

Table of Contents

Click County Name to Jump to Page

Albany County	2	Oneida County	92
Allegany County.....	6	Onondaga County.....	95
Broome County	9	Ontario County	100
Cattaraugus County.....	14	Orange County.....	103
Cayuga County.....	17	Orleans County.....	105
Chautauqua County.....	19	Oswego County	107
Chemung County	22	Otsego County.....	109
Chenango County.....	24	Putman County	111
Clinton County	26	Rensselaer County	113
Columbia County	30	Rockland County	116
Cortland County	33	St. Lawrence County	118
Delaware County.....	37	Saratoga County	121
Dutchess County.....	40	Schenectady County	123
Erie County.....	44	Schoharie County	126
Essex County	47	Schuyler County	129
Franklin County.....	49	Seneca County.....	132
Fulton County.....	52	Steuben County.....	134
Genesee County	56	Sullivan County.....	138
Greene County	59	Tioga County.....	141
Hamilton County.....	62	Tompkins County	144
Herkimer County	65	Ulster County	146
Jefferson County	68	Warren County	148
Lewis County.....	71	Washington County	151
Livingston County.....	74	Wayne County.....	154
Madison County	77	Westchester County.....	157
Monroe County	80	Wyoming County	161
Montgomery County.....	83	Yates County	163
Nassau County.....	86		
Niagara County	89		

Albany County

NY Connects: Toll Free 1-800-342-9871

Local: 1-518-447-7177

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-518-447-7177

Albany County Department for Aging

162 Washington Avenue
Albany, New York 12210
Phone: 1-518-447-7177

Email: albanycountynyconnects@albanycounty.com

[Department for Aging Website](#)

<http://www.albanycounty.com/Government/Departments/DepartmentForAging.aspx>

Adult Protective Services – 1-518-447-7177

Albany County Adult Protective Services serves anyone 18 years or older, regardless of income who are in danger of being mistreated or neglected and are unable to take care of themselves or protect themselves from harm. Caseworkers will investigate reports, assess for risk, develop a care plan, assist with supportive services and take legal action if warranted.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

6 Lodge St #401
Albany, New York 12207
Phone: 1-518-487-5460

S.A.L.T. Seniors and Law Enforcement Together

The Albany County District Attorney has organized a Senior Citizen Advisory Council to address issues related to adult abuse and crimes against the elderly. To talk to one of the Adult Abuse Staff members call 1-518-447-7258 or visit

<http://albanycountyda.com/Bureaus/RevJohnUMillerOR/Initiatives/SALT.aspx>

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues. The legal project also provides assistance to domestic violence survivors and hosts a legal clinic program.

24 Aviation Road, Suite 101
Albany, NY 12205
1-518-435-1770

www.legalproject.org

Legal Aid Society of Northeastern New York, Inc (LASNNY)

The Legal Aid Society of Northeastern New York provides effective, free civil legal services and education to and advocacy for people with low income or other barriers to accessing the legal system.

55 Colvin Avenue
Albany, New York 12206
Phone: 1-518-462-6765; 1-800-462-2922

LASNNY Website: <http://www.lasnny.org/about/>

Immigration Services

Empire Justice Center (Attorney on Staff)

119 Washington Ave.
Albany, New York 12210
Contact Person: Barbara Weiner
Phone: 1-518-462.6831, ex. 104 -- By appointment only

U.S. Committee for Refugees and Immigrants (BIA Recognized Agency)

991 Broadway
Albany, NY 12204
Contact: Nicole Comstock
Phone: 1-518-459-1790 -- By appointment only

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues.

24 Aviation Road, Suite 101

Albany, NY 12205

1-518- 435-1770

www.legalproject.org

LGBTQ Resources

The Pride Center of the Capital Region

Offers social, health and human services, and educational programming to lesbian, gay, bisexual, transgender people, and their families in the Capital District of New York State.

332 Hudson Avenue

Albany, New York 12210

Phone: 1-518-462-6138

[Pride Center Website - http://www.capitalpridecenter.org/](http://www.capitalpridecenter.org/)

Additional Resources

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

The program is for Albany County seniors 60 + years of age, who need assistance with activities of daily living. An assessment will determine if the person is eligible. Seniors who are eligible to receive similar services under Medicare, Medicaid, or other government services, are not eligible for EISEP.

Will there be a cost?

The initial assessment for EISEP is free regardless of income. EISEP is a cost share program. Cost is determined by the senior's monthly income and specific housing deductions. The cost can range from no cost to a specific per hour charge. Case management is provided free of charge.

Am I eligible?

To arrange for an assessment, call (518) 447-7177. A caseworker will take the identifying information. The case will then be assigned to a caseworker. The senior will be contacted so an appointment can be set up in their home.

What services are provided?

Case Management :

- Screening and assessment
- Care Plan development
- Arrangement of services
- Information and referral
- Client monitoring and follow up

In-Home Services:

- Cleaning and laundry
- Meal preparation
- Grocery Shopping
- Bathing, grooming and dressing
- Ambulation and transfers
- Respite

Allegany County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-585-268-9390

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-866-268-9390

Allegany County Office for Aging

7 Court Street

Belmont, New York 14813

Phone: 1-866-268-9390

[Office for the Aging Website - http://www.alleganyco.com/btn_ofa/templates/FW_Layout.htm](http://www.alleganyco.com/btn_ofa/templates/FW_Layout.htm)

Adult Protective Services: 1-585-268-9316 between 9-5; 1-585-268-9789 after 5pm.

Vulnerable adults, both the elderly and those with disabilities, are sometimes abused or neglected by their caregivers or others. The Department of Social Services employs specially trained caseworkers to investigate and respond to reports of physical, emotional, or financial abuse and various types of neglect. Workers in this area are particularly sensitive to an adults' right to make his own decisions, even when we do not agree with them. Except in rare instances, services are voluntary.

Adult abuse can sometimes be prevented through the provision of services. Casework services are available for this purpose. Caseworkers generally make personal contacts with the potentially abused adult, family members, and other care providers. Referrals are frequently made for other needed services.

Financial Management Services

Some adults are not able to manage their personal finances. This may result in unnecessary eviction, utility shut off, hunger, or other problems. We provide direct financial management for

these adults, paying their bills directly. Most are referred by the Social Security Administration, although self-referrals and other referrals will be considered

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

7 Court St. Room 333
Belmont, New York 14813
1-585-268-9225

Legal Services for the Elderly, Disabled or Disadvantaged of W.N.Y (LSED)

Provides a wide range of civil legal services, primarily for seniors including financial and physical elder abuse prevention services.

438 Main Street, Suite 1200
Buffalo, New York, 14202
Phone: 1-716-853-3087

[LSED Website – www.lsed.org](http://www.lsed.org)

Western New York Law Center (WNYLC)

237 Main Street, Suite 1130
Buffalo, New York 14203
Phone: 1-716-855-0203

[WNYLC Website - http://wnylc.com/](http://wnylc.com/)

Legal Assistance of Western New York (LAWNY)

16 West William Street
P.O. Box 272
Bath, New York 14810
Phone: 1-607-776-4126

[LAWNY Website - http://www.lawny.org/](http://www.lawny.org/)

Immigration Services

Legal Aid of Rochester (Attorney on Staff)

One West Main Street

Suite 800, Rochester, NY 14614

Contact: Walter Ruehle, Esq. at 585-295-5761

Phone 1-585-232-4090 or toll free 1-800-963-5604 -- By appointment only

Broome County

NY Connects: Toll Free 1-800-342-9871

Local: 1-607-778-2278

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging:1-607-778-2411

Broome County Office for Aging

Broome County Office Building

60 Hawley Street, 4th Floor

PO Box 1766

Binghamton, New York 13902

Phone: 1-607-778-2411

[Office for Aging Website - http://www.gobroomecounty.com/senior](http://www.gobroomecounty.com/senior)

Adult Protective Services:1-607-778-2635

Programs that provide assistance for adults who are:

- Unable to act on their own behalf or manage their own affairs
- In immediate danger due to:
 - o Physical abuse
 - o Emotional abuse
 - o Unsafe or hazardous living conditions
 - o Exploitation
 - o Neglect
 - o Abandonment

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;

- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

45 Hawley St #4
Binghamton, New York 13901
1-607-778-2198

Legal Services for the Elderly Program

168 Water Street
Binghamton, NY 13901
Telephone: (607) 231-5900 to schedule an appointment Monday through Friday between the hours of 9:00 am and 5:00 pm.

For consumer or income maintenance matters, please contact the Legal HelpLine to speak with an attorney. Call toll free at 1-877-777-6152 Monday through Thursday between the hours of 9:00 am and 3:30 pm.

<http://www.gobroomecounty.com/senior/legal>

Legal Aid Society of Mid-New York, Inc. (LASMNY)

Through funding from local Offices for Aging, we provide free legal advice and representation to seniors ages 60 and over on civil (non-criminal) legal matters. There are no income or resource limits.

We handle many different legal problems for seniors, including consumer problems, family matters, access to healthcare, public benefits issues, housing problems, future planning (wills, living wills, health care proxies, powers of attorney and Medicaid planning), elder abuse and many other legal issues.

168 Water Street
Binghamton, New York 13901
Phone: 1-607-231-5900

[LASMNY Website - http://www.lasmny.org/Programs/OFA.shtm](http://www.lasmny.org/Programs/OFA.shtm)

Immigration Services

Hiscock Legal Aid (Attorney on Staff)

351 South Warren Street
Syracuse, NY 13202

Contact: Pat Tracy

Phone: 1-315-422-8191 ext. 159 or toll free 1-800-963-5604 -- By appointment only

LGBTQ Resources

The Lesbian and Gay Family Building Project

The Lesbian and Gay Family Building Project is dedicated to helping lesbian, gay, bisexual, transgender, queer (LGBTQ) people in upstate NY achieve their goals of building and sustaining healthy families. We do this by providing support, advocacy, information, and access to community as well as sensitive health care and services.

