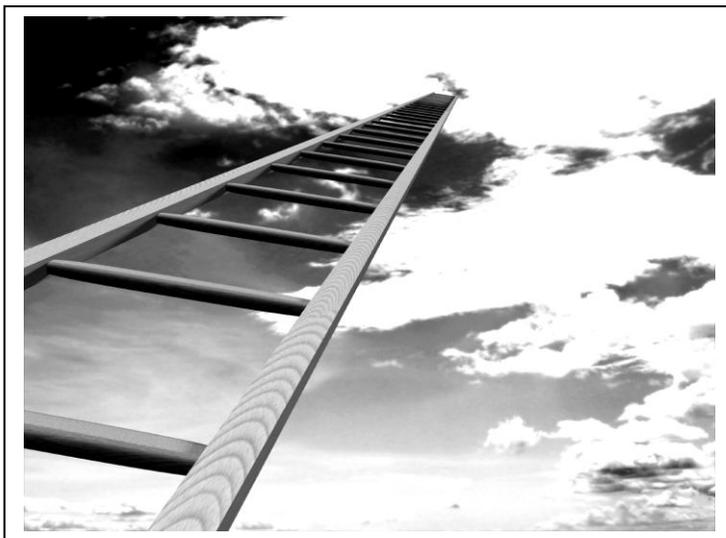
County Share represents the amount of funds raised by the tax levy in support of expenditures made on behalf of seniors.

**Albany County**  
**Projected\* 2010 Census for Seniors 60+**  
**by Town & Village (Total 59,113 seniors)**

\*Based on 2000 Census Data



0 1 2 4 6 8 0 Miles



## **2011 GOALS**

### **NUTRITION AND HEALTH**

#### **Home Delivered Meals**

The Home Delivered Meals program fulfills a critical goal of the department in helping seniors maintain health, manage chronic disease and recover from surgery, illness or accident in their homes. As the demand for this service continues to grow, the department will continue to work with providers to seek ways to serve nutritious meals in the most efficient and cost effective ways. We will continue to work with our Home Delivered Meals program assessment unit and other community providers to advance the reach of this essential service to frail seniors in the community.

#### **Congregate Dining**

Because adequate nutrition is critical to maintaining health, the Department for Aging continues to work to increase community awareness about this important service to all areas of the county. Not only does the program provide a nutritious meal and nutritional education presentations, the meals also bring seniors together, thus promoting socialization and preventing isolation and loneliness.

## **Nutritional Counseling and Education and Congregate and HDM Monitoring**

ACDFA's nutritionist will continue to ensure that the all meals funded by the County meet all relevant nutrition, health and safety standards. Through the nutrition programs, our nutritionist will continue to educate seniors about the necessity of good nutrition in sustaining a healthy, independent lifestyle by working with the meal sites to provide nutrition educational materials to all participants. The nutritionist will also continue to provide one-on-one nutrition counseling sessions to any Albany County senior who is found to be at nutritional risk through the regular screening of all Congregate and HDM programs participants.

## **Health Insurance Information Counseling and Assistance Program**

The Health Insurance Information Counseling and Assistance Program (HIICAP) will continue to reach and assist Albany County seniors with Medicare health insurance inquires through one-on-one counseling and outreach events. The program will continue work to expand its outreach in the community by increasing its base of active and trained volunteers. The program will also continue the successful collaboration between ACDFA staff, Senior Services of Albany and the Towns of Colonie and Bethlehem.

The department has also received funding from the Administration on Aging and New York State Office for Aging to assist in the collaboration to develop strategies to educate seniors about Medicare and Medicaid fraud and abuse through educational outreach material, educational meetings and events. The initiative will also help to expand our capacity to manage inquiries and complaints through newly recruited and trained volunteers on the issues of Medicare and Medicaid fraud and abuse.

## **Healthy Choices and Chronic Disease and Self Management Programs**

The Healthy Choices NY program empowers seniors to take control of their health and to increase awareness and use of preventative screening services. We expect to continue to see health improvements and positive outcomes from the seniors involved in these programs.

New this year is the Chronic Disease Self Management program, an evidenced based program supported by NYSOFA, RSVP at SUNY at Albany's Center for Excellence and Aging, the Department for Health and the four Capital Region Area Agencies on Aging. The six week series will empower seniors and their caregivers to take charge of their chronic disease (arthritis, heart disease, diabetes) through pain management, exercise, diet and other proven methods. The workshops will be offered at senior and community centers throughout the Capital Region.

