

**FEBRUARY  
MARCH  
APRIL  
2019**

# **Office for the Aging** *Director's Message*

## **Your Help Is Needed To Advocate For Funding For Older Adults In The 2019-2020 State Budget**

I am a member of the Board of Directors of the New York Association on Aging. Each year we develop a list of funding priorities to present to the Governor and the Legislature. Last year when the Governor released his budget there were several cuts to programs and services for older adults. I asked many of you to add your voice to our advocacy efforts by writing letters. I delivered these letters to your state legislators and faxed them to the governor's office. Through these efforts we were successful in getting an increase of funds included in last year's State budget for aging services.

The unmet needs of older New Yorkers continue to grow as a result of the demand generated by both an increasing aging population and expanded awareness of community-based programs.

Hundreds of you wrote letters, our Advisory Council members met with Senate and Assembly Members at their local offices and OFA directors met with legislators in Albany. The message was received loud and clear and we got results!

The priorities developed by the New York Association on Aging for 2019-2020 Governor's Budget:

- **Increase the Community Services for the Elderly (CSE) program** to \$50 million to meet the needs of older adults. Thousands of older New Yorkers are in need of community-based services offered through local area agencies on aging. CSE funds are used for a wide array of programs and services that help older New Yorkers maintain their dignity and independence, as well as supporting caregivers. These services include assistance with daily activities such as bathing, dressing, eating, shopping, preparing meals, case management, home delivered meals, transportation, adult day services, and personal emergency response systems.
- **Increase funding by 15% to the Expanded In-Home Services for the Elderly Program (EISEP)** to reduce wait-lists for home care and to increase employment of direct care aide workers. Every county in New York State is experiencing a home care worker shortage that places the autonomy of frail individuals at-risk. The lack of home care increases the utilization of higher cost care such as emergency rooms and nursing homes. Thousands of New Yorkers are on waiting lists for home care due to a lack of access to aides and adequate funding to the network of area agencies on aging and their subcontracted licensed home care providers.

*(Continued on page 3)*



**ONTARIO COUNTY OFFICE FOR THE AGING  
(585) 396-4040 (315) 781-1321  
NEWS BEAT**

**SENIOR NEWS BEAT**

**Ontario County  
Office for the Aging**  
3019 County Complex Dr.  
Canandaigua, NY 14424  
(585) 396-4040  
(315) 781-1321  
(585) 396-7490 (Fax)

Website:  
[www.co.ontario.ny.us/aging](http://www.co.ontario.ny.us/aging)

Email Address:  
[onofa@co.ontario.ny.us](mailto:onofa@co.ontario.ny.us)

Editorial Staff:  
Irene Coveny  
Terri Haley  
Angela Wohlschlegel  
Dawn Newwine

A big **THANK YOU** to our  
Newsletter Volunteers who  
assisted us with our last  
issue:

Irene Bariga  
Shirley Adams  
Eda Hsu  
Sadie McKee  
Alice Smith  
Donna Wakeman

*If you would like to  
volunteer and help us  
with our next newsletter  
mailing, please call:*

**(585) 396-4040  
(315) 781-1321**

**Office for the Aging  
Holiday Closings  
2019**

**Monday, February 18  
PRESIDENTS DAY**

**Volunteer Connection Corner**

I would like to take this opportunity to **thank you** for all of your hard work and dedication this past year and for all the time you have dedicated to Office for the Aging. We are blessed to have such wonderful volunteers who truly care for our clients.

