

RESOURCE GUIDE

Wayne County
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INTRODUCTION

NY Connects: Choices for Long Term Care in Wayne County is pleased to offer this guide to assist in community education regarding the wide variety of long term care services that are available. As an illness or injury worsens, individuals may become increasingly dependent on others for assistance. They may require help on a regular, ongoing basis in order to cope with the tasks of daily living. These tasks include maintaining personal hygiene, dressing, preparing meals and eating, taking medications, completing housework, and handling personal business.

The spectrum of services that help to meet these needs is called long term care. Long-term care can range from a daily home delivered meal to around-the-clock medical care. The goal of NY Connects is to provide individualized assistance to any person of any age who requires any type of long-term care services. NY Connects will

- Provide consumers and their caregivers with unbiased, comprehensive information about long-term care options;
- Allow consumers and their caregivers to make informed choices about long-term care that balance cost, access, and quality;
- Ensure that all decisions are guided by consumer needs and preferences; and
- Support all persons to live as independently as possible as long as they desire and are able.

It is our hope that this guide will help individuals and their caregivers to learn more about the wide variety of long-term care options in the Wayne County area.

Please feel free to contact the NY Connects office at the Wayne County Department of Aging and Youth if you have any questions about long-term care options.

We have made every effort to ensure that the information we have provided in the guide about programs, services, and eligibility requirements is current and accurate. However, as with all publications of this type, the information listed is subject to change. For the most current version of the guide, please visit the Department of Aging and Youth's NY Connects website: www.co.wayne.ny.us/Departments/AgeYouth/NYConnects.htm.

The inclusion or exclusion of an organization in this resource guide neither constitutes an endorsement nor signifies disapproval by NY Connects. NY Connects does not assume responsibility for the quality of services provided by any entity deemed eligible for inclusion.

RESOURCES FOR CAREGIVERS

Who is a Caregiver?

When people hear the term “caregiver,” they often think only of professional caregivers: nurses, nursing assistants, and home health aides. In fact, most caregivers are family members or friends. Caregivers are anyone who gives assistance to another person who is ill, disabled, or needs some help. They may be the parents who care for an ill son or daughter, the neighbor who stops by to check on an older friend, or the man who drives his mother-in-law to her doctor visits. The caregiver may live in the same house, in a nearby town, or even in another state. The care may range from modest tasks to heavy-duty, round-the-clock assistance.

Help for the Caregiver

Whatever your age, you are a caregiver if you provide care that helps someone continue to live as independently as possible at home. In fact, 80% of our nation’s health care is provided by informal caregivers such as you. Caring for a relative or friend may be something you never expected or wanted. It can develop slowly or happen suddenly. Few are trained to be caregivers, and there is much to learn to make caring easier.

Your Changing Role

At various times you may be manager, organizer, observer, consumer, and legal, financial and medical planner. It's certain that your role will change constantly as your loved one's condition changes.

Know the Facts

Find out about the illness or disability. Doctors and other health professionals can tell you the medical and behavioral signs, the length of illness or disability, and if your responsibilities may change. Ask medical professionals what your loved one’s condition may mean for you! For instance, people with declining mental faculties may progress from minor forgetfulness to total lack of memory. Therefore, the amount and type of care or supervision you provide will change as the condition changes.

Others Also Care

Involve other family members and friends and neighbors with giving care, and keep them involved. Clear-cut roles for family and friends can let everyone know what they should do to help. Family conferences are useful to develop goals, make long-term plans, share and develop information and feelings, and plan for emergency or vacation back-up assistance for the primary caregiver.

Be specific in your requests for help. Consider what each person can do, such as providing help while you're gone, or spending a few hours a week talking or reading to the person needing care. Be realistic about how long you'll need this help. Consider a "trial period" so everyone involved can see how it works.

Your Reactions as a Caregiver

A confusing mix of emotions is normal and many caregivers have similar feelings. Recognize your emotions and deal with them. You may be troubled by feelings that you didn't expect. For example, at the same time you feel love and concern, you may feel hostility, resentment, anger, sadness, grief, helplessness, and embarrassment.

Care for Yourself

Caregiving can be both satisfying and stressful. You may feel pressure from your job or family. Know the warning signs that you are reaching a breaking point: shortness of temper; sleeplessness; loss of appetite, headaches, or fatigue; withdrawal from people close to you; disinterest in normal leisure activities; or an inability to accept help from others. Always remember that another person depends on you! If you are not in good health, that person may suffer.

You may wish to join support group discussions with other caregivers to learn from their experiences, share frustrations and problem solve together. The Wayne County Department of Aging and Youth, together with the Alzheimer's Association, offers a monthly Caregiver's Support Group on the second Tuesday of each month at the Department of Aging and Youth. Anyone who is providing care to a loved one is welcome to attend. For more information please contact the Wayne County Department of Aging and Youth at (315) 946-5624. Other groups and organizations may also have support groups or caregiver training related to a specific illness or condition.

Respite Care

Finding help begins with you. Taking a break from caregiving is one of the most important things you can do to sustain your caregiving ability and desire. Respite care, or taking time out from caregiving gives you time to spend with friends or alone, time to relax, take a vacation or engage in a hobby or sport. The person you are caring for can also benefit from seeing and being around others while you are taking your break.

Respite care is offered at Blossom View Nursing Home, DeMay Living Center, Newark Manor Nursing Home, and the Wayne County Nursing Home. Please contact the admissions coordinator at each of the above facilities for further information on scheduling and payment.

SUPPORTIVE SERVICES IN THE COMMUNITY

There is a wide range of services available to individuals who prefer to remain at home but who cannot live alone without some type of assistance. These services may help some people achieve and sustain an optimum level of health and independence. For others, it may slow further deterioration or sustain the individual for an interim period while alternatives are being explored.

Home is more than physical space or shelter. It implies security, privacy, independence, comfort, a world of family interactions and activities, pleasant memories, and valued possessions. Understandably, most people prefer to remain in their own home or apartment if they can locate and arrange appropriate services, manage the costs, and monitor care.

ADULT DAY PROGRAMS

Adult day programs offer structured activities, exercise, nutritious meals, assistance with personal care, and occasional trips and outings. These programs not only provide social activities for participants, but also provide respite for participants' caregivers. There are two levels of adult day programs: adult day health care and social adult day services.

Adult day health care (ADHC) provides medically supervised services for individuals with physical and mental impairments. Funding for ADHC is available through Medicaid, although programs are also open to participants who pay privately. All ADHC programs are operated by nursing homes, although they are not necessarily located at the nursing home.

Social adult day services (SADS) programs provide a variety of long-term care services to a group of individuals with functional limitations – either physical or cognitive impairments – in a congregate setting in accordance with an individualized plan of care. The cost of SADS is much lower than ADHC, but funding is not available through Medicaid for this level of program.

Contact: **Friends for the Day (adult day health care)**

**Newark-Wayne Community Hospital
1200 Driving Park Avenue, PO Box 111
Newark, NY 14513
(315) 332-2317**

www.rochestergeneral.org/senior-services/demay-living-center/centers-and-services/adult-day-care/

Canandaigua VA Medical Center (adult day health care for veterans)

**400 Fort Hill Avenue
Canandaigua, NY 14424
(585) 394-2000
(800) 204-9917**

www.canandaigua.va.gov/

IN-HOME NURSING CARE AND AIDE SERVICE

SKILLED NURSING CARE

Certified home health agencies (CHHAs) provide skilled care (nursing, speech/language therapy, occupational therapy, physical therapy) and can also provide supportive services like personal care and housekeeping aide service as part of this skilled care.

If a physician orders skilled care, this care is generally covered by an individual's health insurance, which could be private health insurance, Medicare, or Medicaid.

Contact: **Finger Lakes Visiting Nurse Service**
756 Pre-Emption Road
Geneva, NY 14456
(315) 789-9821
(800) 253-4439
www.flvns.org

Lifetime Care
1200 South Main Street
Newark, NY 14513
(315) 331-7990
(800) 562-1650
www.lifetimecare.org

Wayne Community Nursing Care
1519 Nye Road
Lyons, NY 14489
(315) 946-5749
(800) 724-1170
[www.co.wayne.ny.us/Departments/
publiclth/index.html](http://www.co.wayne.ny.us/Departments/publiclth/index.html)

Other certified home health agencies that serve the Wayne County area may be found listed under "Nursing" or "Home Health Care Providers and Services" in the Yellow Pages.

AIDE SERVICE

One of the most common types of assistance requested by people who are recovering from an illness or whose disability or condition limits some activities of daily living is help with personal care or housekeeping. There are many options available for an aide to come into the home to help perform some of these tasks.

The most common option is to use the services of a home health/home care agency. If Medicare or many insurance plans are paying for the aide service (the aide service is part of skilled nursing care listed described above), you will likely be required to receive service through a certified agency. If you are paying for the service from your own funds, you may find it more convenient to use an agency, but it may be more expensive than interviewing and hiring someone privately.

What questions should I ask before I select a home health care agency?

- Is the agency currently accredited, certified and/or licensed for home care?
- What is the availability of aides in my area?
- Does the agency have written material that outlines its services, eligibility, cost, payment procedures, etc.?
- Does the agency carry liability and malpractice insurance?
- What training is provided to the employees who will be coming to my home?
- How are employees supervised?
- How much flexibility do I have in scheduling the days and times the employees will visit?
- What arrangements are made for emergency situations?
- What are the minimum and maximum levels of service?

Additional information about selecting a home health agency and agency quality measures is available on Medicare's website at www.medicare.gov/HHCompare.

Contact: **Finger Lakes Visiting Nurse Service**
756 Pre-Emption Road
Geneva, NY 14456
(315) 789-9821
(800) 253-4439
www.flvns.org

Lifetime Care
1200 South Main Street
Newark, NY 14513
(315) 331-7990
(800) 562-1650
www.lifetimecare.org

Wayne Community Nursing Care
1519 Nye Road
Lyons, NY 14489
(315) 946-5749
(800) 724-1170
www.co.wayne.ny.us/Departments/publiclth/index.html

Other home health agencies that serve the Wayne County area may be found listed under "Nursing" or "Home Health Care Providers and Services" in the Yellow Pages.

DEPARTMENT OF AGING AND YOUTH

The Department of Aging and Youth offers personal care and housekeeping services through a contract with a local certified home health agency. The cost of aide service is based on the recipient's income and many participants receive service at no cost. A caseworker will schedule a home visit to review the individual's needs and develop a care plan to meet these needs. There is no cost for the case management component of the program.

Contact: **NY Connects: Choices for Long-Term Care**
Wayne County Department of Aging and Youth
1519 Nye Road, Suite 300
Lyons, NY 14489
(315) 946-5624
www.co.wayne.ny.us/Departments/AgeYouth/NYConnects.htm
e-mail: nyconnects@co.wayne.ny.us

DEPARTMENT OF SOCIAL SERVICES

Personal care aide service is available for individuals who receive Medicaid.

Contact: **Wayne County Department of Social Services**
77 Water Street
PO Box 10
Lyons, NY 14489
(315) 946-4881

CONSUMER DIRECTED PERSONAL ASSISTANCE PROGRAM (CDPAS)

CDPAS is a Medicaid program that provides services to chronically ill or physically disabled individuals who have a medical need for help with activities of daily living (ADLs) or skilled nursing services. Services can include any of the services provided by a personal care aide (home attendant), home health aide, or nurse.

Consumers have flexibility and freedom in choosing the people who provide this care. The consumer or the person acting on the consumer's behalf (such as the parent of a disabled or chronically ill child) assumes full responsibility for hiring, training, supervising, and – if need be – terminating the employment of persons providing the services.

Before an individual can receive services, his or her physician must send a completed order for services to the local social services district, which then completes a social and nursing assessment. A nurse assessor and the caseworker then determine whether the recipient can appropriately participate in CDPAS, and recommends the amount, frequency and duration of services.

Participants in the program must be able and willing to make informed choices regarding the management of the services they receive, or have a legal guardian or designated relative or other adult able and willing to help make informed choices. The consumer or designee must also be responsible for recruiting, hiring, training, supervising and terminating caregivers, and must arrange for back-up coverage when necessary, arrange and coordinate other services; and keep payroll records.

Contact: **Center for Disability Rights**
1 Franklin Square
Geneva, NY 14456
(315) 789-1800 Voice/TDD
(315) 789-2100 Fax
www.cdrnys.org

DEPARTMENT OF VETERANS AFFAIRS

The Department of Veterans Affairs provides a variety of health-related services to members and former members of the armed forces. Services related to long-term care include Home Based Primary Care (HBPC), a special program that provides primary health care in veterans' homes; adult day health care (ADHC), an outpatient day program that provides health maintenance and rehabilitative services; respite care, a short-term hospital or nursing home placement for the veteran to provide caregivers with a period of relief from the physical and emotional stresses of caregiving; aide service, to provide assistance with housekeeping and personal care; and special programs for veterans with Alzheimer's disease and other forms of dementia.

Contact: **Canandaigua VA Medical Center**
400 Fort Hill Avenue
Canandaigua, NY 14424
(585) 394-2000
(800) 204-9917
www.canandaigua.va.gov

Syracuse VA Medical Center
800 Irving Avenue
Syracuse, NY 13210
(315) 425-4400
(800) 792-4334
www.syracuse.va.gov

HIRING HELP PRIVATELY

Hiring help privately is also an option. It may allow for increased flexibility in scheduling and may provide additional tasks not available through a home care agency like transportation to the store and assistance with shopping. Hiring in-home help privately may also be less expensive than using an agency.

There are other considerations, though. Employees of home health agencies are required to attend annual training and to have criminal background checks conducted. There is no guarantee of this if you hire in-home help directly.

Agencies also handle insurance, payroll, and tax issues—items that can require some significant research and professional advice. Additional information about a household employer's tax responsibilities can be found in IRS Publication 926, "Household Employer's Tax Guide" and New York State Department of Taxation and Finance Publication 27, "What You Need to Know if You Hire Domestic Help."

HOME DELIVERED MEALS

Home Meal Service, Inc. is Wayne County's "Meals-on-Wheels" organization. Meals are delivered up to five days per week and any person unable to shop for food or unable to prepare food may be eligible to participate. Individuals who receive meals may be physically disabled, recently discharged from the hospital, or may have reached a point in life where they are not eating properly and their health is in jeopardy.

Home Meal Service offers up to two meals per day – a hot noontime meal to be eaten immediately and a cold meal to be stored for the evening meal. Each meal contains one-third of the recommended daily allowance of nutrients and calories. Accommodations are also made for certain special diets.

Following a request for service, Home Meal Service will schedule a home visit to explain the program, discuss cost and payment options, and to complete a service assessment. Financial assistance may be available to assist eligible persons with the cost of meals.

Contact: **Home Meal Service, Inc.**
1519 Nye Road
Lyons, NY 14489
(315) 946-5622

PERSONAL EMERGENCY RESPONSE UNITS

Personal emergency response units offer peace-of-mind to individuals and their loved ones. If a sudden fall, injury, or medical emergency occurs, these units offer a way to summon assistance – usually by pressing a button on a pendant worn around the neck.

Wayne County Department of Aging and Youth, (315) 946-5624: The Department has 175 personal emergency response units available for placement throughout Wayne County. Our units, through a program operated in conjunction with the Wayne County Fire Coordinator's Office and the Wayne County E-911 Center, are offered at no cost, although donations are very much appreciated. There is often a waiting list for units and an available unit is assigned to the individual who is most in need at that time. Units are generally assigned to individuals who are alone at least eight hours a day or whose other household members may not be able to call for help if emergency assistance is needed.

Security equipment companies: Many local security equipment companies offer units to rent. Costs for monitoring may vary from approximately \$20 to \$30 per month, depending upon the company. There may also be installation fees. A unit can usually be installed fairly quickly after it is requested. Companies providing personal emergency response units in this area include:

**ADT Security Services, Henrietta
(585) 321-3135**

**Doyle Security, Henrietta
(800) 664-7613 (ask for Gary Fisher)**

**Finger Lakes Health – Lifeline, Geneva
(800) 242-1306, extension 4588**

**F. F. Thompson Hospital – Link To Care, Canandaigua
(585) 396-6299**

**Lifetime Care – Lifetime Personal Health Alert, Rochester
(800) 724-1410**

**Unity Hospital – HealthCall, Rochester
(585) 723-7444**

Also check the yellow pages under “Burglar Alarm Systems” and “Security Equipment/Security Systems.” Many companies that install and monitor these products also offer personal emergency response units.

TRANSPORTATION

Getting to and from doctor appointments, the grocery store, or other common destinations can be difficult if you no longer choose to drive or a medical condition limits your ability to drive. There are several transportation options in Wayne County to consider.

AGENCY-BASED TRANSPORTATION SERVICES

Wayne County Department of Aging and Youth, (315) 946-5624: The department provides transportation for individuals age 60 and older to medical and agency appointments, shopping, and to several senior centers. Rides are scheduled on a first-come first-served basis.

Wayne County Department of Social Services, (315) 946-4881: Medicaid only, medical appointments only.

Wayne County Veterans' Services Agency, (315) 946-5993: Provides transportation to VA medical centers in Syracuse and Canandaigua.

Wayne Area Transportation System (WATS), (315) 946-5617:

- Fixed route transportation and links to park-and-ride/RTS (Adult, \$1.00; Adult over age 60 and individuals with disabilities, \$.50; Children ages 5 to 11, \$.50; Children under 5, free with a fare-paying adult)
- Transportation from and to anywhere in Wayne County for individuals with an ADA-defined disability (\$1.50 each way)
- Medical transportation to Eastview Dialysis, Clifton Springs Hospital, Finger Lakes Dialysis, and Geneva General Hospital (\$6.50 each way). Call for specific routes, days, and times.

VOLUNTEER-BASED TRANSPORTATION SERVICES

We Care, (315) 597-5973: Volunteer service for Wayne County residents, generally those living west of Route 88. No charge.