Binghamton University-LN 2408

PO Box 6000

Binghamton, NY 13902-6000

Email: prideandjoyfamilies@gmail.com

Phone: 1-607-777-3717

Directory of LGBTQ Inclusive Services:

<https://www.binghamton.edu/prideandjoyfamilies/directoryoflgbtqinclusiveservices.html>

Additional Resources

Actions for Older Persons

Colonial Plaza

200 Plaza Drive Suite B

Vestal, NY 13850

Phone: 607-722-1251

<http://actionforolderpersons.org/>

Expanded In-home Services for the Elderly (EISEP)

EISEP is a long-term care program for frail older people who need assistance to be able to remain in their own homes. Our staff assesses and manages each case and makes arrangements for home care services. The cost of the home care service is shared between the client and the Office for Aging and is based upon the client's need and ability to pay for the service.

You are eligible for these services if you are:

- A Broome County resident age 60 and older
- Experiencing difficulty dressing, bathing, eating, preparing meals, shopping, or doing laundry and housework
- Not eligible for, or receiving, Medicaid, and
- Unable to get the help that is needed

Please note that wait lists are common.

Personal Care/Housekeeper Chore Aides

Personal Care/Housekeeper Chore Aides come and assist you with everyday household chores such as bathing and dressing, vacuum cleaning, laundry, cleaning the bathroom and kitchen, dusting.

Personal Emergency Response Systems (PERS)

A PERS provides 24 hours a day access to a dispatcher. Seniors have a push button that can be worn around the neck or wrist. Typically, a PERS user provides a list of three emergency contacts and in the event of an emergency, the dispatcher will try to contact one of the people listed as an emergency contact. If no one is available help will automatically be sent to the home.

The Office for Aging supports seniors and their caregivers as they pursue PERS units. For more information about PERS units along with a list of providers, please download our PERS Unit handout.

Shopper Service

Our Shopper Service can provide non-emergency, on-going support with weekly grocery shopping and limited errands (i.e. bank, post office, pharmacy).

How it works:

Shopper Service is provided by volunteers through a contract with the Southern Tier Chapter of the American Red Cross.

- The shopper arrives at your home, reviews your grocery order form, and collects your money, check or food stamps.
- When the shopping is completed, groceries, change and a receipt are returned to you.
- The shopper will also assist you with putting your groceries away, if needed.

To be eligible for Shopper Service, you must be:

- Age 60 and older
- Physically unable to shop as ordered by a physician, or as determined through an assessment by our staff
- Without family or friends who are able and willing to help you with shopping on a regular basis
- Meet financial eligibility guidelines

For information, contact the Senior Resource Line at 607.778.2411.

Meals on Wheels (MOW)

Home Delivered Meal Program

We will deliver a hot lunch and a cold supper meal that together provide two thirds of the Recommended Dietary Allowance of nutrients, to your home Monday through Friday if you meet the eligibility requirements.

You may be eligible for this service if you are:

- 60 years and over
- Homebound
- Unable to prepare your meals because of accident, illness or frailty.

Program Features

- Limited special diets are available.
- The suggested contribution is \$6.50 per day. Contributions are an important part of the budget and enable us to continue the service. You will not be denied service if you are unable to pay.
- Service from the Office for Aging Meals on Wheels Program is available in:
 - The City of Binghamton
 - The Towns of:
 - Barker
 - Binghamton
 - Chenango
 - Colesville
 - Conklin
 - Fenton
 - Kirkwood
 - Lisle
 - Nanticoke
 - Triangle
 - Windsor
- Meals on Wheels of Western Broome, Inc., 1-607-754-7856, serves:
 - Endicott
 - Maine
 - Endwell
 - Vestal
 - Johnson City

Over 200 volunteers deliver meals to the homebound every week. Would you like to get involved? Your help is important!

For more information about any of these programs, call The Office for Aging at 1-607-778-2411.

Cattaraugus County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-716- 372-8287

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-716-373-8032

Cattaraugus County Department of Aging

1 Leo Moss Drive, Suite 7610

Olean, New York 14760

Phone: 1-716-373-8032; 1-800-462-2901

[Department of Aging Website - http://www.cattco.org/aging](http://www.cattco.org/aging)

Adult Protective Services: 1-716-373-8065

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

303 Court Street, Little Valley, New York, 14755

Phone: 1-716-938-9111

Legal Services for the Elderly, Disabled or Disadvantaged of W.N.Y (LSED)

Provides a wide range of civil legal services, primarily for seniors including financial and physical elder abuse prevention services.

438 Main Street, Suite 1200

Buffalo, New York, 14202

Phone: 1-716-853-3087

[LSED Website – www.lsed.org](http://www.lsed.org)

Legal Assistance of Western New York (LAWNY)

103 South Barry Street

Olean, New York 14760

Phone: 1-716-373-4701; 1-888-767-1950

[LAWNY Website - http://www.lawny.org/](http://www.lawny.org/)

Immigration Services

Legal Aid of Rochester (Attorney on Staff)

One West Main Street, Suite 800

Rochester, NY 14614

Contact: Walter Ruehle, Esq. at 585-295-5761

Phone 1-585-232-4090 or toll free 1-800-963-5604 -- By appointment only

Additional Resources

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

The EISEP program provides coordinated, need-based, non-medical in-home care to income eligible senior citizens in Cattaraugus County. Under this program, a case manager assesses an individual's various needs and can arrange services provided in the home. These services can include homemaker / personal care, housekeeper / chore services, and personal Emergency Response System (PERS).

These services are designed to assist the older person with such activities as:

- housekeeping
- meal preparation
- toileting
- shopping
- walking
- laundry
- managing finances
- and other activities of daily living

A small portion of EISEP funds are available to provide services, supplies, and/or equipment needed by a client.

The EISEP program is a cost-sharing program with the cost for services being determined on a sliding fee schedule, taking into consideration the client's monthly income. PERS is designed to assure disabled senior citizens that help is near with *only a press of a button*, located on a **device worn on a necklace or wristband**.

The 24 hour service is monitored by Doyle Medical Monitoring. This service is provided county-wide.

Units can only be installed on private lines. The units are available without charge, and participants pay only for installation costs and monitoring.

For more information, please contact:

Cattaraugus County Department of Aging

1 Leo Moss Drive, Suite 7610

Olean, New York 14760

Phone: 1-716-373-8032; 1-800-462-2901

Cayuga County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-315-253-1100

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-315-253-1226

Cayuga County Office for the Aging

Cayuga County Office Building

160 Genesee Street

Auburn, New York 13021

Phone: 1-315-253-1226

Office for the Aging - <http://www.cayugacounty.us/Community/Office-for-the-Aging>

Adult Protective Services: 1-315-253-1446

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

95 Genesee St.
Auburn, New York 13021
Phone: 1-315-253-1391

Legal Services of Central New York, Inc. (LSCNY WEBSITE - [HTTP://WWW.LSCNY.ORG/](http://www.lscny.org/) – Syracuse)

472 South Salina Street
Suite 400
Syracuse, New York 13202
Phone: 1-315-703-6600

[LSCNY Website - http://www.lscny.org/.org/](http://www.lscny.org/)

Legal Clinic

Cayuga Community College is now offering a free Legal Clinic every Friday from 12:00 – 2 PM at the Cayuga College Campus, 197 Franklin St., Auburn, Room T219. This free legal clinic is a partnership between Cayuga Community College and Legal Services of Central New York. The clinic will be staffed by attorneys from the community who can provide advice, brief service and referral on various legal matters. The clinic will service anyone who is unable to afford, or is not sure if they need an attorney, and is able to come to the Clinic during regular clinic hours. For more information about this program, please call Michele Czornij, Paralegal at Legal Services of Central New York at 315-703-6576 or Theresa Misiaszek, Criminal Justice Department at 315-294-8427.

Immigration Services

Hiscock Legal Aid (Attorney on Staff)

351 South Warren Street
Syracuse, NY 13202
Contact: Pat Tracy
Phone: 1-315-422-8191 ext. 159 or toll free 1-800-963-5604 -- By appointment only

Chautauqua County

NY Connects: Toll Free 1-800-342-9871

Local: 1-716-753-4582

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-716-753-4471

Office for the Aging

Hall R. Clothier Building

7 North Erie Street

Mayville, New York 14757

Phone: 1-716-753-4471

[Office for the Aging Website - http://www.co.chautauqua.ny.us/321/Office-for-the-Aging](http://www.co.chautauqua.ny.us/321/Office-for-the-Aging)

Adult Protective Services

Dunkirk: 1-716-363-4447

Jamestown: 1-716-661-7447

Mayville: 1-716-753-4447

The Adult Protection Program offers protective services for clients over the age of 18 who are unable to act on their own behalf due to mental or physical impairment and have no one else willing or able to assist.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;

- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

1 N. Erie St.
Mayville, New York 14757
Phone: 1-716-753-4241

Legal Services for the Elderly, Disabled or Disadvantaged of W.N.Y (LSED)

Provides a wide range of civil legal services, primarily for seniors including financial and physical elder abuse prevention services.

438 Main Street, Suite 1200
Buffalo, New York, 14202
Phone: 1-716-853-3087

[LSED Website – www.lsed.org](http://www.lsed.org)

Legal Assistance of Western New York (LAWNY)

LawNY is a non-profit law firm that provides free legal aid to people in 14 counties in western New York. LawNY offices may be able to help you with problems such as welfare terminations, divorces, evictions, SSI denials, or other legal problems if you are eligible for our services.