**Welcome new volunteers:**

**Brian Ross Rogers: MOB coach, HDM.  
Patricia Cipollina: HDM  
William Guiffre: HDM/FHV  
William Jensen: HDM  
Sherolyn Mahoney: Honeoye Food Site Aide  
Amy and John Maslyn: HDM  
Shirley Adams: Newsletter  
Carol Hacknour, HDM  
Amy Carroll FHV**

**Congratulations on your retirement from volunteering for OFA:**

**Shirley Haden  
Pat Gardner,  
Paul and Mary Brees**

**Thank you for your dedicated service!**

**Tammy Richmond  
Volunteer Coordinator**



**WEATHER EMERGENCIES AND MEAL DELIVERIES**

Just a reminder that if severe weather conditions, or other types of disasters occur, the Office for the Aging may need to cancel both meal site dining and home delivered meals. Listen to any of the following radio and television stations for information regarding emergency cancellations:



- WNYR 98.5 FM
- WHAM 1180 AM
- WGVA 1240 AM
- 96.1 FM
- WFLK 101.7 FM
- 104.5 FM
- 1550 AM
- WLLW 99.3 FM
- WYLF 850 AM
- WFLR 95.9
- FM 1570 AM
- TV Stations Channel 8, 10, 13 and YNN 14

(Continued from page 1)

A recent report by the Paraprofessional Healthcare Institute (PHI) found that nearly 9 in 10 home care workers are women, and their median age is 45. Nationally, home care workers earn a median income of \$13,800 which results in a high poverty rate among home care workers. EISEP is a lifeline for older New Yorkers who are not Medicaid eligible and has proven to prevent or delay spend down to Medicaid and entry into a nursing home.

- **Invest \$2.5 Million the Health Insurance Information and Counseling Program (HIICAP)**

HIICAP offers free unbiased information, confidential counseling and assistance to help solve health insurance problems. HIICAP Counselors are the only certified Medicare counselors and are available to help explain Medicare, Medicare supplemental insurance, long term care insurance, Medicaid, Medicare Savings Programs and other related benefits. Assistance is also available to help process doctor and hospital bills, prepare health insurance claims and file Medicare appeals. While the open enrollment period is October to December counselors and volunteers spend thousands of hours assisting people with their health insurance throughout the entire year. Approximately 250,000 older New Yorkers received counseling through HIICAP over the past year saving them millions of dollars.

- **Maintain \$40.66 Million in New York Connects/No Wrong Door** system which serves more than 250,000 older New Yorkers and their families every year. NY Connects is a locally coordinated system of specialized information and assistance on long term services and support options for people of all ages. The core functions of the NY Connects system include information and assistance; benefits and application assistance; counseling; convening local Long-Term Care Councils; and an ongoing public education campaign to promote the community-based services available. New York has spent years building this multi-agency, cross systems approach to service and has invested in this system utilizing federal and state dollars. In order to ensure NYS residents continue to have access to this system as their needs change, a total of \$25 million annually must be allocated under the Medicaid Global Cap.

Please take a moment, fill out the enclosed letter, and return to me at the Office for the Aging.

Irene Coveny  
Director



### **Do You Want To Be On Our Email Blasts?**

The Office for the Aging has created an email distribution list to send important news and updates out to the community. There are often new events, services or important information we want to communicate to you between newsletters so we created an email blast. If you would like to receive updates by email please give us your email address. You can call it in or email it to [onofa@co.ontario.ny.us](mailto:onofa@co.ontario.ny.us).

## Office for the Aging Gift Giving



Office for the Aging's annual gift giving tree for our community's elderly residents was a heartfelt success this year. Angels from all over Ontario donated gifts and their time delivering gifts. There were over 85 gifts delivered in Ontario County!

Our sincere thanks to: Ontario County employees for donating gifts; Marcus Whitman Middle School and SRO Deputy Lambert; Canandaigua Academy; Midlakes' National Honor Society members and SRO Deputy Holland; Ontario ARC Geneva and Victor's day programs; Ontario County Partnership for Youth; EPIC ZONE members; and TODD'S Taxi who escorted the students around Geneva to deliver presents for free!

## 2019 National Volunteer Week

**April 7 – 13, 2019**

National Volunteer Week was established with an executive order in 1974, as a way to recognize and celebrate the efforts of volunteers. Since then the emphasis on celebration has widened; the week has become a nationwide effort to urge people to get out and volunteer in their communities. Every April, charities, hospitals, and communities recognize volunteers and foster a culture of service.