Transportation Corps, (315) 946-7530: Volunteer service through Wayne County Action Program for medical appointments to Clifton Springs, Rochester, Canandaigua, Geneva, and other destinations. No charge, but donations accepted.

HOUSING OPTIONS WITH SUPPORTS

There are also housing options available for those individuals who wish to remain as independent as possible, but who may require some basic supportive services.

Armstrong Senior Living
790 East Maple Avenue
Newark, NY 14513
(315) 331-2830

Features at Armstrong Senior Living include three nutritious meals served daily in a restaurant-like dining room, daily activities in a well-equipped activity center, individual heating and air conditioning, weekly housekeeping service, transportation to medical appointments and shopping, laundry service, and security system.

Parkwood Heights
1340 Parkwood Drive
Macedon, NY 14502
(315) 986-9100
www.parkwoodheights.com

Parkwood Heights offers three housing options: apartments, Villa homes, and patio homes to individuals 55 years of age and older. Many services are included, but additional services may be purchased as needed (transportation outside of normally-scheduled trips, heavy-duty housekeeping, laundry service, personal care, medication monitoring, etc.)

Apartments include one daily meal (lunch or dinner), weekly housekeeping, scheduled activities, laundry facilities, community library and computer center, and scheduled transportation to medical appointments, shopping, and activities.

Villa homes include daily breakfast, fifteen additional meals per month, housekeeping, transportation, utilities, maintenance, and access to the Parkwood community center, library, fitness center, craft studio, activities room, and private dining rooms.

Residents of patio homes (lease or purchase) live independently, but may take advantage of the many amenities and services offered by the Parkwood Community Center.

ASSISTED LIVING

An assisted living residence or facility provides or arranges for housing, on-site monitoring, and personal care services and/or home care services in a home-like setting to five or more adult residents unrelated to the assisted living provider. The facility must provide daily food service, twenty-four hour on-site monitoring, case management services, and the development of an individualized service plan for each resident.

The Terrace at Newark
208 State Route 88 South
Newark, NY 14513
(315) 331-5282
<http://terraceatnewark.com>

The Terrace at Newark offers 58 private or semi-private rooms on one level and provides a dignified way of life for those who require some—or complete—assistance in activities of daily living. Individual independence is maintained while enjoying a variety of twenty-four hour services for residents with different needs.

A Memory Care Neighborhood is specially designed to care for people memory impairments by offering services that accommodate their unscheduled needs. This maintains a person's highest practicable well-being at about half the cost of a nursing home.

FAMILY-TYPE HOMES AND ADULT HOMES

Family Type Homes, for adults of all ages, are certified by county Departments of Social Services. These are typically a single family home in which the homeowner provides supportive services, meals, supervision, and personal care to four or fewer adults who are unrelated to the homeowner/operator. Rent and care are included in one monthly charge, which may be paid with private resources or subsidized through federal and state SSI programs for individuals whose incomes are below a certain level.

Allison Home
153 Stafford Street
Palmyra, NY 14522
(315) 597-2409

Dutcher Family Type Home *
449 W. Union Street
Newark, NY 14513
(315) 331-4922

Krueger Family Type Home *
50 Water Street
Clyde, NY 14433
(315) 923-3960

Morning Glory Family Type Home
13615 Mixer Road
Red Creek, NY 13143
(315) 947-5282

* dual certified VA/FTH

Adult Homes, for adults of all ages, are licensed by the State Department of Health to provide room, meals, supportive services, personal care, and 24-hour supervision to five or more adults. Room and services are included in one monthly charge, which may be paid with private resources or subsidized through federal and state SSI Programs for individuals whose incomes are below a certain level.

Bickford Guest House
56 Main Street
Macedon, NY 14502
(315) 986-5552

NURSING HOMES

Nursing homes are designed primarily for people who require more intensive services for conditions that may not be able to be accommodated at home. Individuals who reside in nursing homes receive assistance with activities of daily living, rehabilitative services, and medical supervision. Stays may be short-term or long-term, depending on the need. It is very common today to have patients from hospitals be transferred to a nursing home for a period of rehabilitation prior to returning home.

DETERMINING ELIGIBILITY

Nursing home placement requires a written evaluation that assesses the physical, psychological, and social needs of the applicant. The forms to assess the eligibility of an applicant are the Patient Review Instrument (PRI) and the Screen. These forms must be completed by a nurse and are valid for a period of 90 days. Nursing homes, hospitals, and home health agencies can provide additional information on having a PRI completed.

PAYING FOR NURSING HOME CARE

Care in a nursing home is expensive. As of this writing, the average cost of a nursing home in the Rochester region is \$9,000 per month, or \$108,000 per year. There are four main sources of payment for nursing homes: Medicare (and other health insurance plans), payment by the resident (“private pay”), long-term care insurance, and Medicaid.

Medicare: Medicare and other health insurance plans generally pay for rehabilitation services and related care at a nursing home after a qualifying stay of at least three days in a hospital. These rehabilitation services must require the skills of professional personnel such as registered nurses, licensed practical nurses, physical therapists, occupational therapists, speech-language pathologists or audiologists, and are furnished by or under the supervision of these skilled personnel. This care must be required on a daily basis (at least five days per week) and the services must be ones that, as a practical matter, can only be provided in a skilled nursing facility on an inpatient basis. Medicare and other insurance benefits for rehabilitation stays are usually limited to a certain number of days, but coverage varies considerably from policy to policy. Medicare and other health insurance plans do not pay for permanent, custodial care. *Medicare Coverage of Skilled Nursing Facility Care* (CMS publication number 10153) is an excellent resource.

Long-term care insurance: The Wayne County Department of Aging and Youth provides free, unbiased information about a variety of long-term care insurance options. Long-term care insurance is increasing in popularity as people realize that their own resources will likely be insufficient to pay for an extended nursing home stay and that new Medicaid regulations have substantially tightened resource transfer rules.

Long-term care insurance can pay for a portion of the cost of care at home or in a nursing home for several years, which allows the owner of the policy to stretch his or her resources over a longer period of time. In addition, certain types of policies allow for immediate Medicaid eligibility when policy coverage ends without having to meet any Medicaid minimum resource guidelines. These are general long-term care insurance guidelines and specifics depend on the type of policy purchased and the policy coverage options.

Payment by the resident: Many nursing home residents pay for their care with their own funds. Examples may include a resident whose insurance has reached its coverage maximum or a resident whose resources are too high for Medicaid coverage.

Medicaid: The high cost of care causes many nursing home residents to exhaust other payment sources and turn to Medicaid to pay for their care. Medicaid rules and regulations can be complex. Information found later in the guide provides a basic overview of the Medicaid program.

Blossom View Nursing Home
6884 Maple Avenue
Sodus, NY 14551
(315) 483-9118
www.blossomview.com

DeMay Living Center
100 Sunset Boulevard
Newark, NY 14513
(315) 332-2700
<http://www.rochestergeneral.org/senior-services/demay-living-center>

Newark Manor Nursing Home
222 West Pearl Street
Newark, NY 14513
(315) 331-4690
www.newarkmanornursinghome.com

Wayne County Nursing Home
1529 Nye Road
Lyons, NY 14489
(315) 946-5673
www.waynecountynursinghome.org

ITEMS TO CONSIDER WHEN SELECTING A NURSING HOME

Medicare's "Guide to Choosing a Nursing Home" (Publication CMS-02174) is an excellent resource to use when looking at long-term care options. It is also available online at www.medicare.gov.

Medicare also offers "Nursing Home Compare"—a website that provides detailed information about the past performance of every Medicare and Medicaid certified nursing home in the country. The site is located at www.medicare.gov/NHCompare.

ADVANCE DIRECTIVES

While planning for long-term care, you may want to talk with your physician, your friends, and your family members about health care advance directives. It's a way for you and your loved ones to talk about the type of treatments that you want or don't want in case you cannot speak for yourself. The two most commonly prepared health care advance directives are the living will and the health care proxy. You can complete both documents; one does not cancel the other. Your health care proxy may use the instructions in your living will as guidance to make the right decisions for you.

Although not related to health care decisions, a related document is the power of attorney form. The power of attorney gives legal authority to another individual (or to several individuals) to make legal and financial decisions.

LIVING WILL

A living will is a document written ahead of time that says what type of treatments you want or don't want in case you cannot speak for yourself. If you have no one you can appoint to decide for you, or do not want to appoint someone, you can also give specific instructions about treatment in advance. Those instructions can be written, and are often referred to as a Living Will.

You should understand that general instructions about refusing treatment, even if written down, may not be effective. Your instructions must clearly and convincingly cover the treatment decisions that must be made. For example, if you just write down that you do not want "heroic measures," the instructions may not be specific enough. You should say the kind of treatment that you do not want, such as a respirator or chemotherapy, and describe the medical condition when you would refuse the treatment, such as when you are terminally ill or permanently unconscious with no hope of recovering. You can also give instructions orally by discussing your treatment wishes with your doctor, family members or others close to you.

HEALTH CARE PROXY

Putting things in writing is safer than simply speaking to people, but neither method is as effective as appointing someone to decide for you. A health care proxy allows you to appoint someone you trust to decide about medical treatment if you lose the ability to decide for yourself. It is often hard for people to know in advance what will happen to them or what their medical needs will be in the future. If you choose someone to make decisions for you, that person can talk to your doctor and make decisions that they believe you would have wanted or that are best for you, when needed. The person you appoint is called your "health care agent" and you can give this person as much or as little authority as you wish.

POWER OF ATTORNEY

A Power of Attorney is a legal instrument that is used to delegate legal authority to another. The person who signs (executes) a Power of Attorney is called the Principal. The power of Attorney gives legal authority to another person (called an Agent or Attorney-in-Fact) to make property, financial and other legal decisions for the Principal.

A Principal can give an Agent broad legal authority, or very limited authority. The Power of Attorney is frequently used to help in the event of a Principal's illness or disability, or in legal transactions where the principal cannot be present to sign necessary legal documents.

You should choose a trusted family member, a proven friend, or a professional with an outstanding reputation for honesty. Remember, signing a Power of Attorney that grants broad authority to an Agent is very much like signing a blank check. Certainly, you should never give a Power of Attorney to someone you do not trust fully. And do not allow anyone to force you into signing a Power of Attorney.

A Power of Attorney can be abused, and dishonest Agents have used Powers of Attorney to transfer the Principal's assets to themselves and others. That is why it is so important to appoint an Agent who is completely trustworthy, and to require the Agent to provide complete and periodic accountings to you or to a third party.

A "Nondurable" Power of Attorney is often used for a specific transaction, like the closing on the sale of residence, or the handling of the Principal's financial affairs while the Principal is traveling outside of the country.

A "Durable" Power of Attorney enables the Agent to act for the Principal even after the Principal is not mentally competent or physically able to make decisions. The "Durable" Power of Attorney may be used immediately, and is effective until it is revoked by the Principal, or until the Principal's death.

A "Springing" Power of Attorney becomes effective at a future time. That is, it "springs up" upon the happenings of a specific event chosen by the Power of Attorney. Often that event is the illness or disability of the Principal.

HOSPICE

Hospice is a program of care for people who are terminally ill—those whose disease or condition can no longer be reversed or cured. To be eligible for hospice services, a physician must certify that the individual has a life expectancy of six months or less if the disease follows the usual progression. Referrals for hospice can be made by anyone: a physician, family members, friends, agencies, clergy, and even individuals themselves.

Participants in a hospice program receive medical care, pain and symptom relief, medical supplies and equipment, and medications related to the illness. Participants and their loved ones also are eligible to receive psychological, social, and spiritual counseling and support as they desire.

Individuals are eligible for hospice services in a variety of settings: their own homes or apartments, the home or apartment of a family member, a hospice home, or a nursing home—really anywhere 2-hour safety and assistance services can be provided. Hospice care is available at no cost to the participant.

Hospice/comfort care home:

Pines of Peace
2378 Ridge Road
Ontario, NY 14519
(315) 524-2388
www.pinesofpeace.org

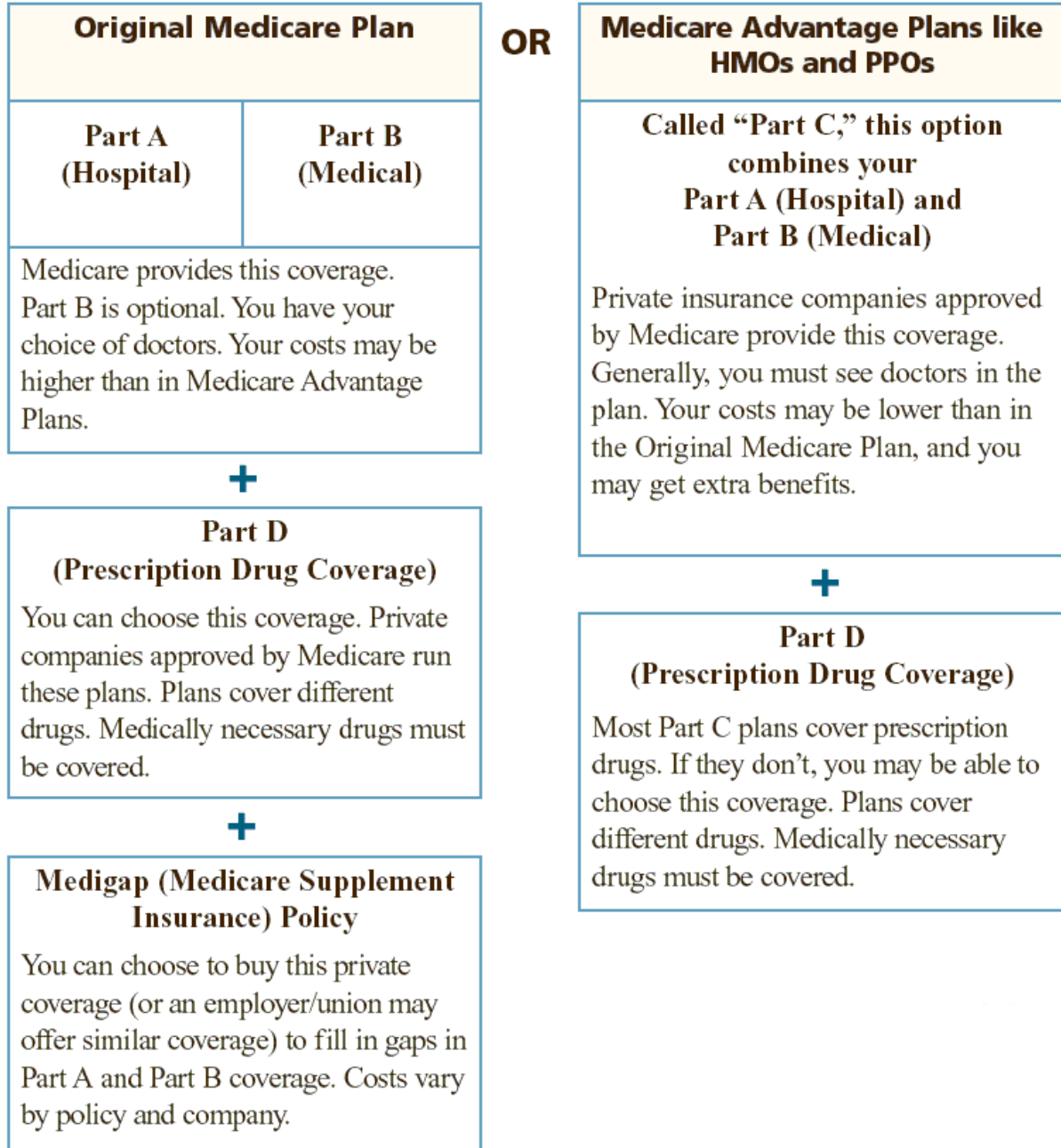
Hospice care in a home, apartment, or nursing home:

Lifetime Care
1120 S. Main Street
Newark, NY 14513
(315) 331-7990
www.lifetimecare.org

BASIC MEDICARE INFORMATION

Medicare is health insurance for people age 65 or older, under age 65 with certain disabilities, and any age with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

Most people get their Medicare health care coverage in one of two ways. Costs vary depending on your plan, coverage, and the services you use.



OPTION I: ORIGINAL MEDICARE PLAN

Part A

Medicare Part A covers home health services, hospice care, hospital stays, and skilled nursing facility care. Most people automatically receive Part A coverage without having to pay a monthly payment, called a premium. This is because they or a spouse paid Medicare taxes while working.

You pay up to \$450.00 each month if you don't get premium-free Part A. If you don't automatically get premium-free Part A, you may be able to buy it if:

- you are 65 or older and you are entitled to or are enrolling in Part B and you meet citizenship and residency requirements, or
- you are under 65, disabled, and your premium-free Part A coverage ended because you returned to work.

Part B

Part B helps cover medical services like doctors' services, outpatient care, and other medical services that Part A doesn't cover. Part B is optional. Part B helps pay for covered medical services and items when they are medically necessary. Part B also covers some preventive services.

You pay the Part B premium each month of \$96.40, \$96.50, or \$110.50, depending on your enrollment date. This amount may be higher if you didn't sign up for Part B when you first became eligible. You also pay a Part B deductible each year before Medicare starts to pay its share (\$162 in 2011).

Most people will pay the standard monthly Part B premium. However, some people will pay a higher premium based on their modified adjusted gross income. Your monthly premium will be higher if you file an individual tax return and your adjusted gross income is more than \$85,000, or if you are married, file a joint tax return, and your adjusted gross income is more than \$170,000. Amounts shown are for 2011 for taxes filed in 2009. These amounts may change each year.

Part B Premium Payment Programs

There are three programs available to assist lower-income Medicare beneficiaries pay for coverage. Contact the Wayne County Department of Social Services (946-5624) for applications.

Qualified Medicare Beneficiary (QMB) Program: Pays Medicare premiums, co-insurance, deductibles, and co-payments. Must be enrolled in Medicare Part A and be eligible for Medicare Part B.