106 West Third Street
Suite One

Jamestown, New York 14701
Phone: 1-716-664-4535; 1-866-664-4567

[LAWNY Website - http://www.lawny.org/](http://www.lawny.org/)

Immigration Services

Legal Aid of Rochester (Attorney on Staff)

One West Main Street, Suite 800
Rochester, NY 14614

Contact: Walter Ruehle, Esq. at 585-295-5761

Phone 1-585-232-4090 or toll free 1-800-963-5604 -- By appointment only

LGBTQ Resources

Rainbow Pride Connection

The Rainbow Pride Connection (RPC) is a group of dedicated individuals who have come together in order to promote visibility, increase communication and facilitate mutual participation of the LGBTQIA (lesbian, gay, bisexual, transgender, queer, intersex and androgyne) community with the rest of western New York's exciting and diverse culture.

31 Water Street, Suite 7

Jamestown, NY 14701

Info@rainbowprideconnection.net

Steven Michael Cobb, Co-director: 1-716-499-5142

Helen C. Walther, Co-director: 1-716-720-1479

Chemung County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-607- 737-5520

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging 1-607-737-5520

Chemung County Office for Aging and Long Term Care

425 Pennsylvania Avenue

P.O. Box 588

Elmira, New York 14902

Phone: 1-607-737-5520

[Office for Aging Website-http://www.chemungcounty.com/index.asp?pageId=184](http://www.chemungcounty.com/index.asp?pageId=184)

Adult Protective Services: 1-607- 737-5302

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

226 Lake Street

Elmira, New York, 14901

Phone: 1-607-737-2944

Chemung County Neighborhood Legal Services (affiliated with LAWNY)

LawNY is a non-profit law firm that provides free legal aid to people in 14 counties in western New York. LawNY offices may be able to help you with problems such as welfare terminations, divorces, evictions, SSI denials, or other legal problems if you are eligible for our services.

215 East Church St., Suite 301

Elmira, New York 14901

Phone: 1-607-734-1647

[LAWNY Website - http://www.lawny.org/](http://www.lawny.org/)

Immigration Services

Hiscock Legal Aid (Attorney on Staff)

351 South Warren Street

Syracuse, NY 13202

Contact: Pat Tracy

Phone: 1-315-422-8191 ext. 159 or toll free 1-800-963-5604 -- By appointment only

Chenango County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-607-337-1659

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging Phone: 1-607-337-1770

Area Agency on Aging

5 Court Street

Norwich, New York 13815

Phone: 1-607-337-1770

[Agency on Aging Website http://www.co.chenango.ny.us/aaoa/](http://www.co.chenango.ny.us/aaoa/)

Adult Protective Services: 1-607-337-1590

Adult Protective Services responds to referrals on individuals who meet the criteria of being 18 years of age or older AND of having a physical or mental impairment AND of having no one willing or able to assist them. The vulnerable adult is at risk of harm and/or has an unmet essential need. Examples include such things as abuse, which may be physical, emotional, financial or sexual in nature or neglect, which may be perpetrated by a caretaker or the adult. In response to the referral a home visit is made and an assessment completed. The individual may be referred to community resources to assist needs being met. The goal is to maximize safety using the least restrictive interventions. If the issues are not resolved within 60 days, a case is opened and case management services continue.

Services may include the investigation and assessment of the individual's needs, casework counseling arranging alternative living conditions, Preventive Services, Social Services, Medical Services, providing homemaker services, guardianship services, representative payee or protective payee, providing advocacy, and assistance in arranging for legal services.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

5 Court Street
Norwich, New York, 13815
Phone: 1-607-337-1745

Legal Aid Society of Mid-New York, Inc. (LASMNY)

Through funding from local Offices for Aging, we provide free legal advice and representation to seniors ages 60 and over on civil (non-criminal) legal matters. There are no income or resource limits.

We handle many different legal problems for seniors, including consumer problems, family matters, access to healthcare, public benefits issues, housing problems, future planning (wills, living wills, health care proxies, powers of attorney and Medicaid planning), elder abuse and many other legal issues.

Clients must have low income and resources to qualify for service.

111 Port Watson Street
Cortland, New York 13045
Phone: 1-607-753-1134

[LASMNY Website - http://www.lasmny.org/Programs/OFA.shtm](http://www.lasmny.org/Programs/OFA.shtm)

Immigration Services

Hiscock Legal Aid (Attorney on Staff)

351 South Warren Street
Syracuse, NY 13202

Contact: Pat Tracy

Phone: 1-315-422-8191 ext. 159 or toll free 1-800-963-5604 -- By appointment only

Additional Resources

Actions for Older Persons Colonial Plaza

200 Plaza Drive Suite B
Vestal, NY 13850

Phone: 607-722-1251 <http://actionforolderpersons.org/>

Clinton County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-518-565-4620

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging 1-518-565-4620

Clinton County Office for the Aging

135 Margaret Street, Suite 105

Plattsburgh, New York 129

Phone: 1-518-565-4620

Office for the Aging - <http://www.clintoncountygov.com/Departments/Aging/OFA-Home.html>

Adult Protective Services: 1-518-565-3300

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

137 Margaret Street

Plattsburgh, New York, 12901
Phone: 1-518-565-4770

North Country Legal Services (NCLS)

100 Court Street
P.O. Box 989
Plattsburgh, New York 12901
Phone: 1-518-563-4022
[NCLS Website](#)

Legal Aid Society of Northeastern New York, Inc. (LASNNY)

Free legal counseling in a variety of civil areas specializing in special education law for students with disabilities; rights of the mentally ill; disability claims; public entitlements; land/tenant problems; family problems; consumer issues; unemployment; compensation issues and protection and advocacy for the disabled and mentally ill. North Country residents who have the need for free legal services. Serving the needs of the disabled, low income and victims of domestic violence.

100 Court Street
P.O. Box 989
Plattsburgh, New York 12901
Phone: 1-518-563-4022; 1-800-722-7380
[LASNNY Website - http://www.lasnny.org/about/](http://www.lasnny.org/about/)

LGBTQ Resources

North Country Prism

PrismNY is the Northern New York's LGBTQ Concerns Group. It is a member organization for lesbian, gay, bisexual, and transgender people. Prism meets monthly and provides LGBTQ people with a place to meet, communicate, and promote self-identity and awareness.

Our goal is to promote a greater sense of community in the LGBT community of the North Country. Our meetings are completely confidential.

PO Box 634
Canton, NY 13617
Contact: <http://www.prismny.org/contact.html>
<http://www.prismny.org/index.html>

Additional Resources

Expanded In-Home Services for the Elderly (EISEP)

Clinton County Office for the Aging
135 Margaret Street, Suite 105
Plattsburgh, NY 12901
Colleen Monty
(518) 565-4649
Email: Colleen.Monty@clintoncountygov.com

Martha Gulley
(518) 565-4666
Email: Martha.Gulley@clintoncountygov.com
Fax: (518) 565-4812

The EISEP Program provides case management and non-medical in-home services such as housekeeping and personal care to elderly residents of Clinton County. The program is designed to help individuals eliminate or delay the need to enter a nursing home or other institution and to assist family members in the care of the elderly.

Individuals 60 years or older are eligible if they are functionally limited and have unmet needs and are unable to receive Medicaid or Medicare reimbursement for the same or similar services. Individuals must be able to be maintained safely at home.

Senior Care/Senior Repair

Joint Council for Economic Opportunity (JCEO)
54 Margaret Street
Plattsburgh, NY 12901
Tel: (518) 561-6310
Fax: (518) 562-2947
Website: www.jceo.org
Contact: Julie Stalker

Email: stalkerj@jceo.org

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

Seniors are linked with individuals who are interested in providing shopping assistance, housekeeping, personal assistance, yard or home repair work. Potential employees and volunteers are screened and references checked.

Personal Emergency Response System (PERS)

PERS is a service utilizing a voice communicator and a button when pressed will alert appropriate persons to respond to the emergency situation in the clients home 24 hours every day.

PERS is sometimes known as **Lifeline** offers peace of mind and independence to the user and provides respite and reassurance for the concerned family. In an emergency, one touch of your portable HELP button will bring help within minutes. With Lifeline, help is always at your finger tips 24 hours a day

Clinton County Office for the Aging

135 Margaret Street
Plattsburgh, NY 12901
Tel: (518) 565-4620
Fax: (518) 565-4812

Contact: Marisa Pers

Email: Marisa.Pers@clintoncountygov.com

PERS is provided for people over the age of 60. As with most OFA programs the service is provided regardless of ability to pay. There is a suggested contribution.

Columbia County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-518-828-2273

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-518-828-4258

Office for the Aging

325 Columbia Street

Suite 231

Hudson, New York 12534

Phone: 1-518-828-4258

[Office for the Aging Website - https://sites.google.com/a/columbiacountyny.com/columbia-county-office-for-the-aging/](https://sites.google.com/a/columbiacountyny.com/columbia-county-office-for-the-aging/)

Adult Protective Services: 1-518-828-9411; 1-518-828-9412

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

325 Columbia Street

Hudson, New York, 12534
Phone: 1-518-828-3414

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues.

24 Aviation Road, Suite 101
Albany, NY 12205
1-518- 435-1770
www.legalproject.org

Legal Aid Society of Northeastern New York, Inc (LASNNY)

The Legal Aid Society of Northeastern New York provides effective, free civil legal services and education to and advocacy for people with low income or other barriers to accessing the legal system.

55 Colvin Avenue
Albany, New York 12206
Phone: 1-518-462-6765; (800)462-2922
[LASNNY Website - http://www.lasnnny.org/about/](http://www.lasnnny.org/about/)

Empire Justice Center (EJC)

119 Washington Avenue
Albany, New York 12210
Phone: 1-518-462-6831; (800)635-0355
[Http://www.empirejustice.org/](http://www.empirejustice.org/)

Immigration Services

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues.

24 Aviation Road, Suite 101
Albany, NY 12205
1-518- 435-1770
www.legalproject.org

LGBTQ Resources

The Pride Center of the Capital Region

Offers social, health and human services, and educational programming to lesbian, gay, bisexual, transgender people, and their families in the Capital District of New York State.