The theme this year for National Volunteer Week is Celebrate Service – an opportunity to shine a light on the people and causes that inspire us to serve. Volunteerism empowers individuals to find their purpose, to take their passion and turn it into meaningful change.

We would like to take this opportunity during National Volunteer Week, to honor and thank the Office for the Aging's outstanding volunteers and their invaluable contributions to older adults in our community.



Our staff would like to take this opportunity to thank all of the wonderful people who so generously donated to the Ontario County Office for the Aging over this past year. We realize that donations come in many forms. We are grateful for all our volunteers who so graciously give of their time and talent to allow programs such as Home Delivered Meals, Insurance Counseling, Friendly Visiting, etc. to remain an integral part of the services we offer. We also appreciate your monetary donations as it defrays overall costs. Because of your generosity, we are able to continue providing enhanced services to all senior citizens and their caregivers in Ontario County.

# TAI CHI FOR ARTHRITIS



**CERTIFIED INSTRUCTOR:**  
Jamie Buttaccio

**Where:**  
80 Parrish Street Apartments  
80 Parrish Street  
Canandaigua, NY

**When:**  
**FEBRUARY 12<sup>th</sup> – April 2, 2019**  
8 week progressive course  
Tuesdays – 10:30 am to 11:15 am

**45 minute class each week  
for eight weeks**

**DECREASE PAIN**

**INCREASE RELAXATION  
IMPROVE FLEXIBILITY,  
STRENGTH AND BALANCE**

**IMPROVED MUSCULAR  
STRENGTH**

**WEAR COMFORTABLE  
CLOTHES AND  
SHOES**

**MEN AND WOMEN AGE 60  
OR OLDER WELCOME**

**CAREGIVERS ARE  
WELCOME TO  
PARTICIPATE**

**Registration is required.**

To register, Please call the  
Office for the Aging  
585-396-4040 or  
585-396-4046

ONTARIO COUNTY OFFICE FOR THE AGING

**Sponsored by the Ontario County Office for the Aging with a  
grant from the  
NY Sponsored by the Ontario County Office for the Aging  
with a grant from the  
New York State Office for the Aging**

# “What’s Changed in Heart Health”

## Sponsored by Ontario County Office for the Aging 2019

Presented By: Ontario County Public Health Nurse, Christine Lotyczewski MS, RN, CNL

Held at the following Office for the Aging meal sites:

February 4	12:15 PM	Geneva	<u>Lyceum Heights</u> 150 Lyceum Street, Bldg. 2 Geneva, NY
February 6	11:30 AM	Victor	<u>St. Patrick’s Hall</u> 115 Maple Avenue Victor, NY
February 12	12:00 PM	Honeoye	<u>United Church of Christ</u> 8758 Main Street Honeoye, NY
February 13	11:30 AM	Gorham	<u>United Methodist Church</u> 4746 South Street Gorham, NY
February 25	12:15 PM	Shortsville	<u>Shortsville Fire Hall</u> 5 Sheldon Street Shortsville, NY
February 25	4:00 PM	Clifton Springs	<u>Spa Apartments</u> 11 East Main Street Clifton Springs, NY
March 12	11:30 AM	Canandaigua	<u>Salvation Army</u> 110 Saltonstall Street Canandaigua, NY



**We invite you to dine with us that day.**

**Please call for a reservation 24 hours in advance at:**

**(585) 919-2773**

**SALT Council**

**February 19, 2019**

**QUAIL SUMMIT 11:30 AM**

**5102 Parrish Street Ext**

**Canandaigua, NY**

**“Eye Safety” Aberle Eye Care,**

**Dr. Paul Harvey**

**Do you prefer email?** If you prefer to receive the newsletter via email, send your request to **[Dawn.Newvine@co.ontario.ny.us](mailto:Dawn.Newvine@co.ontario.ny.us)** to confirm your email address

## The Information Nook

### **The 2018-2019 Regular HEAP benefit opens November 13, 2018**

If you are eligible, you may receive one regular HEAP benefit per program year to help you pay for heating your home. Please contact your local Department of Social Services (585-396-4060 or 315-789-1769) for further information or visit: <http://otda.ny.gov/programs/heap/>  
Or <https://mybenefits.ny.gov>

#### **Eligibility and benefits are based on:**

- Income
- household size
- the primary heating source
- the presence of a household member who is under age 6, age 60 or older or permanently disabled.