2011 Guidelines	Maximum Monthly Income	Maximum Resources
Individual	\$928	No resource limit
Couple	\$1,246	No resource limit

Specified Low-Income Medicare Beneficiary (SLIMB) Program: Pays Medicare Part B premium only.

2011 Guidelines	Monthly Income	Maximum Resources
Individual	\$929 - \$1,109	No resource limit
Couple	\$1,247 – \$1,491	No resource limit

Qualified Individuals 1 (QI-1) Program: Pays Medicare Part B premium only.

2011 Guidelines	Monthly Income	Maximum Resources
Individual	\$1,110 - \$1,246	No resource limit
Couple	\$1,492 – \$1,675	No resource limit

Part D

Medicare offers prescription drug coverage for everyone with Medicare Part A and/or Part B. This is called Part D. Part D plans are operated by insurance companies and other private companies approved by Medicare. This coverage may help lower prescription drug costs and help protect against higher costs in the future. It can give you greater access to drugs that you can use to prevent complications of diseases and stay well.

If you join a Medicare drug plan, you usually pay a monthly premium. Part D is optional, but if you decide not to enroll in a Medicare drug plan when you are first eligible, you may pay a higher premium if you choose to join later.

You can join a Medicare drug plan from three months before you turn 65 to three months after you turn 65 (called your Initial Enrollment Period). Generally, if you are disabled, you can join three months before and three months after your 25th month of disability. The plan will notify you when your coverage begins.

You may also switch plans once per year, between October 15 and December 7. That new coverage will be in effect for the next full calendar year. There are also special situations in which you may switch more frequently than once per year – the most common being individuals with both Medicare and Medicaid coverage.

The “Extra Help” program helps lower-income beneficiaries pay Part D premiums. This program can help to pay between 25% and 100% of your Part D premium, depending upon the policy you select. You may be eligible for Extra Help if your income and resources are below the following guidelines (2011):

Individual: \$16,335 annual income, \$12,640 resources

Couple: \$22,065 annual income, \$25,260 resources

Medicare Supplemental Policies (“Medigap”)

Medicare Parts A and B (“Original Medicare”) pay for many health care services and supplies, but there are many costs it doesn’t cover. To help cover extra health care costs, you might want to add a Medigap policy to your original Medicare coverage.

A Medigap policy is health insurance sold by private insurance companies to fill “gaps” in Original Medicare Plan coverage. Medigap policies help pay your share (coinsurance, copayments, or deductibles) of the costs of Medicare-covered services, and some policies cover certain costs not covered by the original Medicare Plan.

In most states, you may be able to choose from up to 12 different standardized Medigap policies (Medigap Plans A through L). The same plan letter offers exactly the same benefits regardless of which insurance company you choose to buy it from. Because the benefits in any Medigap Plan A through L are the same for every insurance company, it’s important to compare costs from one company to the next. The cost can vary significantly from company to company—even though the coverage is exactly the same.

OPTION II: MEDICARE ADVANTAGE PLANS

Medicare Advantage Plans are health plan options that are approved by Medicare and operated by private companies. When you join a Medicare Advantage Plan, you are still in Medicare and continue to pay your Part B premium (unless you are eligible for one of the three Medicare Part B Premium Payment Programs described above). In many cases, the premiums or the costs of services (co-pays) can be lower in a Medicare Advantage Plan than they are in the Original Medicare Plan or the Original Medicare Plan with a supplemental “Medigap” policy.

Medicare Advantage Plans replace your original Medicare coverage and provide all of your Part A (hospital) and Part B (medical) coverage under one policy. They generally offer extra benefits, and many include Part D drug coverage. These plans often have networks, which means you may have to see doctors who belong to the plan or go to certain hospitals to get covered services. In many cases, your costs for services can be lower than in the Original Medicare Plan. Some of these plans coordinate your care, using networks and referrals, more than others. This can help manage your overall care and can also result in savings to you.

BASIC MEDICAID INFORMATION

Medicaid is a health insurance program for individuals and families who meet certain income and resource guidelines. There are two types of Medicaid coverage: Community Medicaid, for individuals who reside in the community, and Chronic Care Medicaid, for individuals who reside in a nursing home.

The information that follows is a general overview of Medicaid eligibility guidelines. Medicaid rules and regulations are complex and these guidelines may or may not apply in all situations.

COMMUNITY MEDICAID

The income and resource eligibility levels depend on the number of family members in the household. You may be covered by Medicaid if you meet the following income and resource guidelines:

2011 Income and Resource Levels*

	Medicaid Standard for Singles, Couples without Children, and Low-income Families		Net Income for Families and Individuals who are Blind, Disabled or Age 65+		Resource Level for Individuals who are Blind, Disabled or Age 65+
	Annual	Monthly	Annual	Monthly	
1	\$8,487	\$708	\$9,200	\$767	\$13,800
2	\$10,595	\$883	\$13,400	\$1,117	\$20,100
3	\$12,606	\$1,051	\$15,410	\$1,285	\$23,115
4	\$14,637	\$1,220	\$17,420	\$1,452	\$26,130
5	\$16,736	\$1,395	\$19,430	\$1,620	\$29,145
6	\$18,271	\$1,523	\$21,440	\$1,787	\$32,160
7	\$19,889	\$1,658	\$23,450	\$1,955	\$35,175
8	\$21,965	\$1,831	\$25,460	\$2,122	\$38,190
9	\$23,154	\$1,930	\$27,470	\$2,289	\$41,205
10	\$24,345	\$2,029	\$29,480	\$2,457	\$44,220
For each additional person, add:	\$1,191	\$99	\$2,010	\$168	\$3,015

*The value of incurred medical bills can be subtracted from gross income.

You may also own a home, a car, and personal property and still be eligible. The income and resources of legally responsible relatives in the household will also be counted.

Expanded Income levels for Children and Pregnant Women

- Infants to age one and pregnant women - 200% of the federal poverty level.
- Children age 1 through 5 years - 133% of the federal poverty level.
- Children age 6 through 18 years - 100% of the federal poverty level.

Monthly Income Effective January 1, 2011*

Number in Family	100% FPL	133% FPL	200% FPL
1	\$908	\$1,207	\$1,815
2	\$1,226	\$1,631	\$2,452
3	\$1,545	\$2,054	\$3,089
4	\$1,863	\$2,478	\$3,725
5	\$2,181	\$2,901	\$4,362
6	\$2,500	\$3,324	\$4,999
7	\$2,818	\$3,748	\$5,635
8	\$3,136	\$4,171	\$6,272
For each additional person, add:	+\$319	+\$424	+\$637

* Income Levels are subject to yearly adjustments.

CHRONIC CARE (NURSING HOME) MEDICAID

Chronic care Medicaid pays for a nursing home stay if all other payment options have been utilized and certain eligibility criteria are met. Amounts below are current as of January 1, 2010.

Unmarried Individuals

For an individual who is not married, he or she may have no more than \$13,800 in resources (checking and savings accounts, stocks, etc.) – not including a standard burial account of up to \$1,500 or an irrevocable burial account of any amount. All income except \$50 per month must be used to pay for the cost of care. Qualified veterans may keep up to \$140 per month.

The individual may not be required to sell his or her home to pay for the cost of care, but a lien will be placed on the home in order to recoup some of the expenses paid by Medicaid at the time of the eventual sale of the home. A lien will not be imposed if the individual's minor child or child who is certified as blind or disabled resides in the home or if a sibling with an equity interest in the home has resided in the home for at least one year.

Married Individuals

For individuals who are married, the resource guidelines are the same as above for the spouse who needs care, but Medicaid regulations allow certain transfers of resources to the community spouse in order to meet these resource guidelines.

The community spouse is permitted to retain resources up to a maximum amount. To determine the amount of resources the community spouse is allowed to retain, divide all countable resources owned by the couple in half. If the result is less than \$74,820, the community spouse is allowed to keep up to \$74,820. If the result is more than \$74,820, the community spouse is eligible to keep that amount, up to a maximum of \$109,560. The value of the couple's home, vehicle, and household possessions are not counted in the calculation.

The community spouse may also be entitled to a portion of the institutionalized spouse's monthly income if the community spouse's monthly income is less than \$2,739. If the community spouse's income is greater than \$2,739, he or she will be requested to contribute 25% of the excess income toward the spouse's cost of care.

CHILD HEALTH PLUS

CHILD HEALTH PLUS

To be eligible for either Children's Medicaid or Child Health Plus, children must be under the age of 19 and be residents of New York State. Whether a child qualifies for Children's Medicaid or Child Health Plus depends on gross family income. Children who are not eligible for Medicaid can enroll in Child Health Plus if they don't already have health insurance and are not eligible for coverage under the public employees' state health benefits plan. Some children who were covered by employer-based health insurance within the past six months may be subject to a waiting period before they can be enrolled in Child Health Plus. Determining whether your child is subject to a waiting period will depend on your household income and the reason your child(ren) lost employer-based coverage.

Child Health Plus 2011 Family Contributions by Income and Household Size

Premium Categories	Monthly Income by Family Size								Each Additional Person, Add:
	1	2	3	4	5	6	7	8	
Free Insurance	\$1,451	\$1,961	\$2,470	\$2,979	\$3,489	\$3,998	\$4,507	\$5,017	\$510
\$9 per child per month (Maximum of \$27 per family)	\$2,015	\$2,722	\$3,429	\$4,135	\$4,842	\$5,549	\$6,255	\$6,962	\$707
\$15 per child per month (Maximum of \$45 per family)	\$2,269	\$3,065	\$3,861	\$4,657	\$5,453	\$6,248	\$7,044	\$7,840	\$796
\$30 per child per month (Maximum of \$90 per family)	\$2,723	\$3,678	\$4,633	\$5,588	\$6,543	\$7,498	\$8,453	\$9,408	\$955
\$45 per child per month (Maximum of \$135 per family)	\$3,177	\$4,291	\$5,405	\$6,519	\$7,633	\$8,748	\$9,862	\$10,976	\$1,115
\$60 per child per month (Maximum of \$180 per family)	\$3,630	\$4,904	\$6,177	\$7,450	\$8,724	\$9,997	\$11,270	\$12,544	\$1,247
Full Premium* per Child per Month	Over \$3,630	Over \$4,904	Over \$6,177	Over \$7,450	Over \$8,724	Over \$9,997	Over \$11,270	Over \$12,544	

*The full premium varies, depending on the health plan chosen by the family.

Medicaid and PCAP 2011 Income Eligibility Levels

Age Categories for Children	Monthly Income by Family Size								Each Additional Person, Add:
	1	2	3	4	5	6	7	8	
Children under 1 year Pregnant Women*	\$1,815	\$2,452	\$3,089	\$3,725	\$4,362	\$4,999	\$5,635	\$6,272	\$637
Children 1-5 year	\$1,207	\$1,631	\$2,054	\$2,478	\$2,901	\$3,324	\$3,748	\$4,171	\$424
Children 6-18 year	\$908	\$1,226	\$1,545	\$1,863	\$2,181	\$2,500	\$2,818	\$3,136	\$319

*Pregnant women count as two

FAMILY HEALTH PLUS

FAMILY HEALTH PLUS

Family Health Plus is a public health insurance program for adults between the ages of 19 and 64 who do not have health insurance—either on their own or through their employers—but have income or resources too high to qualify for Medicaid. Family Health Plus is available to single adults, couples without children, and parents with limited income who are residents of New York State and are United States citizens or fall under one of many immigration categories.

Family Health Plus provides comprehensive coverage, including prevention, primary care, hospitalization, prescriptions and other services. There are minimal co-payments for some Family Health Plus services. Health care is provided through participating managed care plans in your area.

There are limits on the amount of assets or resources that you can have and still be eligible to enroll in Family Health Plus. “Resources” mean money in the bank or credit union, stocks, bonds, mutual funds, certificate of deposit, money market accounts, 401(k) plans, trust funds, the cash value of life insurance, motor vehicles, or property that someone owns. The value of your home will not be counted. The amount of income and assets/resources you and your family can have and still be eligible for Family Health Plus depends upon how many people are in your family.

Maximum Gross Annual Income Guide Effective January 1, 2011

<u>Family Size</u>	<u>Yearly Income</u>	<u>Monthly Income</u>	<u>Weekly Income</u>
Single Adult	\$10,890	\$ 908	\$209
Couples with No Children	\$14,710	\$ 1,226	\$282
Parents/Guardians Living with at Least 1 Child Under 21			
Family Size 2	\$22,065	\$1,839	\$424
Family Size 3	\$27,795	\$2,317	\$534
Family Size 4	\$33,525	\$2,794	\$644
Family Size 5	\$39,255	\$3,272	\$755
Family Size 6	\$44,985	\$3,749	\$865
Family Size 7	\$50,715	\$4,227	\$975
For each additional person add:	+\$5,730	+\$478	+\$110

Note: Income levels change annually.

Advocacy Center, The

Advocacy Center, The
590 South Avenue
Rochester, NY 14620

Main phone: (585) 546-1700

Alternate phone: (800) 650-4967

TDD/TTY:

Fax: (585) 546-7069

Website: www.advocacycenter.com

Email: <http://www.advocacycenter.com/contact.php>

Hours of operation: 9:00 a.m. - 5:00 p.m. Monday through Friday and as needed

Description: The Advocacy Center is a non-profit organization that educates, supports, and advocates with people who have disabilities, their families, and circles of support. The Advocacy Center provides consumer-driven services to support people with disabilities and their families in achieving their goals.

Services Provided: Individual advocacy
Newsletters
Workshops
Service coordination
Legal representation
Training
Information and referral

Eligibility: Individuals with disabilities and their families.

Area served: Most services available in the Finger Lakes area. Training available across upstate New York.

Other:

Public transportation: On bus route

Languages: English and Spanish

Cost: varies according to service

Payment Method:

Date information verified: 3/16/2011

AIDS Care

AIDS Care
259 Monroe Ave
Rochester, NY 14607

Main phone: (585) 545-7200

Alternate phone: (800) 266-9292

TDD/TTY:

Fax: (585) 244-6456

Website: www.acrochester.org

Email: <http://www.acrochester.org/contact.php>

Hours of operation: 9:00 a.m. - 5:00 p.m. Monday through Friday

Description: AIDS Care leads a compassionate community effort within the eight county Finger Lakes region providing a continuum of programs and services including education, prevention, advocacy and support services for people infected with and affected by HIV/AIDS.

Services Provided: Case management for people with HIV/AIDS and their families and friends
Rental Subsidies and emergency grants for housing and utilities
Advocacy in procuring Services
Information and referral phone line
Support groups and individual counseling
Coordination with other agencies to assure optimum care
Food cupboard and group meals
Substance abuse assessment and referrals
Harm reduction (syringe exchange)
Recreational programs
mental health services
Transportation
Bilingual Staff(Sign Language, Spanish)

Eligibility: Any person who would like information about AIDS/HIV

Area served: Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Wayne and Yates counties

Other: Finger Lakes Office located at 605 W. Washington Street in Geneva. Phone (315) 781-6303, toll-free (800) 422-0282.

Public transportation: On main bus route

Languages: English, Spanish, Sign Language

Cost: Medicaid billed for case management; otherwise none.

Payment Method: none

Date information verified: 4/28/2011

Alzheimer's Association - Rochester Chapter

Alzheimer's Association - Rochester Chapter
435 E. Henrietta Road
Rochester, NY 14620

Main phone: (585) 760-5400
Alternate phone: (800) 272-3900
TDD/TTY:
Fax: (585) 760-5401
Website: www.alz.org/rochesterny
Email:

Hours of operation: 8:00 a.m. - 5:00 p.m. Monday through Friday
(plus 24-hour helpline, 800-272-3900)

Description: The Alzheimer's Association serves our community through education, support, advocacy and research.

Alzheimer's disease is a progressive degenerative disease of the brain which results in impaired memory, thinking and behavior. Alzheimer's disease affects 10 percent of individuals over age 65 and almost 50 percent of those over 85.

Services Provided: 24-Hour Helpline: The Alzheimer's Association 24/7 Helpline provides reliable information and support to all those who need. Call us toll-free anytime day or night at (800) 272-3900.

Information and Referral: The Association provides information about Alzheimer's disease and other related disorders. It also helps individuals, families and professionals learn about, and receive referrals to services and resources offered in the community.

Education: The Alzheimer's Association's educational programs equip learners with the knowledge and skills needed to enhance the quality of life of individuals with dementia. All educational programs are offered under the Learning Institute.

Care Consultation: The Association provides services to assist consumers and their families in planning for, and dealing with, all aspects of the illness experience. Components of Care Consultation include: assessment of needs, assistance with planning and problem solving, the development of an action plan, and provision of support.

Counseling: The Alzheimer's Association offers fee-based counseling services for individuals and families. Counseling services are designed to help consumers and their caregivers sort out issues and reach decisions appropriate to their life circumstances. Counseling is provided by a Masters prepared social worker with expertise in dementia-specific issues

Support Groups: Support groups provide consumers, their families, friends and caregivers the opportunity to meet regularly and learn more about the disease, share caregiving ideas, express feelings and learn about advances in research and advocacy. The Alzheimer's Association provides a variety of support groups throughout its nine county region.

Medic Alert® + Safe Return®: The Alzheimer's Association Medic Alert® + Safe Return® is a nationwide identification and support program that assists in the safe and timely return of individuals with Alzheimer's disease who wander and become lost. The program provides assistance whether a person becomes lost locally or far from home. The program also provides education on techniques to prevent wandering behavior for families and caregivers and education for emergency responders and law enforcement on ways to approach and respond to the individual who has wandered.

Eligibility: None

Area served: Chemung, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Wayne, and Yates counties

Other:

Public transportation: On public transportation route

Languages: Most languages accommodated through the 24-hour helpline at (800) 272-3900/Spanish

Cost: Fees may apply for some programs. Call for details.

Payment Method: Cash, check, credit card.