## **IN-HOME CARE, CONTACT AND SUPPORT**

### **Services for our Frail Elderly**

The Expanded In-Home Services for the Elderly Program (EISEP) provides case management and aide services to help eligible seniors remain independent, healthy and safe within their homes. The services help to prevent unnecessary placement in hospitals and nursing homes through care planning, case management, personal care, homemaking, chore services and Personal Emergency Response Systems (PERS).

We will continue to contract with the Department of Social Services for EISEP case management and partner with them on the Albany County-NYCONNECTS: Choices for Long Term Care endeavor. The Point of Entry Information and Assistance access line can link more seniors to additional services in the community by:

- Improving access to appropriate and cost effective non-medical support services.
- Enhancing the ability of family members or other informal caregivers to care for an older person in their home.
- Improving planning, accessibility and management of home care services for service providers.

Funding has been requested in our 2011 budget to add a Consumer Directed component to the EISEP program. The Consumer Directed service will allow seniors to use EISEP as a payment source to have a trusted friend or neighbor provide their personal care. This would be in keeping with giving consumers maximum choice and control over the care they receive. We hope to increase supportive services for informal caregivers of seniors to help alleviate the need for more formal or ongoing services. Additionally, we are looking into the possibility of extending our EISEP funding to cover Social Adult Day Care services. This would meet other needs for services and provide respite for caregivers.

As we strive to reach the homebound and frail, we will continue to place great emphasis on supporting programs such as Telephone Reassurance, Friendly Home Visitor, and Shopping Assistance. An inherent benefit of these programs is that our providers enlist many senior volunteers to carry out these services. These contacts are mutually beneficial and offer an invaluable means of keeping seniors connected in the community and able to remain independent living at home.

## **CAREGIVER SUPPORT SERVICES**

Frail seniors receive about 80 percent of their care from family members and friends. ACDFA will continue to support the efforts of caregivers caring for seniors by providing information and assistance, educational programs, counseling and support groups, transportation, adult day care, respite and Personal Emergency Response Systems (PERS).

## **ACCESS SERVICES**

### **TRANSPORTION**

ACDFA remains committed to the United We Ride endeavor for 2011. We will continue to leverage funds for transportation by working with the County Department of Social Services as well as other government entities on both the state and federal levels. We continue to reach out and work to add agencies to the delivery system to increase the availability of rides to all seniors, especially for those in rural areas. We also seek to increase weekday service hours to accommodate late afternoon medical appointments.

### **ALBANY COUNTY - NYCONNECTS**

The Department will continue its ongoing promotion of Albany County-NY CONNECTS Point of Entry Access line. For seniors, the disabled, caregivers and health and human services, the access line provides a county-wide single access point for information and assistance regarding community services and programs for all who need help regardless of age, disability or payer source. The line helps to empower seniors by giving them a better understanding of programs and services including, but not limited to: nutrition, in-home care, prevention and wellness programs, and caregiver support. Additionally, the demographic data that is collected for the callers/consumers and their concerns helps to provide us with a clearer measurement of their needs and the programs they require.

### **Long Term Care Council**

Our council includes stakeholders from across the multi-service delivery system. Its main purpose is to gauge the needs of our populations and identify existing gaps in the long term care system. It is our goal to obtain an ongoing collaboration with these key community entities that will yield an understanding of how we can best continue to improve the system of long term care services.

## **Preventative Programs**

The Department remains committed to supporting the Capital Region Older Driver Assistance Network, which is funded by a grant from the State of New York Governor's Traffic Safety Commission. Other core partners in this grant are: New York State Office for the Aging; New York State Department of Motor Vehicles; New York State Department of Health, Office of Injury Prevention; Rensselaer County Department for the Aging; and Schenectady County Office for the Aging. This network will provide outreach, information, evaluation and assistance via a formal framework of collaboration among professionals who are routinely involved with older drivers and their families. The goal is to assist older drivers to remain safe drivers or to access transportation alternatives when they can no longer drive. Our Department will spread the word of the availability of these extremely valuable services and will refer seniors and their families to this network of assistance as needed.