#### **2018-2019 HEAP Benefit Gross Monthly Income Guidelines:**

- 1 Person \$2,391
- 2 Person \$3,127
- 3 Person \$3,863

### **The 2018-2019 Emergency benefit opens January 2, 2019**

If you are eligible, the Emergency HEAP Benefit can help you heat your home if you are in a heat or heat related emergency. Please contact your local Department of Social Services for further information.

#### **Emergency HEAP benefits and eligibility are based on:**

- Income
- available resources
- the type of emergency

### **The Heating Equipment Repair and Replacement benefit opens November 5, 2018**

If you are a homeowner and eligible, the Heating Equipment Repair and Replacement benefit can help you repair or replace your furnace, boiler and other direct heating equipment necessary to keep your home's primary heating source working. Please contact your local Department of Social Services for further information.

### **The HEAP Clean and Tune benefit opened April 2, 2018 and remains open.**

### **The HEAP Cooling Assistance benefit opens May 1, 2019**

If you are eligible, you may receive one Cooling Assistance benefit per applicant household for the purchase and installation of an air conditioner or a fan to help your home stay cool. Please contact your local Department of Social Services for further information.

*Melissa Hocutt, Specialist, Aging Services*

## How Seniors Can Prevent Hypothermia This Winter

In winter, older adults are at higher risk of losing body heat and slipping into potentially fatal hypothermia, U.S. health officials warn.

Older people can lose body heat quickly and find it harder to recognize the signs, experts at the U.S. National Institute on Aging and the National Institutes of Health (NIH) explained.

Hypothermia is a dangerous drop in core body temperature. It can happen when it's cold inside or outside and the body is unable to produce enough heat.

Even short exposure to cold can result in hypothermia. Older folks are especially vulnerable because their response to cold can be diminished by chronic medical conditions and some medicines, including over-the-counter cold remedies, the officials noted.

Warning signs of hypothermia include: slowed or slurred speech; sleepiness or confusion; shivering or stiffness in the arms and legs; poor control over body movement; slow reactions; weak pulse; or a core body temperature of 95 degrees Fahrenheit or lower.

A body temperature that low can cause health problems, such as heart rhythm disturbances, and kidney and liver damage, according to information in an NIH news release.

If you think someone has the signs of hypothermia, call 911 and try to move them to a warmer place.

### Tips to avoid hypothermia include:

- When outside in the cold, wear a hat, scarf and gloves. Wear several layers of clothing to trap warm air between the layers.
- Let others know when you're planning to spend time outside and have a fully charged cellphone with you.
- Keep your home warm. Set the thermostat to at least 68 degrees Fahrenheit. Even homes at 60 to 65 degrees can trigger hypothermia in older adults.
- At home, wear long underwear under clothes as well as socks and slippers. Use a blanket to keep your legs and shoulders warm and wear a hat indoors.

*Source: HealthDay News*



The Ontario County NY Connects Program provides information and assistance on long term care services and supports to people of all ages and income levels. NY Connects will provide information over the phone or face to face on such topics as home care, transportation, nursing homes, assisted living, home delivered meals, personal emergency response systems, etc. Direct assistance with applying for public benefits such as Medicaid, SNAP (food stamps), HEAP, Medicare Savings Programs and HEAP is provided.