Date information verified: 3/16/2011

American Cancer Society

American Cancer Society
1120 South Goodman St.
Rochester, NY 14620

Main phone: (800) 227-2345

Alternate phone:

TDD/TTY:

Fax: (585) 473-6869

Website: www.cancer.org

Email:

Hours of operation:

Description: Information about cancer, cancer treatment, support groups and services, and special health needs of patients and survivors.

Services Provided: Provides public education, professional education and information to cancer patients and their families. Also provides services, which include support groups, transportation, and temporary lodging for cancer patients undergoing treatment and their family. Other services to the general public include teaching materials, literature and posters. Programs and information are available on the prevention, early detection, and treatment of cancer. A support network for cancer patients and their families is also available. Patient navigation assistance is available.

Eligibility: Cancer patients and their loved ones.

Area served: All counties in New York State

Other: Not handicapped accessible.

Public transportation: On public transportation route

Languages: Cancer patients and families can be referred to an 800 number for bilingual services as needed.

Cost: None

Payment Method:

Date information verified: 3/28/2011

American Diabetes Association

American Diabetes Association
160 Allens Creek Road
Rochester, NY 14618

Main phone: (585) 458-3040

Alternate phone:

TDD/TTY:

Fax: (585) 458-3138

Website: www.diabetes.org

Email: dhumphreys@diabetes.org

Hours of operation: 9:00 a.m. to 5:00 p.m. Monday through Friday

Description: The American Diabetes Association is the nation's leading nonprofit health organization providing diabetes research, information and advocacy. The mission of the Association is to prevent and cure diabetes and to improve the lives of all people affected by diabetes.

Services Provided: Information and referral service via phone
Lending library (members)
Patient education classes/workshops
Summer camps for children
Professional symposiums
Speakers' bureau
Youth, young adult, parent and adult support groups
Information and pamphlets will be mailed on request
Members receive notices of special meetings, affiliate newsletter and national magazine
Fundraising for research

Eligibility: None

Area served: Livingston, Monroe, Ontario, Orleans, Steuben and Wayne counties

Other: Handicapped accessible

Public transportation: On public transportation route

Languages: Spanish

Cost: There are no fees for most activities

Payment Method: Cash, check, credit card

Date information verified: 3/17/2011

American Heart Association

American Heart Association
Rochester Division
3500 Winton Place, Suite 4
Rochester, NY 14623

Main phone: (585) 697-6267

Alternate phone:

TDD/TTY:

Fax: (585) 426-1312

Website: www.americanheart.org

Email: bonnie.webster@heart.org

Hours of operation:

Description: Building healthier lives free of cardiovascular diseases and stroke.

Services Provided: Start! HeartWalk
Fit Friendly at Work
Go Red for Women

Eligibility: None

Area served: Wayne, Genesee, Ontario, Monroe, Seneca and Yates counties

Other: Handicapped accessible

Public transportation: On public transportation route

Languages: No bilingual services

Cost: Charged only to cover costs of program materials

Payment Method: cash, check, credit card

Date information verified: 3/17/2011

American Lung Association

American Lung Association
1595 Elmwood Avenue
Rochester, NY 14620

Main phone: (585) 442-4260

Alternate phone:

TDD/TTY:

Fax: (585) 442-4263

Website: <http://www.alany.org>

Email: info@alany.org

Hours of operation:

Description: The American Lung Association of New York State works to promote lung health and prevent lung disease across New York State. We work to help protect and educate some ten million people in 57 counties. In addition, we work closely with the American Lung Association of the City of New York to serve the entire state through education, public health advocacy and research

Services Provided: Public health education through distribution of literature and films to schools and general public: provides health message for radio and television.
Provides Freedom from Smoking clinics for those wishing to stop smoking. Teen smoking programs for schools that want their students to stop smoking.
Indoor air quality programs for building owners, managers and homeowners, school building staff.
Provides support groups for respiratory disease patients.
Asthma Awareness programs for families with asthmatic children.
In-service training is available for teachers, nurses and others who work with children with asthma.

Eligibility: None

Area served: New York State

Other: Handicapped accessible

Public transportation: On public transportation route

Languages: No bilingual services

Cost:

Payment Method:

Date information verified: 4/19/2011

Arthritis Foundation

Arthritis Foundation
3300 Monroe Avenue, Suite 319
Rochester, NY 14618

Main phone: (585) 264-1480

Alternate phone: (800) 870-1771

TDD/TTY:

Fax: (585) 264-1517

Website: www.arthritis.org

Email: info.uny@arthritis.org

Hours of operation: 9:00 a.m. - 5:00 p.m. Monday through Friday

Description: An affiliate of the National Arthritis Foundation. The Upstate NY Chapter provides a variety of information and services about arthritis related conditions.

Rochester is the chapter office for upstate New York. Branch offices are also located in Buffalo (716) 507-4543 and Syracuse (315) 637-3568.

Services Provided: Arthritis Foundation Exercise Program land exercise classes designed to increase joint flexibility, range of motion, muscle strength and endurance.

Taking Control of Arthritis - an educational program which gives the latest facts on diet, medication and exercise, plus valuable tips on day to day living.

Information and Referral - access to physicians, clinics and specialists. Literature on topics ranging form rheumatologists and other health professionals.

Arthritis Aquatic Exercise Programs - warm water recreation program designed to decrease pain and improve or maintain joint flexibility.

Support Groups - Enables people to share practical information on coping with arthritis.

Eligibility: None

Area served: Central New York, western New York, and the southern tier

Other:

Public transportation:

Languages: Italian

Cost: Call office

Payment Method: cash, check, credit card

Date information verified: 3/17/2011

Association for the Blind and Visually Impaired/Goodwill

Association for the Blind and Visually Impaired/Goodwill
422 S. Clinton Avenue
Rochester, NY 14620

Main phone: (585) 232-1111

Alternate phone:

TDD/TTY: (585) 232-1698

Fax: (585) 232-2972

Website: www.abvi-goodwill.org

Email: info@abvi-goodwill.org

Hours of operation: 8:00 am - 4:30 pm, Monday through Friday

Description: Mission: To prepare and empower people who are blind or visually impaired to be self-sufficient and contribute to their families and communities.

Services Provided: Rehabilitation teaching, low vision center services, counseling/social work, orientation and mobility, social recreation programs, employment skills training, job placement, adapted computer training, information/referral.

Eligibility: Services provided to anyone who is severely visually impaired or legally blind.

Area served: Comprehensive services available: Monroe, Wayne, Ontario, Livingston, Steuben Limited services: Yates, Seneca, Schulyer and Chemung.

Other:

Public transportation: On bus route

Languages: Spanish, sign language

Cost: Varies with individual service. Call for more information.

Payment Method:

Date information verified: 3/16/2011

Bishop Sheen Ecumenical Housing Foundation, Inc.

Bishop Sheen Ecumenical Housing Foundation, Inc.
935 East Avenue, Suite 300
Rochester, NY 14607

Main phone: (585) 461-4263

Alternate phone:

TDD/TTY:

Fax: (585) 461-5177

Website: www.sheenhousing.org

Email: Sheen2@rochester.rr.com

Hours of operation: 9:00 am - 4:00 pm, Monday - Friday

Description: Variety of home ownership and home repair programs.

Second office is located in Bloomfield:
Bishop Sheen Ecumenical Housing Foundation, Inc.
200 Bloomfield Industrial Park, Suite 5
PO Box 460
Bloomfield, NY 14469
Phone: (585) 657-4114
Fax: (585) 657-4167
email: sheen2@rochester.rr.com

Services Provided: Emergency home repairs for eligible homeowners
Grants for home modifications for eligible homeowners
HUD-approved housing counseling
Senior apartments and enriched housing for older adults
Provides closing costs for income-eligible first-time homebuyers
Reverse mortgage counseling

Eligibility: Low-income individuals or families, persons with disabilities, seniors

Area served: Thirteen county region, including Wayne, Monroe, Ontario, and Seneca Counties

Other:

Public transportation: Rochester office on bus route

Languages: Arrangements can be made for Spanish-speaking individuals

Cost: None

Payment Method: N/A

Date information verified: 3/16/2011

Brain Injury Association of New York State - FACTS Program

Brain Injury Association of New York State - FACTS Program
Sharon Johnson, FACTS Coordinator
PO Box 134
Walworth, NY 14568

Main phone: (315) 538-8018

Alternate phone: (800) 228-8201

TDD/TTY:

Fax: (315) 986-1374

Website: www.bianys.org

Email: sjohnson@bianys.org

Hours of operation: 9:00 a.m. to 4:30 p.m. Monday through Friday

Description: The Family Advocacy, Counseling and Training Services (FACTS) program is a family support program for individuals who have sustained a brain injury before the age of 22 and their families. Statewide network of FACTS Coordinators provide linkage with information, resources, emotional support, and advocacy. This program is funded by the Office for People with Development Disabilities and is free of charge.

Services Provided: The FACTS Program provides persons with brain injuries and their families with the following:
Family Advocacy and advocacy training.
Training Services regarding traumatic brain injury for area agencies, schools, and families
Counseling and Emotional Support
Linkage/Referral with state and local service systems
Prevention programs for schools

Eligibility: Any individual/family who has sustained a brain injury prior to age 22. However, if assistance is needed for information and advocacy, please call even if the injury occurred at age 22 or after.

Area served: Chemung, Livingston, Ontario, Schuyler, Seneca, Steuben, Wayne, and Yates counties. All counties served by BIANYS via (800) 228-8201. Call for FACTS Coordinator in your county.

Other:

Public transportation:

Languages:

Cost: Services available at no cost.

Payment Method:

Date information verified: 4/28/2011

Bridges For Brain Injury, Inc.

Bridges For Brain Injury, Inc.
5297 Parkside Drive, Suite 307
Canandaigua, NY 14424

Main phone: (585) 396-0070

Alternate phone:

TDD/TTY:

Fax: (585) 396-0066

Website: www.bridgesforbraininjury.org

Email:

Hours of operation: Monday through Friday, 8:00 a.m. to 4:00 p.m.; Day program Monday through Saturday 9:00 a.m. to 3:00 p.m.

Description: Services to adults (18 years and older) who have a traumatic brain injury or physical disability or who are 65 years and older who are at risk for nursing home placement.

Services Provided: Service coordination
Structured day program
Independent living skills training
Counseling
Wildlife education outreach presentations

Eligibility: Participants must be age 18 years or older and have a traumatic brain injury or physical disability or who are 65 years and older who are at risk for nursing home placement.

Area served: Livingston, Monroe, Ontario, Seneca, Wayne, and Yates Counties

Other:

Public transportation: Yes

Languages: English

Cost: Medicaid and donations

Payment Method: Medicaid, VA, check

Date information verified: 3/16/2011

Center for Disability Rights

Center for Disability Rights
34 Castle Street
Geneva, NY 14456-

Main phone: (315) 789-1800

Alternate phone:

TDD/TTY:

Fax: (315) 789-2100

Website: <http://www.cdrnys.org>

Email:

Hours of operation: 9:00 a.m. to 5:00 p.m.

Description: Specializes in coordinating and providing individualized community-based services for people with disabilities.

Services Provided: Advocacy
Community Support Services
Consumer Directed Personal Assistance Services(CDPAS)
Independent Living
Nursing Home Transition Diversion Waiver(NHTD)
OPWDD Services
Pooled Trusts
Recreation
Service Coordination
Traumatic Brain Injury(TBI)

Eligibility: Must be Medicaid-eligible

Area served: Genesee, Livingston, Monroe, Ontario, Orleans, Steuben, Wayne, Wyoming, and Yates counties. Schuyler pending.

Other: Handicapped accessible

Public transportation: On public transportation route

Languages: Spanish

Cost: None

Payment Method:

Date information verified: 4/28/2011

Children with Special Needs

Children with Special Needs
1519 Nye Road Suite 200
Lyons, NY 14489

Main phone: (315) 946-5749

Alternate phone: (800) 724-1170

TDD/TTY:

Fax: (315) 946-7057

Website: www.co.wayne.ny.us

Email: cmonsees@co.wayne.ny.us

Hours of operation: 8:00 a.m. - 4:00 p.m. Monday through Friday

Description: The Children With Special Needs Program offers a variety of services to assist families with children who have developmental delays, learning disabilities, or medical disabilities. It is a statewide program that provides information and referral services for health and related services for families. Some programs offer case management services.

Services Provided: Early Intervention Program: Coordination and arrangement of services for children birth to three years old who have a developmental delay, a disability or have medically complex needs. Services include early identification, screening and assessment, special instruction, speech pathology and audiology, occupational therapy, physical therapy, psychological services, medical services for diagnostic for evaluation purposes, nursing, social work, family training, counseling, home visits, parent network, vision services, assistive technology, and other approved services.

Child Find (formerly ICHAP): Assists with the early identification and referral to services in the community and assisting families of children birth to three years old. A public health nurse makes home visits at timed intervals to provide support and reassurance about growth and development of the child.

Pre-K Program: For children three to five years old. Arranged through the school district with the Committee on Pre-School Education. Includes for provision of physical therapy, occupational therapy, speech therapy, audiology, psychological services, special instruction, vision/mobility, assistive technology, music therapy and transportation for children who meet the criteria.

"PHCP" Physically Handicapped Children's Program: Provides financial services for medical and orthodontic care for physically disabling conditions or serious chronic illness. Children birth up to their 21st birthday who meet the medical and financial criteria qualify.

Eligibility: Varies with each program as noted above.

Area served: Wayne County

Other:

Public transportation: WATS bus route

Languages: Spanish interpreter available

Cost: There is no cost to families.

Payment Method:

Date information verified: 3/16/2011

Clifton Springs Hospital & Clinic

Clifton Springs Hospital & Clinic
2 Coulter Road
Clifton Springs, NY 14432

Main phone: (315) 462-9561

Alternate phone:

TDD/TTY:

Fax: (315) 462-3492

Website: www.cliftonspringshospital.org

Email:

Hours of operation: 8:00 am to 5:00 pm Monday through Friday; ER, nursing home and direct inpatient 24/7

Description: Clifton Springs Hospital & Clinic is a 262-bed not-for-profit health care system providing general acute care, primary care, nursing home care, Cancer Care, programs for Behavioral Health and Addiction Recovery, and specialty care to residents of and visitors to the central Finger Lakes region.

Services Provided: Addictions Recovery, anesthesiology, audiology, cardiology/cardiac rehabilitation, diabetes education, emergency care, endocrinology, family medicine, gastroenterology, general surgery, internal medicine, long term care, oncology/hematology, ophthalmology, orthopedic surgery, otolaryngology (ear, nose, throat surgery), pain management, physical therapy, plastic and reconstructive surgery, podiatry, psychiatry and psychology, radiation oncology, radiology, post surgical rehabilitation, respiratory therapy, speech therapy, thoracic surgery, urology, vascular surgery, cosmetic and reconstructive plastic surgery

Eligibility: None

Area served: Finger Lakes region

Other: Handicapped accessible including parking, restrooms and elevators.

Public transportation: CATS bus available

Languages: Bilingual services in Arabic, French, German, Polish, Russian, Portuguese and Spanish; sign language

Cost: Vary for services rendered.

Payment Method: Accepts third party insurance, Medicaid, Medicare, cash, check, credit card, online payments accepted

Date information verified: 3/28/2011

Commission for the Blind and Visually Handicapped

Commission for the Blind and Visually Handicapped
259 Monroe Avenue, Suite 303
Rochester, NY 14607

Main phone: (585) 238-8110
Alternate phone: (866) 871-3000
TDD/TTY: (585) 238-8104
Fax: (585) 238-8278
Website: www.ocfs.state.ny.us/main/cbv/h/
Email:

Hours of operation: 8:30 a.m. to 5:00 p.m. Monday through Friday

Description: The mission of the New York State Commission for the Blind and Visually Handicapped is to enhance employability, to maximize independence, and to assist in the development of the capacities and strengths of people who are blind and visually impaired

Services Provided: Vocational rehabilitation services provided to eligible persons to enable them to reach one of the following goals: competitive employment, self employment, Commission Business Enterprise Program employment, unpaid family worker and homemaker.

Services to children under age 21 who do not have a vocational goal are provided under the Non-Vocational Rehabilitation Program to develop readiness for vocational services as adults.

Persons 21 to 54 years of age without a vocational goal may benefit from Independent Living Services to enable them to reach their goal of greater independence at home, in the community or on the job.

The Adaptive Living Program provides basic rehabilitation services to New York State residents age 55 and above. Individuals must have some potential for and interest in independent functioning, along with some responsibility for their own care.

Job Save Program provides services to help persons with recent loss of vision (less than 20/80 or under 40 degrees of visual field) to retain their current employment. Eligible persons must have a progressive condition that will lead to legal blindness. Can not be a VESID client.

Eligibility: Persons must be legally blind to receive services (except for Job Save Program.) Legally blind is defined as a vision impairment where visual acuity is 20/200 or less in the better eye with best correction and/or there is restriction of the field of vision to an angle of 20 degrees or less in both eyes. Each program described above has additional eligibility requirements.

Area served: Chemung, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Wayne and Yates counties

Other: Handicapped accessible. Free parking.

Public transportation: On public transportation route

Languages: Bilingual services available as needed - specify language

Cost: None

Payment Method:

Date information verified: 3/16/2011

Cystic Fibrosis Center, Strong Hospital

Cystic Fibrosis Center, Strong Hospital
667, 601 Elmwood Avenue
Rochester, NY 14642

Main phone: (585) 275-2464

Alternate phone:

TDD/TTY:

Fax: (585) 275-8706

Website: www.urmc.rochester.edu

Email:

Hours of operation: 8:30 a.m. - 4:30 p.m. Monday through Friday. Clinic Mon. a.m., Tues. p.m., Thurs. a.m., Fri. a.m.

Description: Comprehensive care for children, adolescents, and adults who have Cystic Fibrosis.

The CF clinic is held in the Pediatric Outpatient Clinic on the 1st floor of the Ambulatory Care Facility of Strong Memorial Hospital which is wheelchair accessible.