<p><b>Albany County Department for Aging</b>  <b>Program Catalog of Current Contracting Agencies</b></p>
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*The mission of the Department for Aging is to make available the highest quality of supportive services to seniors and their caregivers that enable the seniors to maintain independent and self-directed lifestyles. We accomplish this by offering a wide range of services through our contract agencies. These services include, but are not limited to: Nutrition and Preventive Health Education and Maintenance, Support Programs, Transportation Assistance, Employment Opportunities, Legal Counseling, Health Insurance Information Counseling and Assistance, and Recreational Activities.*

**The following is a list of all the organizations contracted to provide programs and services for the Department from 2009-2010:**

**Adult Day Care Services**

Cohoes Multi-Service Senior Citizens Center, Inc.	235-2420
Colonie Senior Service Centers, Inc.	459-2857
Senior Services of Albany	465-3322
The Eddy, Northeast Health	271-2217

**Family Caregiver Support Services**

Catholic Charities Caregivers Support Services	449-2001
Cohoes Multi-Service Senior Citizens Center, Inc.	235-2420
Colonie Senior Service Centers, Inc.	459-2857
Community Caregivers, Inc	456-2898
Senior Services of Albany	465-3322
St. Peter’s Hospital Lifeline	454-1536
Town of Colonie Senior Resources Department	235-2420
The Eddy, Northeast Health	271-5070

**Congregate Dining**

Cohoes Multi-Service Senior Citizens Center, Inc.	235-2420
Colonie Senior Service Centers, Inc.	
Beltrone Living Center	459-2857
Bishop Broderick Apartments	459-2857
Colonie Community Center	459-2857
Carondelet Commons Senior Apartments	459-2857
Colonie Town Hall	459-2857

Guilderland Senior Center	356-1980
Sheehy Manor	459-2857
St. Basil's Russian Orthodox Church	459-2857
Green Island Community Center	272-7262
Helderberg Senior Services, Inc.	797-3652
Senior Projects of Ravena, Inc.	756-8593
First Reformed Church of Bethlehem	439-1176
Townsend Park Apts.	229-3105
Senior Services of Albany	465-3322
Louise Corning Center	465-3325
South Mall Senior Center	463-0294
Westview Homes	482-2120
B'nai B'rith Senior Apartments	465-2293
Sidney Albert Albany Jewish Community Center	438-6651
Village of Altamont /St. Lucy's Parish Center	861-8554
Watervliet Senior Citizens Center, Inc.	273-4422

**Congregate Services Initiative (CSI)**

Colonie Senior Service Center	459-2857
Senior Projects of Ravena, Inc.	756-8593
Senior Services of Albany	465-3322
Stars Intergen Corporation	439-1505

**Expanded In-Home Services to the Elderly Program (EISEP)**

Albany County Department of Social Services	447-7177
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**Health Insurance Information, Counseling and Assistance Program (HIICAP)**

Albany County Department for Aging	447-7177
Senior Services of Albany	935-2307
Town of Colonie Senior Resources Department	459-5051
Town of Bethlehem Senior Services Department	439-4955 x4

**Home Delivered Meals**

*Case Management and Assessment Provided by:*

Albany County Department of Health 447-4600

*Home Delivered Meals Provided by:*

Senior Services of Albany 465-3322

Cohoes Multi-Service Senior Citizens Center, Inc. 235-2420

Senior Projects of Ravena, Inc. 756-8593

**Information and Assistance**

The Albany County Departments of Aging and Social Services

Albany County-NYCONNECTS Point of Entry Access Line 447-7177

**In Home Care, Contact and Support**

*Telephone Reassurance Services Provided by:*

American Red Cross of Northeastern New York 458-8111

*Friendly Visitor Program Provided by:*

Senior Services of Albany 465-3322

*Shopping Assistance Provided by:*

Senior Services of Albany 465-3322

**Legal Counseling and Assistance**

Legal Aid Society of Northeastern New York, Inc. 462-6765

**Medication Management**

Albany County Department for Health 447-4600

**Senior Community Service Employment Program**

Albany County Department for Aging 447-7190

**Transportation Services**

Medical Transportation Management, Inc. 1-866-208-7357

**Weatherization Referral and Packaging Program (WRAP)**

Cornell Cooperative Extension of Albany County 756-8650

## **Special Projects**

### **Healthy Choices NY**

SUNY Center for Excellence and Aging School of Social Welfare  
and OASIS Lifelong Learning Programs 442- 5522

### **Senior Drivers Assistance**

Capital Region Older Driver Assistance Program 447-7177

### **Senior Citizen Identification Card & CDTA Half Fare Card**

CDTA half-fare bus passes are available to eligible senior citizens  
who are 65+ or disabled with valid ID or proof of disability at  
162 Washington Avenue, Albany.

Albany County Departments of Social Services and Aging 447-7177