## CAREGIVERS CORNER

### CAREGIVERS SUPPORT GROUPS

**Canandaigua** ..... 1st Thursday of the Month ..... 1:00-2:30 p.m.  
United Church Presbyterian, 11 Gibson St., Canandaigua

**Geneva** ..... 1st Wednesday of the Month ..... 1:30-2:30 p.m.  
Geneva Presbyterian Church, 24 Park Place, Geneva

**Canandaigua** ..... 2<sup>nd</sup> Wednesday of the Month ..... 4:00-5:00 p.m.  
Quail Summit, 5102 Parrish St Ext., Canandaigua

**Victor** ..... 2nd Thursday of the Month ..... 11:00 a.m.-12:00 p.m.  
Legacy at Fairways, 681 High St., Victor

### COMMUNITY EDUCATION

**Victor Farmington Library**      15 W. Main St., Victor

Understanding Alzheimer's and  
Dementia ..... Thu, Mar 21 ..... 6:00-7:00 pm

**Wood Public Library**      134 N. Main St., Canandaigua

Effective Communication Strategies ..... Tue, Feb 26 ..... 6:00-7:00 pm  
Dementia Conversations ..... Tue, Mar 26 ..... 6:00-7:00 pm

**Geneva Community Center**      60 Carter Rd., Geneva

Understanding and Responding to  
Dementia Related Behavior ..... Mon, Feb 11 ..... 1:00-2:00 pm  
Effective Communication Strategies ... Mon, Mar 18 ..... 1:00-2:00 pm

### **Health Tip: Caring for a Person with Alzheimer's**

If you are caring for a loved one who has Alzheimer's disease, you may develop feelings of grief as the person starts to change, the Alzheimer's Foundation says.

There are five phases of grieving: denial, anger, guilt, sadness and acceptance. The association suggests how to cope with grief and loss:

- Face your feelings and accept them.
- Prepare to have feelings of loss as dementia progresses.
- Understand that no two people grieve in exactly the same way.
- Talk with someone you trust about your feelings.
- Stay involved in activities that you enjoy.
- Join a support group.
- Accept things that you cannot change.

(HealthDay News)

## DO I CONTACT SOCIAL SECURITY OR MEDICARE?????

Sometimes it's confusing to know which agency to contact and for what. Social Security and Medicare offer related services, so people aren't always sure who does what. The following guidelines should assist you to navigate the system more easily.

Contact Social Security to:

- See if you are eligible for Medicare;
- Create a *my Social Security* account to do things like request a replacement Medicare card and report a change of address, name, or phone number;
- Sign up for Medicare Part A (Hospital Insurance) and Medicare Part B (Medical Insurance);
- Apply for Extra Help with Medicare prescription drug coverage (Part D) costs;
- Report a death; and
- Appeal an Income-Related Monthly Adjustment Amount (IRMAA) decision (for people who pay a higher Part B and/or part D premium if their income is over a certain amount).

Find information on how to do all of this and more at [www.socialsecurity.gov](http://www.socialsecurity.gov) and [www.socialsecurity.gov/benefits/medicare](http://www.socialsecurity.gov/benefits/medicare)

Contact Medicare to:

- See what services Medicare covers;
- Get detailed information about Medicare health and prescription drug plans in your area, including costs and services;
- Choose and enroll in a Medicare health or prescription drug plan that meets your needs;
- Find a Medicare Supplement Insurance (Medigap) policy in your area;
- Find doctors, health care providers, and suppliers who participate in Medicare;
- Get information and forms for filing a Medicare appeal or for letting someone speak with Medicare on your behalf;
- Compare the quality of care provided by plans, nursing homes, hospitals, home health agencies, and dialysis facilities, and
- View Medicare publications.

Visit [www.medicare.gov](http://www.medicare.gov) for these services.

If You need to find out your claim status, find out deductibles, or get answer to premium payment questions, you can call 1-800-MEDICARE (1-800-633-4227; TTY: 1-877-486-2048), Determining who to contact is the first step in getting the answers you need. Please share these lists with family and friends who need to know more about Social Security and Medicare.

## EISEP

### (Expanded In-Home Services for the Elderly Program)

EISEP provides case management and in-home care to those age 60 and older so they may remain independent in their own homes as long as possible. EISEP is for those who need help with activities of daily living, such as dressing, bathing, housekeeping, shopping and cooking. A case manager conducts a comprehensive assessment to determine the type of services needed, develop a care plan and monitor the services provided. In-Home services require cost-sharing on a sliding scale basis, determined by the client's income and housing expenses.