332 Hudson Avenue

Albany, New York 12210

Phone: 1-518-462-6138

[Pride Center Website - http://www.capitalpridecenter.org/](http://www.capitalpridecenter.org/)

Cortland County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-607-753-5060

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging:1-607-753-5060

Area Agency on Aging

County Office Building

60 Central Avenue

Cortland, New York 13045

Phone: 1-607-753-5060

[Agency on Aging Website -http://aging.cortland-co.org/](http://aging.cortland-co.org/)

Adult Protective Services: 1-607-753-5248

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

46 Greenbush Street

Cortland, New York, 13045
Phone 607-753-5008

Legal Aid Society of Mid-New York, Inc. (LASMNY)

Through funding from local Offices for Aging, we provide free legal advice and representation to seniors ages 60 and over on civil (non-criminal) legal matters. There are no income or resource limits.

We handle many different legal problems for seniors, including consumer problems, family matters, access to healthcare, public benefits issues, housing problems, future planning (wills, living wills, health care proxies, powers of attorney and Medicaid planning), elder abuse and many other legal issues.

Clients must have low income and resources to qualify for service.

111 Port Watson Street
Cortland, New York 13045
Phone: 1-607-753-1134

[LASMNY Website - http://www.lasmny.org/Programs/OFA.shtm](http://www.lasmny.org/Programs/OFA.shtm)

Immigration Services

Hiscock Legal Aid (Attorney on Staff)

351 South Warren Street
Syracuse, NY 13202
Contact: Pat Tracy

Phone: 1-315-422-8191 ext. 159 or toll free 1-800-963-5604 -- By appointment only

Additional Resources

Actions for Older Persons

Colonial Plaza

200 Plaza Drive Suite B
Vestal, NY 13850
Phone: 607-722-1251

<http://actionforolderpersons.org/>

Expanded In-Home Services for the Elderly Program (EISEP):

This program provides several services within a person's home to ensure that they can safely remain in their home as long as possible. The services available through the EISEP program include:

- Case Management
- Non-Medical In-Home Services
- Respite
- Ancillary Services

- Case Management
- Non-Medical In-Home Services
- Respite
- Ancillary Services

To be eligible for EISEP services the individual must be:

1. At least 60 years of age.
2. Functionally impaired in at least one activity of daily living: dressing, bathing, personal care; OR two activities or instrumental activities of daily living: housekeeping, laundry, preparing meals, or shopping.
3. Not a Medicaid recipient or eligible for similar services under other community programs
4. Able to be maintained safely at home
5. Have one or more informal caregiver.
6. Income eligibility is required as well based on yearly guidelines given by the state government.

For more information, please contact us at (607) 753-5060.

Home Delivered Meals:

Meals on Wheels is available to homebound individuals age 60 and over, who are unable to cook and do not have someone who is able to cook for them. Individuals under 60 years of age may purchase meals for a daily fee through the Mealtime Express Program.

For more information regarding Meals on Wheels, please contact us at: (607) 753-5084

For more information regarding Mealtime Express, please contact us at: (607) 753-5061

Project Lifesaver:

Project Lifesaver is a public safety program to locate missing persons, of any age, who are at risk for wandering due to Alzheimer's disease or related dementia, autism or Down's syndrome. A participant in Project Lifesaver is fitted with a transmission device that looks similar to a watch. Should the individual wander and become lost, Sheriff's department personnel will respond with tracking equipment with the objective to find the individual and return him or her home safely. Project Lifesaver is available to any child or adult who is at risk to wander and who has a 24 hour/7 day a week caregiver.

For more information about Project Lifesaver contact Area Agency on Aging at (607) 753-5060 or [e-mail ccaaa@cortland-co.org](mailto:ccaaa@cortland-co.org)

Handyman Program:

This program provides assistance with minor home repairs and installs safety devices and equipment for income eligible home owners 60 years of age and older.

(607) 753-5060 or email us at: ccaaa@cortland-co.org

Make a Ramp:

The Area Agency on Aging purchases and owns modular aluminum ramp systems that can be installed for short-term or long-term use of individuals age 60 and older.

(607) 753-5060 or email us at: ccaaa@cortland-co.org

The Caregivers Resource Center (CRC):

This service provides information and support to families caring for an older adult in the community. These services include: counseling; informational workshops; a caregiver support group; caregivers information in the newsletter; respite programs; resource library; personal emergency response systems; escort aide transportation; and support to grandparents raising grandchildren.

(607) 753-5060 or email us at: ccaaa@cortland-co.org

Delaware County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-607-832-5750

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-607-746-6333

Office for the Aging

6 Court Street

Delhi, New York 13753

Phone: 1-607-746-6333

[Office for the Aging Website - http://www.co.delaware.ny.us/departments/ofa/ofa.htm](http://www.co.delaware.ny.us/departments/ofa/ofa.htm)

Adult Protective Services: 1-607-832-5300

Services available include:

- Investigation and assessment of the individual's needs
- Casework counseling arranging alternative living conditions
- Preventive Services
- Social Services
- Medical Services
- Functioning as a conservator
- Guardianship
- Providing homemaker services
- Representative payee or protective payee
- Providing advocacy
- Assistance in arranging for legal services

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

PO Box 148
Delhi, New York, 13753
Phone: 1-607-746-3557

Legal Services of Central New York, Inc.

P.O. Box 887
Oneonta, New York 13820
Phone: 1-607-433-2220

[LSCNY WEBSITE - HTTP://WWW.LSCNY.ORG/ Website](http://WWW.LSCNY.ORG/Website)

Legal Aid Society of Mid-New York, Inc. (LASMNY)

Through funding from local Offices for Aging, we provide free legal advice and representation to seniors ages 60 and over on civil (non-criminal) legal matters. There are no income or resource limits.

We handle many different legal problems for seniors, including consumer problems, family matters, access to healthcare, public benefits issues, housing problems, future planning (wills, living wills, health care proxies, powers of attorney and Medicaid planning), elder abuse and many other legal issues.

P.O. Box 887
Oneonta, New York 13820
Phone: (607) 433-2220
Fax: (607) 433-1433

[LASMNY Website: http://www.lasmny.org/Programs/OFA.shtm](http://www.lasmny.org/Programs/OFA.shtm)

Immigration Services

Hiscock Legal Aid (Attorney on Staff)

351 South Warren Street
Syracuse, NY 13202
Contact: Pat Tracy

Phone: 1-315-422-8191 ext. 159 or toll free 1-800-963-5604 -- By appointment only

Additional Resources

Actions for Older Persons

Colonial Plaza

200 Plaza Drive Suite B

Vestal, NY 13850

Phone: 607-722-1251 <http://actionforolderpersons.org/>

EISEP: EXPANDED IN-HOME SERVICES FOR THE ELDERLY PROGRAM

Assisting older persons toward independent living is a primary concern and goal of the Office for the Aging. The EISEP program is designed to provide non-medical in-home services to individuals. It assists with activities such as help with changing and making beds, dusting, dishwashing, shopping, meal preparation, running errands, or assistance with bathing, shampooing, shaving, and walking.

Who is eligible? Residents of Delaware County, age 60 and over, who do not qualify for Medicaid, are eligible to apply and perhaps receive EISEP services.

Contact an EISEP Case Manager at the Office for the Aging for more information about these services.

Office for the Aging

6 Court Street

Delhi, New York 13753

Phone: 1-607-746-6333

Dutchess County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-845-486-2555

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging:1-845-486-2555

Office for the Aging

27 High Street

Poughkeepsie, New York 12601

Phone: 1-845-486-2555

[Office for the Aging Website -](http://www.co.dutchess.ny.us/Countygov/departments/aging/agindex.htm)

<http://www.co.dutchess.ny.us/Countygov/departments/aging/agindex.htm>

Adult Protective Services: 1-845-486-3300

Protective Services for Adults (PSA) is a state-mandated program which is provided without regard to income to assist adults age 18 or older who, because of mental or physical impairments, can no longer provide for their basic needs for food, clothing, shelter or medical care, or protect themselves from neglect, abuse, or hazardous situations, and who have no one willing and able to help in a responsible manner.

The law requires PSA to conduct an investigation whenever it receives oral or written information concerning a person who is thought to be in need of protective services. PSA must accept all referrals made within normal working hours. Adult Protective Services addresses issues that will help the client to function at an improved level. Hopefully, intervention will eliminate the client's need for future protective services.

For persons who are so incapacitated that supportive services are not sufficient to protect them, and who have no one to assist them, PSA may apply to Supreme or County Court for the appointment of a guardian to provide for personal needs including food, clothing, shelter, health care, or safety and/or to manage property and financial affairs. The powers of the guardian are

limited to those that the court finds necessary to assist the person. These may include the power to decide who provides personal care or assistance and to make decisions regarding social environment and living arrangements.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

236 Main Street
Poughkeepsie, New York, 12601
Phone: 1-845-486-2300

Legal Services of the Hudson Valley (LSHV)(formerly Westchester/Putnam Legal Services)

147 Union Street
Poughkeepsie, New York 12601
Phone: 1-845-471-0058, 1-877-574-8529
Fax: 1-845-4710244

[LSHV Website](#)

LGBTQ Resources

Hudson Valley LGBTQ Community Center
300 Wall Street
Kingston, New York 12401
845-331-5300
<http://lgbtqcenter.org/>

Additional Resources

Long Term Care Resource Guide

Information about health care, transportation, assisted living, independent living centers, legal assistance, home-delivered meals and more.

ENERGY/WEATHERIZATION/HEAP

HOME ENERGY: The Home Energy Assistance Program (HEAP) is a Federal program designed to assist eligible, low-income households in meeting home energy costs. Services include financial assistance with fuel bills, emergency financial assistance for fuel/utility termination, and referrals for weatherization service. The benefit a household receives from HEAP is based on monthly income, the number of people in the household, and the type of heat generation used. Income eligibility guidelines are issued each year.