Services Provided:

Services include:

Initial consultation and diagnosis

Regular follow-up and management of medical problems related to Cystic Fibrosis

Education of family and child about cystic fibrosis

Emotional support

Parent and patient groups

Health care professionals available include physicians and all relevant specialties, a nurse clinician, respiratory therapist, part-time social worker, and nutritionist.

The Center also provides professional and community education about Cystic Fibrosis and engages in relevant research.

Eligibility: None.

Area served: Rochester, Finger Lakes region, southern tier

Other: Patients with Cystic Fibrosis may be eligible for financial assistance with medical expenses through the New York State Physically Handicapped Children's Program, the New York State Adult Cystic Fibrosis Medical Assistance Program, or Supplementary Security Income/Disability.

Public transportation: On bus route

Languages: Spanish

Cost: First visit \$115-\$395. Follow up visits \$70- \$215

Payment Method:

Date information verified: 3/16/2011

Cystic Fibrosis Foundation - Rochester Chapter

Cystic Fibrosis Foundation - Rochester Chapter
PO Box 368
Pittsford, NY 14534

Main phone: (800) 344-4823

Alternate phone: (585) 797-3461

TDD/TTY:

Fax:

Website: www.cff.org

Email: Rochester-ny@cff.org

Hours of operation: 8:30 - 5:30 Monday through Friday

Description: Cystic fibrosis (CF) is an inherited chronic disease that affects the lungs and digestive systems of about 30,000 children and adults in the United States (70,000 worldwide). Since 1955, the Cystic Fibrosis Foundation has been the driving force behind the pursuit of a cure. Thanks to the dedication and financial support from patients, families, clinicians, researchers, volunteers, individual donors, corporations and staff, we are making a difference.

Services Provided: Primarily fund raising through special events or donations to support research to detect a cure or control for Cystic Fibrosis and its effect on families.
Also provides a variety of services for children with Cystic Fibrosis

Eligibility: None

Area served: Monroe, Wayne, Ontario, Genesee, Steuben, Livingston, Yates, Wyoming, and Chemung Counties

Other:

Public transportation: Bus route

Languages: No bilingual services

Cost: None

Payment Method:

Date information verified: 4/28/2011

DePaul

DePaul
1931 Buffalo Road
Rochester, NY 14624

Main phone: (585) 426-8000

Alternate phone:

TDD/TTY:

Fax: (585) 426-8082

Website: www.DePaul.org

Email: information@DePaul.org

Hours of operation: 8:00 a.m. - 5:00 p.m. Monday through Friday

Description: DePaul is a private not-for-profit organization committed to providing quality services to the elderly, persons with mental illness, and those with a history of homelessness, as well as addiction prevention and support programs; and programs for persons with developmental disabilities.

Services Provided: Addiction Prevention & Support Programs
Developmental Disability Services
Mental Health Residential Programs
Mental Health Treatment and Support Programs
Senior Living Programs
Vocational Services

Eligibility: Call for individual program information.

Area served: Erie, Genesee, Livingston, Monroe, Ontario, Orleans, Wayne and Wyoming counties.

Other:

Public transportation:

Languages: English, Spanish - for some programs

Cost: Call for individual program information.

Payment Method:

Date information verified: 3/16/2011

Epilepsy Foundation of Rochester-Syracuse-Binghamton

Epilepsy Foundation of Rochester-Syracuse-Binghamton
1650 South Ave., Suite 300
Rochester, NY 14620

Main phone: (585) 442-4430

Alternate phone: (800) 724-7930

TDD/TTY:

Fax: (585) 442-6305

Website: <http://www.epilepsyuny.org>

Email: info@epilepsy-uny.org

Hours of operation: 8:30 a.m. - 4:30 p.m. Monday through Friday

Description: The Epilepsy Foundation is a not-for-profit human service agency addressing the needs of area residents and their families affected by epilepsy, seizure disorder, and related disabilities including traumatic and acquired brain injury, stroke, and developmental disability.

Services Provided: Advocacy
Public Education
Employment solutions
Information and referral
Traumatic brain injury services
Nursing home transition and diversion waiver services
Publications: Newsletter, literature and videos on epilepsy.
Residential programs
School programs
Summer Camp-CampEAGR
Bilingual Staff
Community and Family Support Services:
Service Coordination, Stresspite, Family reimbursement, Parent/Family Network Program, Counseling and Support groups.

Eligibility: Individuals with seizures, epilepsy, traumatic brain injury, or developmental disabilities and their family members.

Area served: 22 counties in upstate New York: Broome, Cayuga, Chemung, Chenango, Cortland, Delaware, Livingston, Madison, Monroe, Oneida, Onondaga, Ontario, Oswego, Otsego, Schuyler, Seneca, Steuben, Tioga, Tompkins, Wayne, Wyoming, and Yates

Other:

Public transportation: Depends on the area. The Rochester office is located on a bus line.

Languages: English, Spanish, other languages available upon request

Cost: Depends on program

Payment Method:

Date information verified: 3/16/2011

Finger Lakes Comprehensive Psychiatric Emergency Program

Finger Lakes Comprehensive Psychiatric Emergency Program
2 Coulter Road
Clifton Springs, NY 14432

Main phone: (800) 310-1160

Alternate phone: (315) 462-1080

TDD/TTY: (800) 310-1160

Fax: (315) 462-7168

Website: www.cshosp.com

Email:

Hours of operation: 24 hours seven days a week.

Description: Variety of psychiatric programs and services.

Services Provided: Mobile Crisis Outreach to individuals in Psychiatric crisis.
Psychiatric Emergency department for full assessment of individuals in distress.
Extended Observation beds for 72 hours of intensive psychiatric care.
Interim appointments to stabilize individuals until linked to appropriate level of care.
Short-term crisis housing for individuals in psychiatric crisis and housing crisis.

Eligibility: Individuals in psychiatric crisis.

Area served: Ontario, Seneca, Wayne, and Yates Counties

Other:

Public transportation: On bus Route

Languages: Bilingual services available upon request

Cost: Billed to health insurances. No person refused services due to an inability to pay.

Payment Method:

Date information verified: 3/16/2011

Finger Lakes Developmental Disabilities Services Office

Finger Lakes Developmental Disabilities Services Office
620 Westfall Road
Rochester, NY 14620

Main phone: (585) 461-8500

Alternate phone:

TDD/TTY: (585) 461-0618

Fax: (585) 461-8764

Website: www.opwdd.ny.gov

Email:

Hours of operation: 8:30 - 4:30 p.m. Monday through Friday

Description: Finger Lakes DDSO is a community-based residential and habilitative service provider for individuals with developmental disabilities including mental retardation, autism, cerebral palsy, and epilepsy.

Services Provided: Service Coordination

Residential: Individual residential alternatives, family care, intermediate care facilities (including Monroe Developmental Center), supportive apartments

Day Services: day habilitation, day training, day treatment, employment preparation

Special programs for those meeting eligibility requirements: HCBS waiver services including case management, residential and day habilitation, respite, environmental modifications/adaptive technologies

Care at Home Waiver: Specialized services for children under 18 living at home.

Community education programs

Article 16 clinics

Regional and local intensive treatment

Eligibility: Must be diagnosed as developmentally disabled, constituting a life-long mental or physical impairment that becomes apparent prior to the age of 22.

Area served: Chemung, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Wayne, Wyoming, Yates counties

Other:

Public transportation:

Languages:

Cost: Determined by the Office of Revenue and Reimbursement.

Payment Method:

Date information verified: 8/4/2008

Finger Lakes Health

Finger Lakes Health
196 North Street
Geneva, NY 14456

Main phone: (315) 787-4000

Alternate phone:

TDD/TTY:

Fax: (315) 781-4063

Website: www.flhealth.org

Email:

Hours of operation:

Description: Our multi-institutional health system provides a comprehensive array of acute, long-term, and primary care services to residents of the Finger Lakes region. Acute care services are provided at both Geneva General Hospital and Soldiers and Sailors Hospital Memorial Hospital in Penn Yan. Our long-term care services are provided on three campuses in Ontario, Seneca, and Yates counties. Finger Lakes Health's primary care services are available in Seneca, Wayne & Yates counties. Additionally, we provide adult day health services at our Geneva, Penn Yan, and Waterloo locations.

Services Provided: Our 660-bed health system provides the following services:

Acute Care, Intensive Care, and Emergency Medicine:

Geneva General Hospital, Geneva

Soldiers and Sailors Memorial Hospital, Penn Yan

Acute Physical Rehabilitation Unit

Adult Day Health Services - Geneva, Penn Yan, Waterloo

Apartments

East Main Street Apartments, Waterloo

North Street Apartments, Geneva

Behavioral Health/Chemical Dependency

Cardiac Rehabilitation

Cardiology - Geneva General Cardiology Associates

Dermatology - Geneva General Dermatology

Diabetes Education

Dialysis Center, Geneva

Diagnostic Imaging Services - CT, MRI, X-Ray, ultrasound, women's diagnostics services

Durable Medical Equipment - Community Care Partners

Family Birth Center

Finger Lakes Health College of Nursing, Geneva

Finger Lakes Health Foundation

Finger Lakes Surgery Center

General and Minimally Invasive Surgery, outpatient and inpatient surgical services

Endoscopy, gastroenterology, general surgery, gynecology, obstetrics, otolaryngology (ENT),

ophthalmology, orthopedics, podiatry, thoracic, urology, vascular

Geneva General Child Care Center

Hospitalist Medicine

Inpatient Care
Internal Medicine
Interventional Radiology
John D. Kelly Behavioral Health Center, Penn Yan
Laboratory and Pathology Services
Lifeline
Long Term Care Facilities
 The Homestead at Soldiers and Sailors, Penn Yan
 Huntington Living Center, Waterloo (includes Alzheimer's care unit)
 Living Center at Geneva - North
 Living Center at Geneva - South
Marion S. Whelen School of Practical Nursing, Geneva
Mobile Meals
Nephrology
Nutritional Counseling
Occupational Health Services
Orthopedic Center of the Finger Lakes
Pediatrics
Physician Referral - (315) 787-4060
Primary Care/Family Medicine Offices
 Clyde Family Health Center, Clyde
 Dundee Family Health Center, Dundee
 Keuka Health Care, Penn Yan
 Seneca Family Health Care Center, Waterloo
Psychiatry
Pulmonary Medicine
Rehabilitation Services
Respiratory Therapy
Sleep Lab
Stroke Center
Surgical Services
Women's Health Services

Eligibility:

Area served: Ontario, Seneca, Wayne, and Yates Counties; portions of Cayuga and Stueben Counties

Other:

Public transportation:

Languages: Language Line available in hospital areas

Cost: Charges made for services rendered

Payment Method: Many insurances accepted, cash, check, credit card

Date information verified: 4/28/2011

Finger Lakes Occupational Health Services (FLOHS)

Finger Lakes Occupational Health Services (FLOHS)
2180 South Clinton Avenue, Suite D
Rochester, NY 14618

Main phone: (585) 244-4771

Alternate phone: (800) 925-8615

TDD/TTY:

Fax: (585) 256-2271

Website: <http://www2.envmed.rochester.edu/envmed/occmcd/fingerlakeswelcome>.

Email: Karen_Otto@urmc.rochester.edu

Hours of operation: 8:00 a.m. - 5:00 p.m. Monday through Friday

Description: Finger Lakes Occupational Health Services is a regional resource dedicated to the diagnosis, treatment and prevention of work-related illnesses and injuries. Our staff consists of physicians (specializing in occupational medicine), certified occupational health nurses, an industrial hygienist, and a social worker.

Services Provided: Accurate diagnosis
Treatment
Surveillance and Screening
Education and Training
Industrial Hygiene Services
Work site evaluations
Social Work Services

Eligibility: Any worker in New York State

Area served: Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming, and Yates counties.

Other:

Public transportation: On main bus route

Languages: Bilingual services available

Cost: Will bill to NYS Workers Compensation, third-party insurance.

Payment Method:

Date information verified: 3/16/2011

Finger Lakes Visiting Nurse Service

Finger Lakes Visiting Nurse Service
756 Pre-Emption Road
Geneva, NY 14456

Main phone: (800) 253-4439

Alternate phone: (315) 789-9821

TDD/TTY:

Fax: (315) 789-7042

Website: www.flvns.org

Email: info@flvns.org

Hours of operation: 24 hours a day, seven days a week

Description: Finger Lakes Visiting Nurse Service is a Medicare Certified Home Health Agency providing family-centered, comprehensive health care under the supervision of the patient's physician. Services are available to people of all ages.

Services Provided: Nursing services for acute and chronic illnesses and injuries
Home health aides
Cardiac care program with specialized, trained nurses
Physical, occupational, and speech therapies
Social Work
Hospice care in Ontario and Yates Counties
TeleHealth

Eligibility: Physician orders for skilled care and continuing in-home services.

Area served: Wayne, Seneca, and Ontario Counties

Other:

Public transportation:

Languages: Bilingual staff (Spanish)

Cost: Varies depending on service. Charity care available to those who qualify.

Payment Method: Insurance, Medicare, Medicaid, cash, check

Date information verified: 4/28/2011

Gilda's Club/Cancer Action

Gilda's Club/Cancer Action
255 Alexander Street
Rochester, NY 14607

Main phone: (585) 423-9700

Alternate phone:

TDD/TTY:

Fax: (585) 423-9072

Website: www.gildasclubrochester.org

Email: info@gildasclubrochester.org

Hours of operation: 9:00 am - 8:00 pm, Monday through Thursday 4:00 am - 4:00 pm
Friday; some weekends

Description: Gilda's Club provides a meeting place for men, women and children living with cancer, along with their family and friends. They join with others to build social and emotional support as a supplement to medical care. Free of charge and non-profit, Gilda's Club offers support and networking groups, lectures, workshops, and social events in a non-residential, homelike setting. Gilda's Club is funded through the generosity of private individuals, corporations, foundations, and grants.

Services Provided: Support groups for people who are living with cancer, their families and friends.
Lectures and workshops with information about living with cancer, communicating with your medical team, stress management, and enhancing self-understanding.
Camp Pen Arms for children with cancer.

Eligibility: All programs are open.

Area served: Rochester region

Other:

Public transportation: On bus route

Languages: Spanish

Cost: Free

Payment Method: Check, credit card

Date information verified: 3/16/2011

Happiness House - Finger Lakes Cerebral Palsy Association

Happiness House - Finger Lakes Cerebral Palsy Association
731 Pre-Emption Road
Geneva, NY 14456

Main phone: (315) 789-6850

Alternate phone:

TDD/TTY:

Fax: (315) 789-7750

Website: www.happinesshouse.org

Email:

Hours of operation: 8:00 a.m - 4:00 p.m. Monday - Friday

Description: The staff at Happiness House focuses on meeting the specific needs for each individual and his or her family. Programs and services address autism, traumatic brain injury, neurological impairment, as well as a wide variety of developmental disabilities such as cerebral palsy and Down Syndrome.

Services Provided:

- Inclusive Preschool
- Child Care
- Autism Based Classrooms
- Developmental Evaluations
- Early Intervention Program
- Special Education Itinerant Teacher program
- Related Services
- Summer Recreation Program
- Autism Support Group
- Home Services Program
- Brain Injury Programs
- Independent Livings Skills Training
- Home & Community Support Services
- Service Coordination
- Structured Day Program
- Community Integration Counseling
- Developmental Disabilities Programs
- Clinical Services
- Medicaid Service Coordination
- Care at Home Service Coordination
- Residential Services
- Day Habilitation
- Community Habilitation
- Family Partnership Program
- Respite

Eligibility: Based on individual needs.

Area served: Ontario, Seneca, Wayne and Yates counties.

Other:

Public transportation:

Languages: Spanish

Cost: Fees may depend on program of interest or eligibility. Contributions accepted.

Payment Method: cash or check

Date information verified: 3/17/2011

Hearing Loss Association of America (HLAA)

Hearing Loss Association of America (HLAA)
240 Lakeshore Blvd. Ext.
Rochester, NY 14617

Main phone: (585) 266-7890

Alternate phone:

TDD/TTY:

Fax:

Website: www.hlaa-rochester-ny.org

Email: mail@hlaa-rochester-ny-org

Hours of operation:

Description: HLAA Rochester is a New York Chapter of the national organization, Hearing Loss Association of America. Formed in 1983 and dedicated to improving the quality of life for all people with hearing loss, we have over 200 members. Through education, advocacy, and community support, we are dedicated to making our community hearing-accessible. Our national organization, Hearing Loss Association of America, serves as the nation's voice for people with hearing loss.

Services Provided: Outreach, education, and support for individuals with hearing loss.

Eligibility: All are welcome

Area served: Monroe and surrounding counties

Other: Handicapped accessible

Public transportation: On public transportation route

Languages: Sign language on request

Cost: \$10 chapter membership

Payment Method: Cash, check, credit card

Date information verified: 3/16/2011

Hickok Center for Brain Injury, Inc.

Hickok Center for Brain Injury, Inc.
165 East Union Street
Newark, NY 14513

Main phone: (315) 331-6150

Alternate phone:

TDD/TTY:

Fax: (315) 331-6151

Website: www.hickokcenter.org

Email: pgugino@hickokcenter.org

Hours of operation: 8:00 a.m. to 4:00 p.m. Monday through Friday

Description: The mission of the Hickok Center for Brain Injury is to provide a safe, supportive environment that encourages brain injury survivors to design and direct their own life journey.

Services Provided: Structured Day/Day Habilitation - Through daily operation of the center, program members learn compensatory strategies to help build skills in areas such as concentration and memory, organizational skills, and task completion. Members have time to develop functional living skills, social confidence, and friendships. Each month, members plan the calendar of events that include community activities, volunteerism, arts and crafts projects, computer activities, and many other activities that assist and support community reintegration and independence in daily living.