### How to Receive EISEP Services

Call the Ontario County Office for the Aging to make a referral. A referral can be made by the client, family or healthcare worker. There may be a waiting list for services due to funding, staffing, or availability of aide service but do not hesitate to make a referral by calling (585)396-4047 or (315) 781-1321.

## **MEDICARE CHANGES in 2019**

In 2019, changes will take effect that could have an impact on Medicare beneficiaries enrolled in Medicare Advantage and Part D plans.

### **Enrollment Period Changes**

Beginning in January, 2019 there will be a continuous Medicare Advantage Open Enrollment Period (MA OEP) from January 1<sup>st</sup>, through March 31<sup>st</sup>, each year. During this time period, beneficiaries enrolled in a Medicare Advantage plan will have the opportunity to make one change to their Medicare Advantage plan or go back to Original Medicare with or without a stand-alone Part D plan. Any changes made would take effect the first of the following month.

The Medicare Advantage Open Enrollment Period (MA OEP) replaces the Medicare Advantage Disenrollment Period (MADP), which previously gave beneficiaries the option to disenroll from their Medicare Advantage plan and return to Original Medicare with or without a stand-alone Part D drug plan from Jan. 1<sup>st</sup> through February 14<sup>th</sup>. Now in addition to changing back to Original Medicare, beneficiaries can use the MA OEP to switch to another Medicare Advantage plan.

It is always best to use the Medicare Open Enrollment (Oct. 15<sup>th</sup> - Dec. 7<sup>th</sup>) to make changes to your coverage, which will be effective Jan. 1<sup>st</sup> of the next year. Waiting to use the MA OEP means a later start date for coverage. Additionally it should be noted that beneficiaries enrolled in Original Medicare with or without a Medicare Supplement plan, are not eligible to use this new enrollment period.

The Extra Help Special Enrollment Period is also changing as of January 1, 2019. A beneficiary enrolled in Extra Help will be able to change their coverage once per quarter for the first three quarters of the year, and they will use Medicare's Open Enrollment to make changes during the last quarter. Last year, beneficiaries with Extra Help were able to change plans once per month. These new limits mean Extra Help beneficiaries may be locked into a drug plan at certain times of the year.

### **Increased Medicare Advantage Plan Flexibility**

Medicare Advantage plans are now allowed to reduce cost sharing for certain covered benefits, offer specific extra benefits, and charge different deductibles for some enrollees who meet special medical criteria. For example, a plan could cover foot care for enrollees, but individuals with diabetes may have to meet a deductible.

Medicare Advantage plans will also have the ability to offer supplemental benefits that are not directly considered medical treatment, such as grab bars for a shower or nutrition services, but they still must be considered primarily health-related.

This increased flexibility means that Medicare Advantage plans may vary more. Medicare has announced they intend to improve the on-line Medicare Plan Finder tool to handle this additional complexity and streamline the plan comparison process. Some flexibility will not be available until 2020, and some plans will not take advantage of these changes until 2020. If a plan advertises additional benefits, beneficiaries should learn more about what they are and how and when they are covered. Medicare Advantage plans may charge a premium in addition the Part B premium and can have different cost sharing than Original Medicare.

**or current resident**

Please put your address label  
facing the fold like this note.

### **2019 Medicare 101 Workshops**

Held in the Safety Training Building  
2914 County Road 48, Canandaigua, NY 14424

All sessions are held from  
9:30am – 12:00pm

Pre-registration is required: 585-396-4040 or 315-781-1321

Friday, February 22nd

Friday, March 22nd

Friday, April 26<sup>th</sup>

All workshops cover the following:

- Medicare A, B, C & D
- How to fill the gaps in Medicare: Medicare Advantage and Medigap plans
- Medicare Prescription Drug Coverage
- EPIC
- Medicare Savings Program
- Extra help with prescription drug coverage
- Transitioning from the NYS Health Exchange to Medicare
- Open question and answer format