To apply for HEAP, clients age 60 and over should contact the Dutchess County Division of Aging Services; others contact the Dutchess County Department of Social Services.

Heating Equipment Repair and Replacement (HERR) helps HEAP eligible homeowners in emergency situations with the repair or replacement of heating equipment. To be eligible, household must meet income and resource guidelines.

UTILITY ASSISTANCE: Local utilities also offer their own energy assistance programs.

WEATHERIZATION: Weatherization can conserve energy and save money by making a dwelling as energy efficient as possible. Depending on the needs of a dwelling, some of the following weatherization services may be provided at low or no cost: Services may include cleaning, testing, and repairs to heating systems, insulation of attics, walls, and perimeter areas, replacement or repair of broken windows and/or external door weather stripping and caulking around doors and windows to reduce air leaks.

Weatherization assistance is offered through the local Community Action Partnership and local loan/grant programs.

Central Hudson Payment and Special Assistance Program

Location(s): 284 South Avenue, Poughkeepsie, NY 12601

Contact Information: Central Hudson Office 845-452-2700 follow prompts

Website: [Central Hudson Payment and Special Assistance Program](#)

Sponsoring Agency: Central Hudson Gas & Electric Corporation

Additional Information:

- Serves Dutchess County
- Languages: Resources Available
- Call for information
- Business Hours: M-F 8 am- 6 pm Sat. 9 am- 1 pm
- Programs offered include: budget billing, quarterly billing, deferred payment agreements, extra security plan , good neighbor fund, life support program, help during hospitalization, and third party notification

EISEP (EXPANDED IN-HOME SERVICES FOR THE ELDERLY PROGRAM)

The Expanded In-Home Services for the Elderly Program (EISEP) offers funding for services and case management services to help those over 60 years of age in need of assistance to remain at home. Through EISEP, consumers over age 60 may be eligible for non-medical in home services such as case management, light housekeeping, shopping, laundry, and personal care (for example, help with bathing, dressing, shaving, and hair care). Personal Emergency Response

Systems (PERS) and non-institutional respite are also available through the program. Eligible applicants must be 60 or over, ineligible for Medicaid, and have unmet needs in the ordinary functions of daily living.

The services are paid for on a cost share rate schedule. Clients must be willing to share their financial information with NY Connects staff. Contributions are welcomed. Assessment, ongoing monitoring of services, and case management are provided through Division of Aging Services/Dutchess NY Connects.

Location(s): 27 High Street, Poughkeepsie, NY 12601

Contact Information: 845-486-2555

Website: [Dutchess NY Connects](#)

Sponsoring Agency: Dutchess County Office For The Aging

Additional Information:

- Serves Dutchess County
- Disabled parking, accessible bathroom, elevator, and wide doors available
- Call or walk-in for information
- Business Hours: 9 am- 5 pm
- Financial information required
- Contributions are welcome

Erie County

NY Connects: Toll Free 1-800-342-9871

Local: 1-716-858-8526

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging:1-716-858-8526

Erie County Dept. of Senior Services

95 Franklin Street, 13th Floor

Buffalo, New York 14202-3985

Phone: 1-716-858-8526

[Senior Services Website - http://www2.erie.gov/seniorservices/](http://www2.erie.gov/seniorservices/)

Adult Protective Services:1-716-858-6877

The Adult Protection component of the Erie County Department of Social Services provides a variety of specialized protective services to vulnerable adults, ages 18 and older whose condition or circumstances make them vulnerable to abuse, neglect, and exploitation by others.

Available Adult Services:

- Adult Protection
- Housing Improvement
- Homemaker Services
- Housekeeper/Chore Services
- Home Management
- Health Related Services
- Preventive Services for Adults
- Adult Residential Placement
- Information and Referral

These beneficial services are designed to prevent or remedy the neglect, exploitation, or abuse of vulnerable adults by strengthening their capacity to function and ability to be self-directing. For more information, please call 858-6877.

Any concerned person, family member, friend, neighbor, law enforcement officer, health professional, clergy or financial institution employee who observes an individual having difficulty in providing for their most basic needs; such as food, clothing, shelter, medical care, or personal safety are urged to call Adult Services at [716] 858-6877 to inquire about making a referral. Individuals recognizing their own needs for help should contact us for assistance.

The Assessment Process:

- All referrals accepted for an adult service assessment are evaluated for Adult Protection eligibility, regardless of the type of assistance requested by the referral source.
- Usually begins with a home visit by a caseworker within three [3] business days after receiving the referral. If the situation is considered life threatening, the home visit will be made within 24 hours.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

25 Delaware Avenue
Buffalo, New York, 14202
Phone: 1-716-858-2467

Center for Elder Law & Justice – formerly Legal Services for the Elderly

438 Main Street, Suite 1200
Buffalo, New York, 14202
Phone: 1-716-853-3087

CELJ Website - <http://www.elderjusticenyny.org/>

- Provides a wide range of civil legal services, primarily for seniors including financial and physical elder abuse prevention services.

Neighborhood Legal Services (NLS)

237 Main St, 4th floor
Buffalo, New York 14203
Phone: 1-716-847-0650

NLS Website - <http://www.nls.org/> - <http://www.nls.org/>

Legal Aid Bureau of Buffalo, Inc.

290 Main St
Buffalo, New York 14203
Phone: 1-716-853-9555
[Legal Aid Website](#)

Western New York Law Center (WNYLC)

237 Main St, Suite 1130
Buffalo, New York 14203
Phone: 1-716-855-0203
[WNYLC Website - http://wnylc.com/](http://wnylc.com/)

Immigration Services

Erie County Bar Association Volunteer Lawyers Project, Inc.

237 Main St, Suite 1000
Buffalo, New York 14203
Phone: 1-716-847-0662
[ECBAVLP Website](#)

LGBTQ Resources

Pride Center of Western New York, Inc.

200 S. Elmwood Avenue
Buffalo, NY 14201
P: 716-852-PRIDE
F: 716-847-0418
<http://www.pridecenterwny.org/>

Additional Resources

Council on Elder Abuse

Meetings the first Tuesday of every month
100 James E. Casey Dr.
Buffalo, NY 14206
1-716-853-3087
www.councilonelderabuse.org

Elder Domestic Violence Shelter

For elderly victims of domestic violence in need of temporary shelter
1-716-853-3087
www.councilonelderabuse.org

Essex County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-518-873-3815

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging:1-518-873-3695

Office for the Aging

132 Water Street

PO Box 217

Elizabethtown, New York 12932-0217

Phone: 1-518-873-3695

[Office for the Aging Website - https://www.co.essex.ny.us/wp/office-for-the-aging/](https://www.co.essex.ny.us/wp/office-for-the-aging/)

Adult Protective Services: 1-518-873-3550

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

7559 Court Street,

P.O.Box 217
Elizabethtown, New York 12932
Phone: 1-518-873-3335

Legal Aid Society of Northeastern New York, Inc (LASNNY)

The Legal Aid Society of Northeastern New York provides effective, free civil legal services and education to and advocacy for people with low income or other barriers to accessing the legal system.

100 Court Street
P.O. Box 989
Plattsburgh, New York 12901
Phone: 1-518-563-4022; 1-800-722-7380
[LASNNY Website - http://www.lasnny.org/about/](http://www.lasnny.org/about/)

LGBTQ Resources

North Country Prism

PrismNY is the Northern New York's LGBTQ Concerns Group. It is a member organization for lesbian, gay, bisexual, and transgender people. Prism meets monthly and provides LGBTQ people with a place to meet, communicate, and promote self-identity and awareness.

Our goal is to promote a greater sense of community in the LGBT community of the North Country. Our meetings are completely confidential.

PO Box 634
Canton, NY 13617
Contact: <http://www.prismny.org/contact.html>
<http://www.prismny.org/index.html>

Franklin County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-518-481-1526

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging:1-518-481-1526

Franklin County Office for the Aging

125 Catherine St. (Location of the office)

355 West Main St., Suite 447 (Mailing address)

Malone, New York 12953

Phone: 1-518-481-1526

[Office for Aging Website - http://franklincony.org/content/departments/View/17](http://franklincony.org/content/departments/View/17)

Adult Protective Services:1-518-481-1856; 1-518-481-1858

Adult Protective Services are those services provided to older people who are, or are in danger of being mistreated or neglected, are unable to protect themselves, and have no one to assist them.

Interventions provided by Adult Protective Services include, but are not limited to, receiving reports of adult abuse, exploitation or neglect, investigating these reports, case planning, monitoring and evaluation. In addition to casework services, Adult Protection may provide or arrange for the provision of medical, social, economic, legal, housing, law enforcement or other protective, emergency or supportive services.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;

- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

355 West Main Street,
Malone, New York, 12953
Phone: 1-518-481-1544

Legal Aid Society of Northeastern New York, Inc (LASNNY)

The Legal Aid Society of Northeastern New York provides effective, free civil legal services and education to and advocacy for people with low income or other barriers to accessing the legal system.

100 Court Street
P.O. Box 989
Plattsburgh, New York 12901
Phone: 1-518-563-4022; 1-800-722-7380
[LASNNY Website - http://www.lasnny.org/about/](http://www.lasnny.org/about/)

Additional Resources

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

Besides Case Management and in-home assessments, this program provides in-home personal care services such as bathing, dressing, personal hygiene and mobility assistance for the frail elderly person age 60 or over. Light housekeeping and other chores such as shopping can be provided if needed. This program may also provide assistance in paying for Lifeline service (the personal emergency telephone response system).