Independent living skills training

Eligibility: To be eligible to become a clubhouse member, the individual must meet the following admission criteria:

Must have a diagnosis of acquired or traumatic brain injury

Must be 18 years of age or older

Must be independent in toileting needs

Must be independent in eating

Must be able to self-manage medications

Must be medically stable and not require the presence of on-site medical personnel

Must not present a threat to the safety of self or others

Must be drug/alcohol free

Must make the personal choice to be a member

Area served:

Other:

Public transportation:

Languages:

Cost:

Payment Method:

Date information verified: 4/28/2011

Home Meal Service, Inc.

Home Meal Service, Inc.
1519 Nye Road, Suite 400
Lyons, NY 14489

Main phone: (315) 946-5622

Alternate phone:

TDD/TTY:

Fax: (315) 946-7086

Website:

Email: abuckley@co.wayne.ny.us

Hours of operation: 8:00 a.m. - 2:30 p.m. Monday through Friday

Description:

Services Provided: Weekday delivery of meals-on-wheels to homebound persons.
Sodus senior center/nutrition site at the Epiphany Church Parish Center,
105 W. Main Street, Sodus.

Eligibility: Must be unable to manage own meals, nor have access to other meal services.

Area served: Wayne County

Other: Handicapped accessible

Public transportation: On public bus route

Languages: English only

Cost: Individually determined

Payment Method: Private pay, grants

Date information verified: 9/1/2009

House of John

House of John
14 Spring Street
Clifton Springs, NY 14432

Main phone: (315) 462-5646

Alternate phone:

TDD/TTY:

Fax: (315) 462-7986

Website: www.houseofjohn.org

Email: house@houseofjohn.org

Hours of operation: Available 24 hours.

Description: A 2-bed residence for those with terminal illness.

Services Provided: Residents receive 24-hour care, provided by staff and trained volunteers, for up to 3 months. The focus of care includes the physical, as well as the social, emotional, and spiritual needs of residents and their families.

Continuous training for volunteers offered.

Eligibility: Based upon medical, financial, social, and psychological need.

Area served: Fifty mile radius of Clifton Springs (however, services not limited by geographic residence)

Other:

Public transportation:

Languages: English. No bilingual services

Cost: None. Donations accepted.

Payment Method: N/A

Date information verified: 3/17/2011

Huntington's Disease Society of America

Huntington's Disease Society of America
Upstate New York Chapter
PO Box 25237
Rochester, NY 14625

Main phone: (585) 341-7400

Alternate phone:

TDD/TTY:

Fax: (585) 341-7526

Website: www.hdsauny.com

Email: ajladonna@yahoo.com

Hours of operation: 24 hour answering machine

Description: The Huntington's Disease Society of America (HDSA) is dedicated to eradicating Huntington's Disease (HD) through research, assisting people and families affected by HD, and educating the public and health care professionals about the disease.

Services Provided: Newsletters
Periodic educational conferences
Advocacy
Support/therapy groups for patients and caregivers
Information and referral specialist
Camp for HD persons

Eligibility: Any person with an interest in Huntington's Disease.

Area served: All of Upstate New York except the New York City area.

Other:

Public transportation: On bus route

Languages: No bilingual services available

Cost: Annual dues(\$25 per family) but no one denied for inability to pay.

Payment Method: Cash, check, or credit card

Date information verified: 3/16/2011

LifeLine (ABVI Goodwill)

LifeLine (ABVI Goodwill)

One Mt. Hope Ave
Rochester, NY 14620

Main phone: (585) 275-5151

Alternate phone: (800) 310-1160

TDD/TTY: (585) 275-2700

Fax: (585) 760-8260

Website: www.211fingerlakes.org

Email: 211fingerlakes@abvi-goodwill.com

Hours of operation: 24 hours a day

Description:

Services Provided: Crisis intervention and suicide hotline services
Comprehensive information and referral to community human services
Maintains an updated and comprehensive community resource database
Serves as the hub for the 2-1-1 Finger Lakes Region servicing a 12 county region

Eligibility: None.

Area served: Cayuga, Livingston, Monroe, Ontario, Seneca and Wayne counties.

Other:

Public transportation: N/A

Languages: English, Spanish speaking staff on duty most shifts, language translation services in over 140 different languages available 24/7, TTY

Cost: none.

Payment Method: n/a

Date information verified: 3/17/2011

Lifespan

Lifespan
1900 S. Clinton Ave.
Rochester, NY 14618

Main phone: (585) 244-8400

Alternate phone:

TDD/TTY:

Fax: (585) 244-9114

Website: www.lifespan-roch.org

Email:

Hours of operation: 8:30 a.m. - 4:30 p.m. M - F

Description: Lifespan is a nonprofit agency dedicated to enhancing the quality of life for those in the second half of life, providing non medical services to help older adults and caregivers manage second half -of-life transitions.

Services Provided: Eldersource: A collaboration program of Catholic Family Service and LifeSpan, to provide individual assessment and recommendations for long term care and information on aging issues.

NYS Long Term Care Ombudsman Program, advocacy for residents of long term care.

Elder Abuse Prevention Program: Investigation and intervention of elder abuse.

Volunteer Services: volunteer opportunities at Lifespan and the RSVP volunteer program provides individualized volunteer placement for anyone over 55.

Nursing Home Culture Change/ Nursing Home Pioneers: A Project to change the culture of nursing homes, to emphasize home, not nursing.

"Celebration of Aging" Annual luncheon and award ceremony.

Downtown Center provides breakfast & lunches, as well as, activities and programs, 7 days a week for those people who are 60 and older.
Suggested donation \$2.00

Financial Services: staff and volunteers provide counseling and help with bill paying/check writing/ checkbook balancing.

Employment services: Counseling and placement services for both the mature worker and the displaced homemaker.

Day Services Program for Adults with Developmental Disabilities.

Guardianship Program: Legal guardianship services.

Bilingual Staff

Eligibility: Primarily age 60 or older.
Volunteer opportunities for all ages.

Area served: Primarily Monroe County Elder Abuse Prevention serves a ten-county area. Ombudsman program serves Monroe, Ontario, Genesee, Wyoming, Livingston and Yates counties.

Other: Both locations are handicapped accessible.
Home Visits available.

Public transportation: on bus route

Languages: Spanish

Cost: Some fees may apply for Financial Services and Employment Services.
Suggested donation only for Eldersource.

Payment Method:

Date information verified: 3/16/2011

Lifetime Care

Lifetime Care
1120 S. Main Street
Newark, NY 14513

Main phone: (315) 331-7990

Alternate phone:

TDD/TTY:

Fax: (315) 331-7995

Website: www.lifetimecare.org

Email:

Hours of operation: 8:30 a.m. - 5:00 p.m., Monday through Friday. 24-hour emergency service.

Description: Provider of home health care and hospice services.

Services Provided: Nursing care for all stages of wellness, with specialties in cardiac care, maternal child health, nutrition, mental health, enterostomal and intravenous care.
MOMs Program
Hospice Care
Case Management
Homemaker-home health aide service, respite care for families
Therapy programs: physical, occupational, speech evaluation
Bereavement services
Social work
Support groups

Eligibility: Varies by program. Contact intake department at (585) 214-1000.

Area served: Wayne, Livingston, Monroe, Ontario and Seneca counties

Other:

Public transportation: Newark office on WATS bus line

Languages: Bilingual staff (Spanish), translators available for other languages

Cost: Varies by service

Payment Method: Medicaid, Medicare, variety of insurance plans

Date information verified: 3/16/2011

Mary Cariola Children's Center

Mary Cariola Children's Center
1000 Elmwood Avenue
Rochester, NY 14620

Main phone: (585) 271-0761

Alternate phone:

TDD/TTY:

Fax:

Website: www.marycariola.org

Email: info@marycariola.org

Hours of operation:

Description: Mary Cariola Children's Center provides the highest quality individualized services for children with developmental delays and especially for those with complex or multiple disabilities. The Center is dedicated to excellence in family-centered educational, residential, therapeutic and community support services and to developing program initiatives for emerging populations of children with special needs.

Since 1949, Mary Cariola Children's Center has served the unserved and under served children of our community. Children who range in age from birth to twenty one receive individually prescribed educational and therapeutic programs and services. Today, we also serve an increasing number of students with complex behavior management needs as well as cognitive delays and learning disabilities.

Services Provided: Mary Cariola Children's Center provides special education, clinical, family support and direct care residential services to individuals from three to 21 years of age in Day and Community Services Programs. The Day Program consists of two groups: Preschool (three to five years of age) and School-Age (five to 21 years of age.) The Community Services Department is also two separate entities: Medicaid Service Coordination serving children and families in the community, and Residential Services that operates five group homes for children and youth in Monroe County.

Both the Day Program and Community Service Program are supported by an Adaptive Equipment Workshop that designs and constructs specialized therapeutic equipment and environmental adaptations to support classroom instruction and residential experiences of more than 600 students to help them develop their maximum potential.

Eligibility: MCCC does not have an open admission process, which means that students attend our school program only when referred by a third party. From the age of 3 – 21 the student's home school district is responsible for determining the educational placement for each child. Generally, all students who are referred to MCCC have multiple disabilities along with complex educational and therapeutic requirements that can not be met by the home district.

Area served: 10-county region based around Rochester

Other:

Public transportation: Yes, RTS.

Languages:

Cost: Costs paid by child's school district for school-age children or by Medicaid for community services.

Payment Method:

Date information verified: 3/16/2011

Mary M. Gooley Hemophilia Center

Mary M. Gooley Hemophilia Center
1415 Portland Avenue, Suite 500
Rochester, NY 14621

Main phone: (585) 922-5700

Alternate phone:

TDD/TTY:

Fax: (585) 922-5775

Website: www.hemocenter.org

Email:

Hours of operation: 8:00 am - 4:30 pm, Monday through Friday

Description: The Mary Gooley Hemophilia Center is committed to providing excellence in all aspects of patient care and has assembled a team of world-renowned hematologists, highly-skilled nurses, social workers, and other caring consultants to deliver state-of-the-art care to patients and their families.

Services Provided: Diagnosis and treatment of hemophilia and related bleeding disorders and hereditary hemochromatosis, social work services, patient and provider education.

Eligibility: Must have a doctor's order for medical treatment.

Area served: Thirteen counties, including Wayne, Monroe, Ontario, and Livingston

Other:

Public transportation: On bus route

Languages:

Cost: Services provided on a fee basis. No one denied service due to inability to pay.

Payment Method: Cash, checks, credit card, insurance

Date information verified: 3/16/2011

Memory Disorders Clinic

Memory Disorders Clinic
Monroe Community Hospital
435 East Henrietta Road
Rochester, NY 14620

Main phone: (585) 760-6221

Alternate phone:

TDD/TTY:

Fax: (585) 760-6236

Website: www.urmc.rochester.edu/adcare

Email:

Hours of operation: 9:00 a.m. - 4:00 p.m. Monday through Friday

Description: The Memory Disorders Clinic is directed by faculty members from the University of Rochester Medical Center with extensive experience in evaluating and treating patients with memory and movement disorders. The clinic faculty also conduct research in the evaluation and treatment of memory disorders such as Alzheimer's Disease and mild cognitive impairment.

Services Provided: Assessment by a neurologist or psychiatrist and, if necessary, by a neuropsychologist. Thorough review of medical history and symptoms. The medical team will then explain the diagnosis to the patient and family members and suggest coping strategies. Opportunities are available for participation in research studies. Studies include the evaluation of the effectiveness of medications that may delay or prevent dementia, the effectiveness and tolerability of medications for the treatment of agitation or psychosis (which is sometimes associated with dementia), and the accuracy of new diagnostic tools such as memory tests used to detect dementia or memory problems. We also conduct studies that use biological samples to look for genetic markers for the disease.

Eligibility: Any individual or family member concerned about possible memory impairment. A referral from the primary care physician may be required.

Area served: Rochester region

Other: The Memory Disorders Clinic is located on the first floor of Monroe Community Hospital. Directions to the hospital are available on the hospital's DirectionLine at (585) 760-6555.

Public transportation: Yes

Languages: English. Interpreters available for other languages with prior arrangements.

Cost: Most or all costs covered by insurance.

Payment Method: All major insurance plans accepted. A referral from the primary care physician may be required.

Date information verified: 3/16/2011

National Multiple Sclerosis Society - Upstate NY Chapter

National Multiple Sclerosis Society - Upstate NY Chapter
1650 South Avenue, Suite 100
Rochester, NY 14620

Main phone: (800) 344-4867

Alternate phone:

TDD/TTY:

Fax: (585) 442-2817

Website: www.msupstateny.org

Email: nyr@nmss.org

Hours of operation:

Description: The Society and its network of chapters nationwide promote research, educate, advocate on critical issues, and organize a wide range of programs— including support for the newly diagnosed and those living with MS over time. Currently, the Upstate New York Chapter is nationally recognized as a leader in providing comprehensive service programs for nearly 12,000 people with MS and their families in 50 counties and we continue to remain dedicated to "a world free of MS."

Services Provided: Support group
Family support and counseling
Help with applications for Social Security, Unemployment Insurance, SSI, and other benefits
Wellness programs
Shopping trips
Information and referral
Educational programs
Care management
Financial assistance
Peer support

Eligibility: Diagnosis or possibility of diagnosis of multiple sclerosis or related neurological disease.

Area served: Upstate New York

Other:

Public transportation:

Languages:

Cost:

Payment Method:

Date information verified: 3/16/2011

Nazareth College Speech and Hearing Clinic

Nazareth College Speech and Hearing Clinic
4245 East Avenue
Rochester, NY 14610

Main phone: (585) 389-2772

Alternate phone:

TDD/TTY:

Fax: (585) 389-2791

Website: <http://www.naz.edu/dept/hhs/clinics/speech.cfm>

Email:

Hours of operation: 8:30 a.m. - 5:30 p.m. Monday through Thursday (academic year), 8:30 a.m. - 12:30 p.m. Monday - Thursday (summer session)

Description: The Nazareth College Speech and Hearing Clinic was established in 1957 as an integral component of undergraduate and graduate clinical education in Communication Sciences & Disorders. Its mission is to develop students' clinical skills while delivering services to underserved children and adults in the Rochester Community.

Services Provided: Evaluation of speech, hearing, language and cognitive-linguistic communication skills
Speech and language therapy
Referrals to appropriate agencies
Hearing evaluations, auditory processing testing
Preschool and school age communication screening days (Evaluation of speech, language, and communication skills).

Eligibility: No age limit for services.

Area served: Not limited

Other: Fees (as of 1/1/2006)

Screening: Hearing screening, \$10; Language screening, \$30.

Evaluation: Speech evaluation, \$30; Language evaluation, \$45; Hearing evaluation, \$45; Auditory processing evaluation (including basic hearing evaluation), \$125.

Therapy: Speech therapy, \$15 per 45 minute session; Language therapy, \$15 per 45 minute session; Auditory processing therapy, \$15 per 45 minute session; Aphasia clinic, \$60 per semester.

Public transportation: On Rochester bus line to Pittsford, serviced by Lift Line

Languages: English

Cost: Fees vary per services, sliding fee scale as necessary. Additional information below.

Payment Method: Cash or check. No insurance payments or credit cards

Date information verified: 3/16/2011

New York State Workers' Compensation Board

New York State Workers' Compensation Board
130 West Main Street
Rochester, NY 14614

Main phone: (866) 211-0644

Alternate phone:

TDD/TTY:

Fax: (585) 238-8351

Website: www.wcb.state.ny.us

Email:

Hours of operation: 8:30 a.m.- 4:30 p.m.

Description: Provides for the administration of New York State Workers' Compensation Law by holding hearings and making determination of claims for compensation.

Services Provided: Covers such areas as Workers' Compensation benefits for on-the-job injuries, disability benefits for off-the-job injuries, compensation for civil defense volunteers, and compensation for volunteer firemen under the Volunteer Firemen's Benefits Law.

Eligibility: Specified under New York State Workers' Compensation Law

Area served: Eleven counties including Ontario and Wayne

Other: Geneva customer service center: 70 Elizabeth Blackwell Street, Geneva, NY 14456

Public transportation: located on main bus route

Languages: Bilingual services offered. Many languages available. A toll free number is used and language is specified.

Cost: none

Payment Method: n/a

Date information verified: 3/16/2011

Newark-Wayne Community Hospital

Newark-Wayne Community Hospital
1200 Driving Park Avenue
PO Box 111
Newark, NY 14513

Main phone: (315) 332-2022

Alternate phone:

TDD/TTY:

Fax: (315) 332-2371

Website: www.rochestergeneral.org/newark-wayne-community-hospital/about-us

Email:

Hours of operation: Emergency services 24 hours/day, offices 8:00 am - 4:30 pm

Description: Newark-Wayne Community Hospital provides a wide variety of health and medical services. Newark-Wayne Community Hospital's mission is to provide community centered health care that enhances the quality of life of those we serve.

Services Provided: Adult day health services
Emergency medicine
Rehabilitative services (physical therapy, occupational therapy, respiratory therapy, speech/language pathology, cardiac rehabilitation)
Ancillary and outpatient services (ambulatory surgery, laboratory services, radiology-ultrasound, mammography, CT scan, MRI).
Community education programs
Mental health services
Physician referral
Inpatient care

Eligibility: Varies with service.

Area served: Wayne County and surrounding area

Other:

Public transportation: On WATS bus route

Languages: Interpreters available as needed.

Cost: Fees for services. Charity care available to eligible patients.

Payment Method: Health insurance, Medicare, Medicaid, cash, check and credit card.

Date information verified: 4/28/2011

Adult Career & Continuing Education Services - Vocational Rehabilitation (ACCE

Office of Adult Career & Continuing Education Services - Vocational Rehabilitation (ACCESS-VR)
109 South Union Street, 2nd floor
Rochester, NY 14607

Main phone: (585) 238-2900
Alternate phone: (800) 462-0178
TDD/TTY: (585) 325-6278
Fax: (585) 325-2001
Website: www.veid.nysed.gov
Email:

Hours of operation: 8:30 a.m. - 5:00 p.m. Monday through Friday

Description: The Mission of the Office of Office of Adult Career & Continuing Education Services - Vocational Rehabilitation (ACCES-VR) is to provide vocational rehabilitation and independent living services to eligible disabled persons to enable them to work and live independent, self-directed lives.