To be eligible for the EISEP Services, a person must be age 60 or over and be impaired in one or more activities of daily living. Clients may receive services at no cost or on a sliding scale basis, according to income levels. This program is intended to meet the needs of those who cannot qualify for Medicaid because their income or resource level is too high. Home care workers are provided through contracts with North Country Home Services and CAREGIVERS.

Contacts:

N.Y. Connects/C.A.R.E.S.

Becky Preve

Email: bpreve@co.franklin.ny.us

Phone: 518-481-1660

Use this contact to make a referral or request in-home services or assessment.

In-Home Care Program Manager

Kim Phillips

Email: kphillips@co.franklin.ny.us

Phone: 518-481-1523

Use this contact for more information on the EISEP program and services.

Fulton County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-518-736-5718

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging:1-518-736-5650

Fulton County Office for Aging and Youth Services

19 North William Street

Johnstown, New York 12095

Phone: 1-518-736-5650

[Office for Aging Website - http://www.fcofa.org/](http://www.fcofa.org/)

Adult Protective Services: 1-518-736-5600

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

223 West Main Street

Johnstown, New York, 12095
Phone: 1-518-736-5511

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues.

24 Aviation Road, Suite 101
Albany, NY 12205
1-518- 435-1770
www.legalproject.org

Legal Aid Society of Mid-New York, Inc. (LASMNY)

1170 Riverfront Center
Amsterdam, New York 12010
Phone: 1-518-842-9466
[LASMNY Website – www.lasmny.org](http://www.lasmny.org)

Legal Aid Society of Northeastern New York, Inc (LASNNY)

The Legal Aid Society of Northeastern New York provides effective, free civil legal services and education to and advocacy for people with low income or other barriers to accessing the legal system.

1 Kimball Street
Amsterdam, New York 12010
Phone: 1-518-842-9466; (800)821-8347
[LASNNY Website - http://www.lasnnny.org/about/](http://www.lasnnny.org/about/)

LGBTQ Resources

The Pride Center of the Capital Region

Offers social, health and human services, and educational programming to lesbian, gay, bisexual, transgender people, and their families in the Capital District of New York State.

332 Hudson Avenue
Albany, New York 12210
Phone: 1-518-462-6138
[Pride Center Website - http://www.capitalpridecenter.org/](http://www.capitalpridecenter.org/)

Immigration Services

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues.

24 Aviation Road, Suite 101
Albany, NY 12205
1-518- 435-1770
www.legalproject.org

Additional Resources

Gloversville Senior Center

Second Time Around Support Group

This is a free peer support group. Come to discuss issues, concerns and to share experiences or ideas with other grandparents. Gain skills and knowledge that will aide your family and your needs. Grand children are welcomed.

53 Church St.
Gloversville, New York
Phone: 1-518-725-0923

Genesee County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-585-343-1611

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging:1-585-343-1611

The Genesee County Office for the Aging

2 Bank Street

Batavia, New York 14020

Phone: 1-585-343-1611

[Office for the Aging Website -](http://www.co.genesee.ny.us/departments/office_for_the_aging/index.html)

http://www.co.genesee.ny.us/departments/office_for_the_aging/index.html

Adult Protective Services1-585-344-2580 ext. 6484

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

1 West Main Street
Batavia, New York, 14020
Phone: 1-716-344-2550

Legal Services for the Elderly, Disabled or Disadvantaged of W.N.Y (LSED)

Provides a wide range of civil legal services, primarily for seniors including financial and physical elder abuse prevention services.

438 Main Street, Suite 1200
Buffalo, New York, 14202
Phone: 1-716-853-3087

[LSED Website – www.lsed.org](http://www.lsed.org)

Western New York Law Center (WNYLC)

237 Main St., Suite 1130
Buffalo, New York 14203
Phone: 1-716-855-0203
[WNYLC Website - http://wnylc.com/](http://wnylc.com/)

Immigration Services

Legal Aid of Rochester (Attorney on Staff)

One West Main Street, Suite 800
Rochester, NY 14614
Contact: Walter Rühle, Esq. at 585-295-5761
Phone 1-585-232-4090 or toll free 1-800-963-5604 -- By appointment only

LGBTQ Resources

Gay Alliance of Genesee Valley

100 College Ave. #110
Rochester, NY 14607
1-585- 244-8620
<http://www.gayalliance.org/>

Additional Resources

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

The EISEP program provides case management and non-medical in-home services such as housekeeping and personal care to serve elderly residents in Genesee County. The program is designed to help individuals eliminate or delay the need to enter a nursing home or other institution and to assist family members in the care of the elderly. Individuals 60 years of age or

older are eligible if they are functionally limited, have unmet needs and are unable to receive Medicaid/Medicare reimbursement for the same or similar services. Individuals must also be able to live safely at home. There may be a fee for this program based on a person's household income. This fee and eligibility will be determined by an EISEP Case Manager. For further information or to determine your eligibility, contact the Genesee County Office for the Aging at (585) 343-1611.

Personal Emergency Response System (PERS)

This is a medical alert system that can help preserve a cherished way of life by giving seniors the confidence to continue living in their own homes. These devices are worn as a necklace or bracelet and alerts others of your need for assistance when you press the alert button. PERS are available through Helplink Personal Emergency Response Systems who can be reached at 1-800-850-5340 or www.medanswering.com. Installation of these units is not covered by Medicare and the charge is \$25. There is a monthly fee for this service of approximately \$25 per month on a sliding scale. This scale is based on household income. MedMinder is also available for medication reminders. Contact Helplink for further information.

Greene County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-518-719-3555

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-518-719-3555

Greene County Human Services (Aging and Youth)

Suite 247

411 Main Street

Catskill, New York 12414

Phone: 1-518-719-3555

[Office for Aging Website - http://greenegovernment.com/departments/human-services/](http://greenegovernment.com/departments/human-services/)

Adult Protective Services: 1-518-719-3555

Protective Services for Adults (PSA) is for persons 18 years of age or older who are unable to protect their own interests, harmed or threatened with harm through action or inaction by another individual or themselves. Persons who are physically and/or mentally impaired who have no one who can help them and have unmet essential needs will be provided with this service regardless of income.

Such services include the investigation and assessment of the individual's needs, casework counseling arranging alternative living conditions, Preventive Services, Social Services, Medical Services, functioning as a conservator, guardianship, providing homemaker services, representative payee or protective payee, providing advocacy, and assistance in arranging for legal services.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

411 Main Street
Catskill, New York, 12414
Phone: 1-518-719-3590

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues.

24 Aviation Road, Suite 101
Albany, NY 12205
1-518- 435-1770
www.legalproject.org

Legal Aid Society of Northeastern New York, Inc (LASNNY)

The Legal Aid Society of Northeastern New York provides effective, free civil legal services and education to and advocacy for people with low income or other barriers to accessing the legal system.

55 Colvin Avenue
Albany, New York 12206
Phone: 1-518-462-6765; (800)462-2922
[LASNNY Website - http://www.lasny.org/about/](http://www.lasny.org/about/)

Empire Justice Center (EJC)

119 Washington Avenue
Albany, New York 12210
Phone: 1-518-462-6831; (800)635-0355
[Http://www.empirejustice.org/](http://www.empirejustice.org/)

Immigration Services

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues.

24 Aviation Road, Suite 101

Albany, NY 12205
1-518- 435-1770
www.legalproject.org

LGBTQ Resources

The Pride Center of the Capital Region

Offers social, health and human services, and educational programming to lesbian, gay, bisexual, transgender people, and their families in the Capital District of New York State.

332 Hudson Avenue
Albany, New York 12210
Phone: 1-518-462-6138
[Pride Center Website - http://www.capitalpridecenter.org/](http://www.capitalpridecenter.org/)

Hamilton County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-866-805-3931

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-518-761-6347

Warren/Hamilton Counties Offices for the Aging

1340 State Route 9

Lake George, New York 12845

Phone: 1-518-761-6347

[Office for Aging Website - http://www.warrencountyny.gov/ofa/](http://www.warrencountyny.gov/ofa/)

Adult Protective Services: 1-518-648-6131

Unfortunately, children are not the only ones who are victims of abuse. Adults can be victims of abuse as well. A caseworker can intervene in situations and provide guidance. The worker will evaluate the situation and work with the parties involved to come up with a solution to the problem.

Services include:

- Crisis Intervention
- Case management
- Long term goal planning
- Advocacy
- Orders of Protection
- Counseling

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

Hamilton County District Attorney

PO Box 277
Indian Lake, New York, 12842
Phone: 1-518-648-5113

Legal Aid Society of Northeastern New York, Inc (LASNNY)

The Legal Aid Society of Northeastern New York provides effective, free civil legal services and education to and advocacy for people with low income or other barriers to accessing the legal system.

100 Court Street
P.O. Box 989
Plattsburgh, New York 12901
Phone: 1-518-563-4022; 1-800-722-7380
[LASNNY Website - http://www.lasnny.org/about/](http://www.lasnny.org/about/)

LGBTQ Resources

North Country Prism

PrismNY is the Northern New York's LGBTQ Concerns Group. It is a member organization for lesbian, gay, bisexual, and transgender people. Prism meets monthly and provides LGBTQ people with a place to meet, communicate, and promote self-identity and awareness.

Our goal is to promote a greater sense of community in the LGBT community of the North Country. Our meetings are completely confidential.

PO Box 634
Canton, NY 13617
Contact: <http://www.prismny.org/contact.html>
<http://www.prismny.org/index.html>

Additional Resources

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

EISEP is for people who are 60 or older and who are not eligible for Medicaid. EISEP provides non-medical aide services to individuals, such as: shopping, bathing, cooking and other personal care related tasks.

The Personal Care Program provides Medicaid eligible persons with non-medical aide service for everyday tasks. Those tasks may include: bathing, cooking, housekeeping and other personal care related tasks.

(518) 648-6131

Herkimer County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-315-867-1415

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-315-867-1121

Office for the Aging

109 Mary Street

Suite 1101

Herkimer, New York 13350

Phone: 1-315-867-1121

[Office for Aging Website - http://herkimercounty.org/content/departments/View/3](http://herkimercounty.org/content/departments/View/3)

Adult Protective Services: 1-315-867-1291

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

301 North Washington Street
Herkimer, New York, 13350
Phone: 1-315-867-1155

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues.

24 Aviation Road, Suite 101
Albany, NY 12205
1-518- 435-1770
www.legalproject.org

Legal Services of Central New York, Inc.

255 Genesee St., 2nd Floor
Utica, New York 13501
Phone: 1-315-793-7000
Fax: 1-315-732-3202
[LSCNY WEBSITE - HTTP://WWW.LSCNY.ORG/ Website](http://WWW.LSCNY.ORG/Website)

Legal Aid Society of Mid-New York, Inc. (LASMNY)

Through funding from local Offices for Aging, we provide free legal advice and representation to seniors ages 60 and over on civil (non-criminal) legal matters. There are no income or resource limits.

We handle many different legal problems for seniors, including consumer problems, family matters, access to healthcare, public benefits issues, housing problems, future planning (wills, living wills, health care proxies, powers of attorney and Medicaid planning), elder abuse and many other legal issues.

168 Water Street
Binghamton, New York 13901
Phone: 1-607-231-5900
[LASMNY Website - http://www.lasmny.org/Programs/OFA.shtm](http://www.lasmny.org/Programs/OFA.shtm)

Immigration Services

Hiscock Legal Aid (Attorney on Staff)

351 South Warren Street
Syracuse, NY 13202
Contact: Pat Tracy
Phone: 1-315-422-8191 ext. 159 or toll free 1-800-963-5604 -- By appointment only

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues.

24 Aviation Road, Suite 101
Albany, NY 12205
1-518- 435-1770
www.legalproject.org

Additional Resources

In-Home Services include shopping assistance, homemaking, and personal care services. These services are available to homebound and/or disabled seniors aged 60 and older. These programs are operated either directly by OFA or the Alternatives in Long Term Care Unit.

One of these services, **EISEP**, (pronounced eye-sep) is for those who have incomes above the Medicaid level.

Another service, the **Companion-Homemaker Program** provides light housekeeping and shopping for 2 hours every other week for those who qualify.

Call 1-315-867-1124

Jefferson County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-315-785-5081

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-315-785-3191

Office for the Aging

175 Arsenal Street

Watertown, New York 13601

Phone: 1-315-785-3191

[Office for Aging Website – www.co.jefferson.ny.us](http://www.co.jefferson.ny.us)

Adult Protective Services: 1-315-785-3000

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

175 Arsenal Street

Watertown, New York, 13601
Phone: 1-315-785-3053

Legal Services of Central New York, Inc.

44 Public Square
Watertown, New York 13601
Phone: 1-315-788-2072

[LSCNY WEBSITE - HTTP://WWW.LSCNY.ORG/ Website](http://WWW.LSCNY.ORG/Website)

Legal Aid Society of Mid-New York, Inc. (LASMNY)

Through funding from local Offices for Aging, we provide free legal advice and representation to seniors ages 60 and over on civil (non-criminal) legal matters. There are no income or resource limits.

We handle many different legal problems for seniors, including consumer problems, family matters, access to healthcare, public benefits issues, housing problems, future planning (wills, living wills, health care proxies, powers of attorney and Medicaid planning), elder abuse and many other legal issues.

44 Public Square
Watertown, New York 13601
Phone: 1-315-788-2072

[LASMNY Website - http://www.lasmny.org/Programs/OFA.shtm](http://www.lasmny.org/Programs/OFA.shtm)

Immigration Services

Hiscock Legal Aid (Attorney on Staff)

351 South Warren Street
Syracuse, NY 13202

Contact: Pat Tracy

Phone: 1-315-422-8191 ext. 159 or toll free 1-800-963-5604 -- By appointment only

LGBTQ Resources

North Country Prism

PrismNY is the Northern New York's LGBTQ Concerns Group. It is a member organization for lesbian, gay, bisexual, and transgender people. Prism meets monthly and provides LGBTQ people with a place to meet, communicate, and promote self-identity and awareness.

Our goal is to promote a greater sense of community in the LGBT community of the North Country. Our meetings are completely confidential.

PO Box 634

Canton, NY 13617

Contact: <http://www.prismny.org/contact.html>

<http://www.prismny.org/index.html>

Additional Resources

Expanded In Home Services for the Elderly Program

Provides a comprehensive program of in-home services for functionally impaired persons over the age of 60. Services include case management, in-home services (housekeeping and personal care), in-home respite, and ancillary services.

Eligibility: Individuals ages 60 years and older within Jefferson County; income guidelines apply, call for details

Contact

Business Line: 315-785-5081

Email: ofa@co.jefferson.ny.us

Website: www.co.jefferson.ny.us/index.aspx?page=294

175 Arsenal Street

Watertown NY 13601

Hours

Monday - Friday, 8:30 AM - 5 PM

Lewis County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-315-376-5313

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-315-376-5313

Lewis County Office for the Aging

7550 South State Street

Lowville, New York 13367

Phone: 1-315-376-5313

[Office for Aging Website – www.lewiscountyny.org](http://www.lewiscountyny.org)

Adult Protective Services:1-315-376-5400

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

7514 South State Street

Lowville, New York, 13367

Phone: 1-315-376-5390

Legal Services of Central New York, Inc.

255 Genesee Street, 2nd Floor

Utica, New York 13501

Phone: 1-315-793-7000

[LSCNY WEBSITE - HTTP://WWW.LSCNY.ORG/ Website](http://WWW.LSCNY.ORG/Website)

Legal Aid Society of Mid-New York, Inc. (LASMNY)

Through funding from local Offices for Aging, we provide free legal advice and representation to seniors ages 60 and over on civil (non-criminal) legal matters. There are no income or resource limits.

We handle many different legal problems for seniors, including consumer problems, family matters, access to healthcare, public benefits issues, housing problems, future planning (wills, living wills, health care proxies, powers of attorney and Medicaid planning), elder abuse and many other legal issues.

Clients must have low income and resources to qualify for service.

44 Public Square

Watertown, New York 13601

Phone: 1-315-955-6700

[LASMNY Website - http://www.lasmny.org/Programs/OFA.shtm](http://www.lasmny.org/Programs/OFA.shtm)

Immigration Services

Hiscock Legal Aid (Attorney on Staff)

351 South Warren Street

Syracuse, NY 13202

Contact: Pat Tracy

Phone: 1-315-422-8191 ext. 159 or toll free 1-800-963-5604 -- By appointment only

LGBTQ Resources

North Country Prism

PrismNY is the Northern New York's LGBTQ Concerns Group. It is a member organization for lesbian, gay, bisexual, and transgender people. Prism meets monthly and provides LGBTQ people with a place to meet, communicate, and promote self-identity and awareness.

Our goal is to promote a greater sense of community in the LGBT community of the North Country. Our meetings are completely confidential.

PO Box 634

Canton, NY 13617

Contact: <http://www.prismny.org/contact.html>

<http://www.prismny.org/index.html>

Additional Resources

EISEP: This is the Expanded In-home Services Program. This program enables seniors to remain independent in their local community through assistance such as Case Management, Personal Care and Housekeeping/Chore services, and personal emergency response system. Call OFA for more information. Phone: 1-315-376-5313

HEAP: [Heating and Energy Assistance Program](#). Office for the Aging works with DSS in filling [HEAP applications](#) for residents in Lewis County. This service is designed to aid low income households to manage their utility bills.

Nutritional Programs: Our office provides approximately 50,000 meals to seniors per year. We provide Congregate and Home Delivered meals. For a listing of [Congregate sites](#) or Home Delivered guidelines please contact Tina or Vicki at our office. See the [Meal Site Menu](#) page for a calendar of daily meals.

Transportation: OFA currently subcontracts the transportation services to the Volunteer Transportation Center (VTC) in Watertown, NY. For further information or to register for the program, please call the OFA office at 376-5313 and ask for Sue. Public Transportation is also available through Lewis County. For more information on how you can ride the bus, call 376-6508 and/or visit the County website through this link: [Lewis County Public Transportation](#).

Outreach: Our Outreach workers provided over 4,000 hours of outreach last year. Our workers are familiar with our programs and how they may suit your needs.

EPIC: Our Staff is well informed in the latest changes to the [Elderly Pharmaceutical Insurance Coverage](#).

HIICAP: [Health Insurance Information Counseling](#). We offer quite a variety of Insurance counseling. Our staff and volunteers are knowledgeable on various insurance services for seniors of Lewis County. Counseling is available for programs such as Medigap, Retirements, Medicare, Medicaid, EPIC and Long Term Care insurance.

Legal: We contract legal services for seniors in Lewis County. Our Legal Services are primarily information and advice. We cannot assist seniors with will or contracts

Advisory Council: Lewis County Office for the Aging operates with the advice of an [Advisory Council](#) that meets periodically to make suggestions and review activities so that we may serve seniors more effectively and more efficiently.

Caregiver/Respite: The Lewis County Office for the Aging is proud to provide caregiver services to individuals who are taking care of older persons in their homes or older persons who are caregivers for younger children under the age of 18. The Lewis County Office for the Aging can provide information and assistance through a variety of resources. For [information on Alzheimer's](#)

Support Group: A monthly support group is open to all caregivers. It meets the third Wednesday of each month at 4:30 p.m. at the Office for the Aging.