Services Provided: Provides diagnostic evaluation services such as vocational testing and medical examinations, vocational counseling and training services, physical restoration services, job placement services, supported employment and school to work transition services.

Eligibility: Professional staff are available to meet with individuals in the community
Persons must have a physical, mental, emotional, or learning impairment that interferes with work ability. There must also be a reasonable chance that a person will become gainfully employed if receiving rehabilitation services, and must require vocational rehabilitation services.

Area served: Livingston, Ontario, Wayne, Monroe, Seneca, and Yates counties

Other: Geneva Satellite Office
70 Elizabeth Blackwell Street
Geneva, New York 14456

Phone: (315) 789-0191
Fax: (315) 789-0295

Public transportation: On Rochester bus route

Languages: Bilingual Staff (Spanish)

Cost: No charge for evaluations. Some services depend on economic need

Payment Method:

Date information verified: 3/16/2011

PRALID

PRALID
2 Townline Circle
Rochester, NY 14623

Main phone: (585) 442-6420

Alternate phone:

TDD/TTY:

Fax: (585) 442-6964

Website: www.pralid.org

Email: info@pralid.org

Hours of operation: Main office Monday - Friday 8:00 am - 4:30 pm, field staff 24/7

Description: PRALID's mission is to provide opportunities in Western NY for individuals with traumatic brain injuries, developmental disabilities and/or people eligible for nursing home care who choose to live in the community. Our services are designed to provide skill building, advocacy, and protective oversight that promote meaningful life choices while preserving an individual's dignity and independence.

Services Provided: Service coordination, structured day habilitation programs, Home and Community Support Services, Independent Living Skills Training, Residential Services, Community Integration Counseling, Environmental Modification, Home Services and more.

Eligibility: Medicaid eligible or able to provide private pay; must meet criteria in waiver.

Area served: Western New York

Other:

Public transportation:

Languages: English

Cost: Free to Medicaid eligible

Payment Method: Medicaid, SSI/SSD, check, cash

Date information verified: 3/16/2011

Regional Center for Independent Living

Regional Center for Independent Living
497 State Street
Rochester, NY 14608

Main phone: (585) 442-6470

Alternate phone:

TDD/TTY: (585) 442-6470

Fax: (585) 271-8558

Website: www.rcil.org

Email:

Hours of operation: 9:00 a.m. - 5:00 p.m Monday through Friday

Description: The mission of RCIL is to empower people with disabilities to self-advocate, to live independently, and to enhance the quality of community life. Our services and programs are primarily of an advocacy nature (both individual and systems). We seek to overcome the barriers faced by people with disabilities who choose to live independently.

The independent living philosophy supports persons with disabilities having opportunities to make decisions that affect their lives just as their nondisabled counterparts do.

Services Provided: Assistive Technology
Advocacy - Individual and systems
Architectural Barriers Consultation
Benefit Advisement
Client Assistance Program
Equipment Loan and Repair Referral
Home Modification Evaluations
Loan Closet
Deaf Community Support Services
Independent Living Skills
Information & Referral
Outreach
Peer Counseling
Community Awareness Service
Support Groups
Housing Assistance
Disability Sensitivity Training
Student Transition Services
Employment Soft Skills Training
Bilingual Staff(American Sign Language)
Veterans Outreach and Advocacy

Eligibility: Must have a disability or have a relationship with a person who has a disability.
Technical assistance also available to businesses.

Area served: Livingston, Ontario, Yates, Monroe, Wayne

Other:

Public transportation: Located on bus route

Languages: English, Spanish, American Sign Language

Cost: none

Payment Method: n/a

Date information verified: 3/16/2011

Regional Early Childhood Direction Center

Regional Early Childhood Direction Center
15 Linden Park
Rochester, NY 14625

Main phone: (585) 249-7817

Alternate phone: (800) 462-4344

TDD/TTY:

Fax: (585) 249-7816

Website: <http://www.monroe.edu/SupportServices.cfm?subpage=518>

Email:

Hours of operation: 8:00 a.m. to 4:30 p.m. Monday through Friday

Description: The Regional Early Childhood Direction Center (RECDC) provides information, support and referral assistance to parents and professionals who are concerned about a child with special needs or a disability. Our center provides support for children in Monroe County and the surrounding 11-county area.

Services Provided: Locating screening services for possible developmental problems or conditions

Providing information on referrals to special services that are available within the community based on the preference of the family. These services include counseling, day care and preschool program, early intervention services, family support services, legal support, parent infant program, preschool special education services, respite services, summer programs, therapy and medical services, and transportation.

Parent education workshops to help understand the laws and network of early childhood special education. Workshop topics include special education laws, your rights as parents/caregivers, understanding terminology such as CPSE, CSE, IEP, IFSP, LRE, etc.

Eligibility: Children are eligible for service if they are between the ages of birth to five years and seem to have problems doing the things most other children do at those ages. This may include problems in sitting, crawling, walking, eating, speaking, hearing, seeing, playing, getting along with others, or a disabling condition.

Area served: Cayuga, Genesee, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Wayne, Wyoming and Yates counties.

Other:

Public transportation: On public bus route

Languages: A Spanish interpreter is available

Cost: None

Payment Method:

Date information verified: 3/16/2011

Social Security Administration - Geneva

Social Security Administration - Geneva
15 Lewis Street
Geneva, NY 14456

Main phone: (866) 331-7759

Alternate phone: (800) 772-1213

TDD/TTY: (315) 789-0937

Fax: (315) 789-0150

Website: www.ssa.gov

Email:

Hours of operation: 9:00 a.m. - 4:00 p.m. Monday through Friday

Description: Administration of federal financial assistance programs for the aged, blind, and disabled.

Services Provided: Social Security benefits: Cash benefits to workers and their dependents when worker retires, becomes severely disabled or dies.
Medicare enrollment: Health insurance for the aged or disabled.
Supplemental Security Income: Guaranteed minimum income for aged, blind and disabled.
Assignment of Social Security number and cards.
Records of social security numbers, earnings and benefits.
Information about benefit provisions and filing reports and claims.
Benefit estimates.
"Teleservice" : Telephone information and referral.

Eligibility: Age 62-64 (60-64 widows for partial payments). Age 65=full payments.
Other benefits vary according to benefit applied for.

Area served: Geneva and surrounding area

Other:

Public transportation: On bus route

Languages: Bilingual services available upon request

Cost: N/A

Payment Method:

Date information verified: 3/16/2011

Social Security Administration - Oswego

Social Security Administration - Oswego
Hillside Commons
19 Fourth Avenue
Oswego, NY 13126

Main phone: (866) 964-7593

Alternate phone: (800) 772-1213

TDD/TTY: (315) 343-8319

Fax: (315) 343-0068

Website: www.ssa.gov

Email:

Hours of operation: 9:00 a.m. - 4:00 p.m. Monday through Friday, except federal holidays

Description: Administration of federal financial assistance programs for the aged, blind, and disabled.

Services Provided: Social Security benefits: Cash benefits to workers and their dependents when worker retires, becomes severely disabled or dies.
Medicare enrollment: Health insurance for the aged or disabled. Apply for "Extra Help" for assistance in paying Medicare Part D (prescription drug) premiums.
Supplemental Security Income: Needs based program income for aged, blind and disabled.
Assignment of Social Security number and cards.
Records of social security numbers, earnings and benefits.
Information about benefit provisions and filing reports and claims.
Benefit estimates.
"Teleservice" : Telephone information and referral.
"E-Services" : Wide variety of electronic services including applying for benefits, requesting benefit estimates, requesting address changes, requesting replacement Medicare card, and much more. Visit www.socialsecurity.gov

Eligibility: Retirement Benefits aAge 62 and older (60 and older for widows). Age for other benefits vary according to benefit applied for.

Area served: Oswego and surrounding area

Other:

Public transportation:

Languages: Bilingual services available upon request

Cost: N/A

Payment Method:

Date information verified: 3/16/2011

Strong Center for Developmental Disabilities

Strong Center for Developmental Disabilities
601 Elmwood Avenue
PO Box 671
Rochester, NY 14642

Main phone: (585) 275-0355

Alternate phone:

TDD/TTY:

Fax: (585) 275-3366

Website: <http://www.stronghealth.com/services/childrens/PatientCare/devdisabilities>

Email:

Hours of operation: 8:30 a.m.- 5:00 p.m. Monday through Friday

Description: The mission of the Strong Center for Developmental Disabilities (SCDD) is to provide services, advocacy, education, technical assistance, and research to ensure full inclusion of persons with developmental disabilities in their communities and to maximize their potential for leading independent and productive lives.

Services Provided: Andrew J. Kirch Developmental Services Center
-Interdisciplinary diagnostic evaluations
-ADHD evaluation
-In-hospital evaluation
-Physical disabilities assessment and treatment
Community Consultation Program
Crisis intervention
Infant Toddler Clinic-Neonatal Follow Clinic
Leadership in Neurodevelopmental Disabilities
Community education and consultation
Positive Behavior Supports
Research
Parent Training

Eligibility: None

Area served: Central and Western New York State

Other:

Public transportation: On bus route

Languages: English, interpreter may be scheduled if needed

Cost: Varies according to service rendered. Health insurance accepted, cash, check.

Payment Method:

Date information verified: 3/17/2011

Thompson Health

Thompson Health
350 Parrish Street
Canandaigua, NY 14424

Main phone: (585) 396-6000

Alternate phone:

TDD/TTY:

Fax: (585) 396-6477

Website: www.thompsonhealth.com

Email:

Hours of operation: 24 hours, 7 days a week.

Description: Thompson Health is an integrated health care delivery system overseeing the operation of five affiliate health care organizations.

Services Provided: Outpatient and inpatient medical services including general medical and surgical, emergency care, intensive care, physical, occupational and speech therapy, respiratory therapy, clinical laboratory, sleep disorders center, radiology, neurology, dietary care, social work, obstetrics, cancer center, cardiac care, CT Scanning, MRI, sports medicine, pain management, rheumatology, family health and wellness.

Senior Living services including independent living, enriched living, medical adult day services, post hospital care, dementia care, long-term care, short stay.

Facilitated enrollment into Family Health Plus, Child Health Plus, PCAP, and WIC.

Eligibility: None for hospital; contact Director of Admissions for Continuing Care Center or Senior Community.

Area served: Ontario County, parts of Livingston, Monroe, Steuben, Wayne and Yates counties.

Other:

Public transportation: CATS bus available, as well as Dial-A-Ride

Languages: Bilingual Staff. Multilingual phone number available - request language as needed.

Cost: Fee for service.

Payment Method: Most insurance plans accepted, credit card, cash, check.

Date information verified: 4/19/2011

Veterans Affairs Medical Center - Canandaigua

Veterans Affairs Medical Center - Canandaigua
400 Fort Hill Avenue
Canandaigua, NY 14424

Main phone: (585) 394-2000

Alternate phone: (800) 204-9917

TDD/TTY: (585) 393-8297

Fax: (585) 393-8328

Website: www.va.gov

Email:

Hours of operation: 8:00 a.m. - 4:30 p.m. Monday through Friday, except federal holidays

Description: A medical Center providing primary care, rehabilitation and long-term, nursing home, and psychiatric care to veterans.

Services Provided: The medical center has broadened its medical focus to include long-term care, in addition to its long standing reputation in psychiatric care. Its medical specialties are long-term care, nursing home care, mental health care and alcohol/drug rehabilitation. Respite Care, the Post-Traumatic Stress Disorder Clinic, the Domiciliary Program and the Mental Health Intensive Case Management Program are all notable services offered at Canandaigua.

Day programming
Audiology Consults
Dental Care
Drug and Alcohol Counseling
Flu Clinics
Home Health Care
Hospice Care
Medication Coordination
Nutrition Counseling
Ophthalmology checks
Podiatry
Respite Program

Surgery and most emergency care is provided through other VA facilities at Buffalo and Syracuse or in community hospitals.

Eligibility: Must be a veteran of one of the US Armed Forces and must have been honorably discharged. Veterans of allied countries may be treated if care is authorized by said countries. To apply for VA health care benefits, including enrollment you must fill out an application. The application will be used to determine whether you have qualifying service as a veteran and what your veteran status is so that you can be placed into one of the enrollment priority groups.

Area served: Upstate New York

Other:

Public transportation: CATS bus available

Languages: English, Spanish, interpreters available for other languages as needed.

Cost: Cost and eligibility for service may depend on income, resources, and the priority group to which the veteran is assigned. Call for current details.

Payment Method: Cash, check or credit card.

Date information verified: 4/28/2011

Veterans Affairs Medical Center - Syracuse

Veterans Affairs Medical Center - Syracuse
800 Irving Avenue
Syracuse, NY 13210

Main phone: (315) 425-4400

Alternate phone: (800) 792-4334

TDD/TTY:

Fax: (315) 425-4375

Website: www.va.gov

Email:

Hours of operation: 8:00 a.m. - 4:30 p.m. Monday through Friday, except federal holidays

Description: The Syracuse VA Medical Center is a tertiary care facility that serves 41,000 veteran men and women who live in the 18-county area of Central New York. It is located in the heart of Syracuse adjacent to the campus of Syracuse University.

Services Provided: The Syracuse VAMC provides acute medical, neurological, surgical, psychiatric inpatient care, and specialized ambulatory care.

Eligibility: Must be a veteran of one of the US Armed Forces and must have been honorably discharged. Veterans of allied countries may be treated if care is authorized by said countries. To apply for VA health care benefits, including enrollment you must fill out an application. The application will be used to determine whether you have qualifying service as a veteran and what your veteran status is so that you can be placed into one of the enrollment priority groups.

Enrollment, Eligibility and VA Benefits assistance is available at the medical center on the first floor, weekdays 8:30 a.m.- 4:00 p.m. The phone number is (888)-823-9656.

Area served: Central New York

Other: Patient Advocate

Public transportation:

Languages:

Cost: Cost and eligibility for service may depend on income, resources, and the priority group to which the veteran is assigned. Call for current details.

Payment Method: Cash, check or credit card.

Date information verified: 4/28/2011

Veterans Affairs Outpatient Clinic - Auburn

Veterans Affairs Outpatient Clinic - Auburn
17 Lansing Street
Auburn, NY 13021

Main phone: (315) 255-7002

Alternate phone:

TDD/TTY:

Fax: (315) 255-7143

Website: www.va.gov

Email:

Hours of operation: 8:00 a.m. - 4:30 p.m. Monday through Friday

Description: Primary Care services for veterans in Cayuga County and surrounding area. Affiliated with Syracuse VA Medical Center.

Services Provided: Behavioral Health Care: A behavioral health care team consisting of a social worker a psychiatrist, and visiting counselors from the Syracuse VAMC provide medications, individual and group psychotherapy for veterans experiencing personal and emotional problems, including drug and alcohol problems.

Smoking Cessation: The Clinic offers the QuitSmart® smoking cessation program — an innovative service that combines the best of behavioral and medication treatments in a group format.

Personal Care: A health care team consisting of Auburn Hospital practitioners provide primary care services at the clinic as well as routine diagnostic procedures and dietary services. Patients with specialized medical needs are treated at the VA Healthcare Network Upstate New York at Syracuse.

Laboratory: Blood drawing and analysis services available.

Prescriptions: Routine prescriptions processed through the mail. Emergency medicines provided.

Radiology: Chest, abdominal and extremity x-rays available on site.

Eligibility: Must be a veteran of one of the US Armed Forces and must have been honorably discharged. Veterans of allied countries may be treated if care is authorized by said countries. To apply for VA health care benefits, including enrollment you must fill out an application. The application will be used to determine whether you have qualifying service as a veteran and what your veteran status is so that you can be placed into one of the enrollment priority groups.

Area served: Cayuga County and surrounding area

Other: Handicapped Accessible with plenty of free parking: full and easy access for all veterans.

Public transportation: None

Languages:

Cost: Cost and eligibility for service may depend on income, resources, and the priority group to which the veteran is assigned. Call for current details.

Payment Method: Cash, check, credit card

Date information verified: 4/28/2011

Veterans Affairs Outpatient Clinic - Oswego

Veterans Affairs Outpatient Clinic - Oswego
437 State Route 104E
Oswego, NY 13126

Main phone: (315) 207-0120

Alternate phone:

TDD/TTY:

Fax: (315) 207-0209

Website: www.va.gov

Email:

Hours of operation: 8:00 a.m. - 4:30 p.m. Monday through Friday, except federal holidays

Description: Primary Care services for Veterans in Oswego County and surrounding area. Affiliated with Syracuse VA Medical Center.

Services Provided: Behavioral Health Care: A behavioral health care team consisting of a social worker a psychiatrist, and visiting counselors from the Syracuse VAMC provide medications, individual and group psychotherapy for veterans experiencing personal and emotional problems, including drug and alcohol problems.

Smoking Cessation: The Clinic offers the QuitSmart® smoking cessation program — an innovative service that combines the best of behavioral and medication treatments in a group format.

Personal Care: A health care team consisting of Practitioners provide primary care services at the clinic as well as routine diagnostic procedures and dietary services. Patients with specialized medical needs are treated at the VA Healthcare Network Upstate New York at Syracuse.

Laboratory: Blood drawing and analysis services available.

Prescriptions: Routine prescriptions processed through the mail. Emergency medicines provided.

Eligibility: Must be a veteran of one of the US Armed Forces and must have been honorably discharged. Veterans of allied countries may be treated if care is authorized by said countries. To apply for VA health care benefits, including enrollment you must fill out an application. The application will be used to determine whether you have qualifying service as a veteran and what your veteran status is so that you can be placed into one of the enrollment priority groups.

Area served: Oswego County and surrounding area

Other: Handicapped Accessible with plenty of free parking: full and easy access for all veterans.

Public transportation: None

Languages:

Cost: Cost and eligibility for service may depend on income, resources, and the

priority group to which the veteran is assigned.

Payment Method:

Date information verified: 4/19/2011

Veterans Affairs Outpatient Clinic - Rochester

Veterans Affairs Outpatient Clinic - Rochester
465 Westfall Road
Rochester, NY 14620

Main phone: (585) 463-2600

Alternate phone:

TDD/TTY:

Fax: (585) 463-2649

Website: www.va.gov

Email:

Hours of operation: 8:00 a.m. - 6:30 p.m. Monday-Wednesday, 8:00 a.m. - 8:00 p.m. Thursday and 8:00 a.m. - 4:00 p.m. Friday, except federal holidays

Extended hours Tuesday evenings until 6:30 p.m. for Mental Health & Substance Abuse services.

Description: The Rochester Outpatient Clinic provides primary care services for veterans in the Rochester area. It is affiliated with the Canandaigua VA Medical Center.

Services Provided: Behavioral Health Practice: Offers individual and group counseling to veterans, as well as wellness workshops on a variety of topics including stress management, sleep hygiene.

Home Based Primary Care: Certain patients with relatively short-term problems. These patients need healthcare services, home training, and home adaptation. Services are provided until the patient can be properly cared for in an outpatient clinic.

Personal Care: Board certified physicians for primary, urgent, and specialty care, referrals to the Canandaigua VA Medical Center.

Laboratory: Blood drawing and analysis services available.

Prescriptions: As prescribed by VA providers, routine prescriptions processed through the mail. Emergency medicines provided.

Other services include audiology, cardiology, dental, dermatology, dietetics, ear/nose/throat, gastrointestinal, internal medicine, neurology, ophthalmology, podiatry, primary care, prosthetics and sensory aids, radiology, respiratory therapy, social work, urology, and women's wellness.

Eligibility: Must be a veteran of one of the US Armed Forces and must have been honorably discharged. Veterans of allied countries may be treated if care is authorized by said countries. To apply for VA health care benefits, including enrollment you must fill out an application. The application will be used to determine whether you have qualifying service as a veteran and what your veteran status is so that you can be placed into one of the enrollment priority groups.

Area served: Rochester region

Other:

Public transportation: Regional Transit Services (RTS) provides bus services on Route 11: Joseph/South Clinton at various times throughout the weekday. Call RTS at (585) 288-1700 for schedule information.

Languages:

Cost: Cost and eligibility for service may depend on income, resources, and the priority group to which the veteran is assigned. Call for current details.

Payment Method: Cash, check, or credit card.

Date information verified: 4/28/2011

Veterans Benefits Administration

Veterans Benefits Administration
United States Department of Veterans Affairs
130 S. Elmwood Avenue, Suite 601
Buffalo, NY 14202

Main phone: (800) 827-1000

Alternate phone:

TDD/TTY:

Fax: (716) 857-3396

Website: <http://www.vba.va.gov/VBA/>

Email:

Hours of operation: 8:00 a.m. - 4:30 p.m. Monday through Friday

Description:

Services Provided: Provides assistance to veterans in filing claims such as compensation for service-connected disabilities, pension for non-service connected disabilities, educational benefits, vocational rehabilitation, loan guarantee, death benefits and life insurance.

Eligibility: Must be a veteran or a dependent or beneficiary of a veteran.

Area served: Unlimited

Other:

Public transportation: On bus route

Languages:

Cost: None

Payment Method:

Date information verified: 4/19/2011

Veterans Outreach Center, Inc.

Veterans Outreach Center, Inc.
459 South Avenue
Rochester, NY 14620

Main phone: (585) 546-1081

Alternate phone: (866) 906-8387

TDD/TTY:

Fax: (585) 546-5234

Website: www.veteransoutreachcenter.org

Email: info@veteransoutreachcenter.org

Hours of operation: 8:30 a.m. - 5 :00 p.m. Monday through Friday

Description: Provides assistance to veterans of all eras and their families through direct counseling/referral services and advocacy.

Services Provided: VOC works with veterans and their families in the following areas:
Military and civilian trauma
Unemployment/underemployment
Occupational skills training
VA benefits
Marital and family difficulties
Chemical dependency/co-dependency issues and aftercare
Homeless and incarcerated veterans services
Provides individual and group services; support groups for veterans
Transitional housing and emergency shelter

Eligibility: Anyone who served in the U.S. military or a family member of this veteran.

Area served: Livingston, Monroe, Ontario, Orleans, Wayne, and Wyoming counties.

Other:

Public transportation: On bus route

Languages: Spanish

Cost: Most services are free. Call for more information.

Payment Method:

Date information verified: 4/28/2011

Wayne ARC

Wayne ARC
150 VanBuren Street
Newark, NY 14513

Main phone: (315) 331-7741

Alternate phone:

TDD/TTY:

Fax: (315) 331-4857

Website: www.waynearc.org

Email:

Hours of operation: 8:00 a.m. - 4:00 p.m. Monday through Friday

Description: Wayne ARC, a parent based organization, advocates for and serves persons of all ages with or without special needs. The Agency assists individuals in taking their full, independent, productive place in society through an array of quality individualized services.

Services Provided: Adult Rehabilitation Services
Key Industries Work center
Residential placement
Day habitation program
Community Services Program
Karl D. Warner Clinic
Medicaid waiver service coordination
Welfare To Work

Roosevelt Children's Center
Preschool/Infant/Toddler Program
848 Pierson Avenue
Newark, NY 1451
(315) 331-2086
individualized education/therapy programs for children with special needs (birth to 5 yrs.); Family Life Services; Individual and Family Counseling; Pediatric and Audiologic consultation.

Provision of educational, vocational rehabilitation, residential, recreational, homemaking, and clinic services for mentally retarded and developmentally disabled persons.
Key Industries Rehabilitation Center for Disabled Adults
Residential Services Program for Adults and Children
Welfare to Work programs for eligible individuals
Home Services/ Family Support program
Karl D. Warner Clinic
Service Coordination
Key Industries Supported Employment Programs
Residential Supportive Apartments and Supervised Apartments
Day Habitation Program for disabled adults
Central Intake
Guardianship

Eligibility: Varies according to program.

Area served: Wayne and surrounding counties

Other:

Public transportation: on WATS bus route

Languages: Bilingual services available

Cost: Varies according to program

Payment Method:

Date information verified: 8/19/2009

Wayne ARC - Roosevelt Children's Center

Wayne ARC - Roosevelt Children's Center
848 Peirson Avenue
Newark, NY 14513

Main phone: (315) 331-2086

Alternate phone:

TDD/TTY:

Fax: (315) 331-3215

Website: www.waynearc.org

Email:

Hours of operation: 8:00 a.m. - 4:00 p.m. Monday through Friday

Description: The Roosevelt Children's Center provides quality program services for special needs children from ages birth to 5 years. The Center also has a daycare and preschool program for typical children from the community.

Services Provided: The Roosevelt Children's Center offers a wide variety of diverse services; our staff includes certified and licensed professionals with expertise in communication disorders, physical/sensory impairments and emotional/behavior disorders.

Roosevelt Children's Center provides evaluation services for children birth through age 5, speech therapy, occupational therapy, physical therapy, assistive communication technology, counseling services, and special education either in an on-site classroom or home and community locations.

Staff and parents work together, building positive and supportive relationships to best benefit the child.

Eligibility: Eligibility for special needs services determined by Wayne County Early Intervention program (ages birth to three) and child's home school district (ages three to five).

Area served: Wayne County area

Other:

Public transportation:

Languages:

Cost: No cost to parents for children with special needs. Competitive day care rates.

Payment Method:

Date information verified: 3/16/2011

Wayne Area Transportation Service, Inc. (WATS)

Wayne Area Transportation Service, Inc. (WATS)

7227 State Route 31

Lyons, NY 14489

Main phone: (315) 946-5617

Alternate phone:

TDD/TTY:

Fax: (315) 946-5615

Website: www.rgrta.org

Email:

Hours of operation: 6:00 am - 5:00 pm (specific routes vary)

Description: Public transportation service

Services Provided: Wayne Area Loop: \$1.00 each way (50 cents if senior, disabled, child 5-11; free if child under 5). Six circular routes along Routes 31, 21, 414, and Ridge Road run Monday- Friday. Regularly scheduled stops in Newark, Palmyra, Marion, Williamson, East Williamson, Sodus, Wallington, Alton, Wolcott, North Rose, Rose, Clyde, Lyons, Ontario, Ontario Center, Savannah, Red Creek and South Butler.

Route 104 Connector Service: \$1.00 each way (50 cents if senior or disabled). Runs between Newark and Webster via Route 88 and Ridge Road. Connects with RTS Park and Ride in Webster. Regularly scheduled stops in Newark, Sodus, East Williamson, Williamson, Ontario, Ontario Center, Union Hill, and Webster.

Route 31 Shuttle runs twice a day: \$1.00 each way (50 cents if senior or disabled). Runs between Macedon and Lyons.

Medical transportation (in Wayne County): \$1.50 each way for individuals with ADA-defined disabilities.

Medical transportation (outside Wayne County): \$6.50 each way to Rochester (Monday - Friday); Canandaigua (Monday - Friday); Eastview Dialysis, Clifton Springs Hospital, Finger Lakes Dialysis, Geneva General Hospital (Tuesday, Thursday, Saturday)

Grocery shopping: No cost (sponsored by Wegmans) to Newark Wegmans on Tuesday from Lyons and Newark and on Thursday from Palmyra and Macedon, Marion and Walworth.

Eligibility: Wayne County resident.

Area served: Wayne County

Other:

Public transportation:

Languages: Brochures available in Spanish. Spanish-speaking driver.

Cost: Varies by destination

Payment Method: Cash

Date information verified: 3/16/2011

Wayne Behavioral Health Network

Wayne Behavioral Health Network
1519 Nye Road, Suite 100
Lyons, NY 14489

Main phone: (315) 946-5722

Alternate phone:

TDD/TTY:

Fax: (315) 946-5726

Website: www.co.wayne.ny.us

Email:

Hours of operation: 8:00 a.m. - 5:00 p.m. Monday, Wednesday, Friday; 8:00 a.m. to 8:00 p.m. Tuesday and Thursday.

Description:

Services Provided: Adult Mental Health Clinic Services
Children and Family Mental Health Clinic
Rehabilitation Support Services (club)
Individual, group, and family therapy
Evaluations (Psychiatric and Psychological)
Medication Monitoring
Crisis Intervention
Case Management Services
MICA
Forensic Services
Children and Youth Mental Health Clinic Services
Domestic Violence Groups for Men
Trauma Support Groups
Adult Sex Offenders Groups
Adolescent Groups
Family Court Evaluations
Substance Abuse and Alcohol Treatment Services

Eligibility: Residents of Wayne County

Area served: Wayne County

Other: Handicapped accessible
Transportation assistance possible by prior arrangement

Public transportation: WATS bus available

Languages: Interpreting services available

Cost: Accept all insurances, fees vary

Payment Method: Cash, check, Medicaid, and third party insurance accepted.

Date information verified: 3/16/2011

Wayne County Action Program, Inc. (Wayne CAP)

Wayne County Action Program, Inc. (Wayne CAP)
159 Montezuma Street
Lyons, NY 14489-

Main phone: (315) 946-7530

Alternate phone:

TDD/TTY:

Fax: (315) 946-7430

Website: www.waynecap.org

Email: info@waynecap.org

Hours of operation: 8:00 a.m. to 4:00 p.m. Monday through Friday

Description: Identification of causes and extent of poverty in Wayne County and coordination of available resources and community facilities to eliminate its causes and results. Community services include: outreach, referral, advocacy and technical assistance.

Services Provided: Success Center Transitional House, Emergency Services, Food Bank, Foster Grandparent Program, Head Start Program, Respite Program, Food Sense Program, Tax Counseling for Elderly, Retired and Senior Volunteer Program (RSVP), Weatherization Program, Success Center Emergency Services, AmeriCorps Program, Advantage After-School Program, Success Center, Transitional Housing, Youth Intervention Parenting Programs and Advantage After School

Eligibility: Varies with individual programs.

Area served: Primarily Wayne County and parts of Ontario, Seneca, and Yates counties

Other: Handicapped accessible

Public transportation:

Languages: Spanish, American Sign Language

Cost: None for most programs, sliding fee scale for others

Payment Method:

Date information verified: 3/16/2011

Wayne County Department of Aging and Youth

Wayne County Department of Aging and Youth
1519 Nye Road, Suite 300
Lyons, NY 14489

Main phone: (315) 946-5624

Alternate phone:

TDD/TTY:

Fax: (315) 946-5649

Website: www.co.wayne.ny.us

Email: aging@co.wayne.ny.us

Hours of operation: 8:00 a.m. - 5:00 p.m. Monday through Friday

Description: Variety of services mainly for individuals under age 21 and over age 60, their families, and their caregivers.

Services Provided: AGING PROGRAMS AND SERVICES

Information, Assistance, and Advocacy: Case Assistance, NYConnects: Choices for Long Term Care, Insurance Counseling, Weatherization, Home Energy Assistance Program

Community and Caregiver Services: Aide Service, Caregiver Support, Case Management, Personal Emergency Response System, Transportation, Long-term Care Ombudsman Program

Nutrition: Senior Centers, Home Delivered Meals, Nutrition Counseling, Nutrition Education, Farmers' Market Coupon Program

YOUTH PROGRAMS AND SERVICES

Families and Communities Together (FACT)
Recreation Programs

Eligibility: NYConnects: Choices for Long-Term Care serves individuals of all ages. Must be age 60 or older for most other aging-related programs. FACT serves families with children in grades K through 8.

Area served: Wayne County

Other:

Public transportation: Yes. Health Services Building is on WATS route.

Languages:

Cost: Cost-sharing required for aide service program (cost based on income). Donations are appreciated for other programs.

Payment Method: Cash or check

Date information verified: 3/16/2011

Wayne County Department of Social Services

Wayne County Department of Social Services
77 Water Street
PO Box 10
Lyons, NY 14489

Main phone: (315) 946-4881

Alternate phone:

TDD/TTY:

Fax: (315) 946-7626

Website:

Email:

Hours of operation: 9:00 a.m. to 5:00 p.m. Monday through Friday

Description: Administration of Social Services programs

Services Provided: Adoption services
Arrangement of day care programs for actual or potentially abused and neglected children and for low income day care
Family planning
Counseling and referral to medical providers
Residential placement services for adults
Foster care for children
Assistance in obtaining medical and/or psychiatric care
Home management instruction
Homemaker services
Assistance with arrangements for in-home personal care
Housekeeper/chore services
Assistance with routine household tasks
Housing improvement services
Assistance in obtaining house repairs and locating suitable housing
Preventive services to children
Preventive foster care counseling
Adult protective services
Child protective services
Child abuse investigation
Emergency Placement
Unmarried parents support services and care
Information and referral
Administration of Temporary Assistance programs
Family Assistance
Safety Net - Assistance for individuals and/or families
Emergency Safety Net for adults: Emergency assistance for persons already receiving SSI who encounter crisis situations
Emergency assistance to families
Administration of Medicaid and food stamp programs
Administration of Home Energy Assistance Program (HEAP)
Assistance for possible Nursing home placements for Medicaid patients

Eligibility: Call for eligibility requirements (vary by program area)

Area served: Wayne County

Other: Fully accessible

Public transportation: WATS bus available

Languages:

Cost: None

Payment Method:

Date information verified: 3/16/2011

Wayne County Public Health

Wayne County Public Health
Wayne Community Nursing Care
1519 Nye Road, Suite 200
Lyons, NY 14489

Main phone: (315) 946-5749
Alternate phone: (800) 724-1170
TDD/TTY:
Fax: (315) 946-5676
Website: www.co.wayne.ny.us
Email:

Hours of operation: 8:00 a.m. to 5:00 p.m. Monday through Friday

Description: The mission of Wayne County Public Health is to provide disease prevention services, health promotion programs, and health care services to those in need in order to maintain and enhance the longevity and quality of life of Wayne County residents.

Services Provided: Occupational, physical, and speech therapies; Well Child clinics; guidance for young mothers and new babies; Material Child Health Program; Tender Care (MOMS); Flu Clinics; HIV pre- and post-test counseling; comfort care; Physically Handicapped Children's program; skilled nursing visits; medical social work; immunization clinics for adults and children; tuberculosis control clinic; epidemiological investigations for communicable diseases; rabies/West Nile virus program; migrant health program; STD clinic; health education; Children with Special Needs program; bike safety; car seat program; health education, dental clinic.

Eligibility: Physician referral is necessary for continued in-home care for the Certified Home Health Agency program.

Area served: Wayne County

Other: Handicapped accessible

Public transportation: WATS bus available

Languages: Spanish

Cost: Medicare, Medicaid, third party reimbursement, sliding fee scales. No one denied care because of inability to pay.

Payment Method: Cash, check

Date information verified: 3/16/2011

Wayne County Veterans Service Agency

Wayne County Veterans Service Agency
16 William Street
Lyons, NY 14489

Main phone: (315) 946-5993

Alternate phone:

TDD/TTY:

Fax: (315) 946-5994

Website: www.co.wayne.ny.us

Email: jyoung@co.wayne.ny.us

Hours of operation: 9:00 a.m. - 4:00 p.m. Monday through Friday

Description: Provides entitlement information, counseling and assistance to veterans and their dependents.

Services Provided: Information about and assistance with a variety of veteran-related benefits and services including: compensation, burial and survivor benefits, medical and hospital benefits, home loan, upgrading and correction of military discharges, administrative hearing representation, NYS Real Property tax exemption, pension, education and vocational rehabilitation, employment, insurance, applications for medals/awards, transportation to VA hospitals/hearings, NYS blind annuity.

Eligibility: Must be service person, veteran, or dependent/family member.

Area served: Wayne County

Other: Handicapped accessible

Public transportation: WATS bus available

Languages: No bilingual services

Cost: None

Payment Method:

Date information verified: 3/16/2011