Livingston County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-888-443-7520

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging

Livingston County Office for the Aging

3 Murray Hill Drive

Mt. Morris, New York 14510

Phone: 1-585-243-7520, 1-585-335-1732

- Avon, Lima, Caledonia Area: 1-585-226-6380
- Dansville, Springwater Area: 1-585-335-2190
- Livonia, Hemlock, Conesus Area: 1-585-346-6210
- Nunda, Dalton, Hunt, Portage Area: 1-585-468-5165

[Office for the Aging Website – www.co.livingston.state.ny](http://www.co.livingston.state.ny)

Adult Protective Services 1-585-243-7300; 1-585-335-1748:

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

2 Court Street
Geneseo, New York, 14454
Phone: 1-716-243-7020

Legal Assistance of Western New York (LAWNY)(Legal Assistance of the Finger Lakes)

LawNY is a non-profit law firm that provides free legal aid to people in 14 counties in western New York. LawNY offices may be able to help you with problems such as welfare terminations, divorces, evictions, SSI denials, or other legal problems if you are eligible for our services.

One Franklin Square
361 South Main Street
Geneva, New York 14456
Phone: 1-315-781-1465 or 1-866-781-5235
[LAWNY Website - http://www.lawny.org/](http://www.lawny.org/)

Empire Justice Center (EJC)(formerly Public Interest Law Office of Rochester)

80 St. Paul Street, Suite 701
Rochester, New York 14604
Phone: 1-585-454-4060
[Http://www.empirejustice.org/](http://www.empirejustice.org/)

Western New York Law Center (WNYLC)

237 Main Street, Suite 1130
Buffalo, New York 14203
Phone: 1-716-855-0203
[WNYLC Website - http://wnylc.com/](http://wnylc.com/)

Immigration Services

Legal Aid of Rochester (Attorney on Staff)

One West Main Street, Suite 800
Rochester, NY 14614
Contact: Walter Ruehle, Esq. at 585-295-5761
Phone 1-585-232-4090 or toll free 1-800-963-5604 -- By appointment only

LGBTQ Resources

Gay Alliance of Genesee Valley

100 College Ave. #110
Rochester, NY 14607
1-585- 244-8620
<http://www.gayalliance.org/>

Additional Resources

Lifespan

Madison County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-315-697-5700

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging:1-315-697-5700

Office for the Aging

138 Dominick Bruno Boulevard

Canastota, New York 13032

Phone: 1-315-697-5700

[Office for Aging Website – www.ofamadco.org](http://www.ofamadco.org)

Adult Protective Services: 1-315-366-2658

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

PO Box 578

Wampsville, New York, 13163

Phone: 1-315-366-2236

Legal Aid Society of Mid-New York, Inc. (LASMNY)

Through funding from local Offices for Aging, we provide free legal advice and representation to seniors ages 60 and over on civil (non-criminal) legal matters. There are no income or resource limits.

We handle many different legal problems for seniors, including consumer problems, family matters, access to healthcare, public benefits issues, housing problems, future planning (wills, living wills, health care proxies, powers of attorney and Medicaid planning), elder abuse and many other legal issues.

168 Water Street

Binghamton, New York 13901

Phone: 1-607-231-5900

[LASMNY Website - http://www.lasmny.org/Programs/OFA.shtm](http://www.lasmny.org/Programs/OFA.shtm)

Legal Services of Central New York, Inc.

255 Genesee St., 2nd Floor

Utica, New York 13501

Phone: 1-315-793-7000

Fax: 1-315-732-3202

[LSCNY WEBSITE - HTTP://WWW.LSCNY.ORG/ Website](http://WWW.LSCNY.ORG/Website)

Immigration Services

Hiscock Legal Aid (Attorney on Staff)

351 South Warren Street

Syracuse, NY 13202

Contact: Pat Tracy

Phone: 1-315-422-8191 ext. 159 or toll free 1-800-963-5604 -- By appointment only

Additional Resources

Expanded In-home Services Program For the Elderly: EISEP

How can EISEP help? Two types of services are provided under EISEP

- Case Management
- Non-Medical in-home service

Case Management - All EISEP clients receive individual Case Management. The Case Manager assesses, coordinates and adjusts appropriate non-medical in-home services. The beginning steps include screening, financial assessment and formulating a service or care plan.

In-Home Services - In-home services are designed to assist the client with non-medical in-home needs. There are two types of in-home needs:

Housekeeping/Chore services - Provides help with light housekeeping, preparing meals, shopping, laundry and running errands.

Homemaking/Personal Care - Provides all of the above plus help with bathing, dressing, grooming, toileting and walking.

Who is eligible?

Functionally impaired in at least one activity of daily living such as bathing, dressing, personal hygiene, mobility, meal preparation, toileting or transferring

Needs assistance with two (2) activities such as shopping, laundry, housekeeping, preparing meals, or using the telephone.

What does it cost? - There is no cost for the assessment and case management aspects of the program, although receiving in-home services may require cost-sharing based on your income.

How to receive EISEP services - To find out the eligibility requirements, please call the Madison County Office for the Aging and ask to speak to a Case Manager. The applicant must, as a part of the application process, disclose financial information including monthly income and resources to determine if they will have a cost share amount.

An EISEP applicant is entitled to a full assessment and to confidentiality. The applicant will be asked to sign a service agreement which states the terms for eligibility, services to be provided, and the amount of the cost share, if any. Regardless of eligibility, this is not an entitlement program. The Office for the Aging may place clients on a waiting list in the event that service requests exceed program resources.

Phone: 1-315-697-5700

Monroe County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-585-325-2800

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging:1-585-753-6280

Monroe County Office for the Aging and Adult Services

435 East Henrietta Road

3rd Floor West (Faith Wing)

Rochester, New York 14620

Phone: 1-585-753-6280

Office for Aging Website - <http://www2.monroecounty.gov/aging-index.php>

Adult Protective Services: 1-585-753-6298

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

47 Fitzhugh Street
Rochester, New York, 14614
Phone: 1-585-753-4334

Monroe County Legal Assistance Corporation (MCLAC)

1 W. Main Street, 4th Floor #400
Rochester, New York 14604
Phone: 1-585-325-2520
Fax: 1-585-325-2559
[MCLAC Website](#)

Empire Justice Center (EJC)(formerly Public Interest Law Office of Rochester)

1 W. Main Street, #200
Rochester, New York 14614
Phone: 1-585-454-6500
Fax: 1-585-454-4019
[Http://www.empirejustice.org/](http://www.empirejustice.org/)

Western New York Law Center (WNYLC)

237 Main Street, Suite 1130
Buffalo, New York 14203
Phone: 1-716-855-0203
Fax: 1-716-270-4005
[WNYLC Website - http://wnylc.com/](http://wnylc.com/)

Immigration Services

Legal Aid of Rochester (Attorney on Staff)

One West Main Street, Suite 800
Rochester, NY 14614
Contact: Walter Ruele, Esq. at 585-295-5761
Phone 1-585-232-4090 or toll free 1-800-963-5604 -- By appointment only

LGBTQ Resources

Gay Alliance of Genesee Valley

LGBT Older Adults Programs (ages 55 and over). Discussion Groups; Education; Exercise Programs; Friendly Visitor Program for Isolated Older Adults; Health and Wellness; Intergenerational Programs; Resource and Referral Information; Social and Cultural Programs.
100 College Ave. #110

Rochester, NY 14607

1-585- 244-8620

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

Additional Resources

Lifespan of Greater Rochester

Montgomery County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-518-843-2300

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-518-843-2300

Montgomery County Office for the Aging

135 Guy Park Avenue

Amsterdam, New York 12010

Phone: 1-518-843-2300

[Office for Aging Website – www.officeforaging.com](http://www.officeforaging.com)

Adult Protective Services: 1-518-853-8275

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

PO Box 1500

Fonda, New York, 12068

Phone: 1-518-853-8250

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues.

24 Aviation Road, Suite 101

Albany, NY 12205

1-518- 435-1770

www.legalproject.org

Legal Aid Society of Northeastern New York, Inc (LASNNY)

The Legal Aid Society of Northeastern New York provides effective, free civil legal services and education to and advocacy for people with low income or other barriers to accessing the legal system.

1 Kimball Street

Amsterdam, New York 12010

Phone: 1-518-842-9466; (800)821-8347

Fax: 1-518-843-1792

[LASNNY Website - http://www.lasny.org/about/](http://www.lasny.org/about/)

Legal Aid Society of Mid-New York, Inc. (LASMNY)

1170 Riverfront Center

Amsterdam, New York 12010

Phone: 1-518-842-9466

[LASMNY Website – www.LASMNY.org](http://www.LASMNY.org)

Immigration Services

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues.

24 Aviation Road, Suite 101

Albany, NY 12205

1-518- 435-1770

www.legalproject.org

LGBTQ Resources

The Pride Center of the Capital Region

Offers social, health and human services, and educational programming to lesbian, gay, bisexual, transgender people, and their families in the Capital District of New York State.

332 Hudson Avenue

Albany, New York 12210

Phone: 1-518-462-6138

[Pride Center Website - http://www.capitalpridecenter.org/](http://www.capitalpridecenter.org/)

Nassau County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-516-227-8900

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-516-227-8900

County of Nassau Office for the Aging

60 Charles Lindbergh Boulevard
Uniondale, New York 11553-3691
Phone: 1-516-227-8900

[Office for Aging Website – www.nassaucountyny.gov](http://www.nassaucountyny.gov)

Adult Protective Services: 1-516-227-8395

Adult protective services accepts all referrals of adults, over the age of 18 years, who are alleged to be incapable of caring for themselves because of a physical or mental incapacity and/or are abused, neglected, or financially exploited by others; and have no one willing or able to assist them responsibly. Services may be provided free, without regard to income. A caseworker will visit the person in his/her home within 24 hours, if the allegation is life threatening; and within 3 working days, if non-life threatening. It uses a case management approach to evaluate eligibility for homemakers, counseling, financial management services, and medical services. Anyone making a referral to adult protective services in good faith is protected from civil liability. For further information, call 516-227-8395.

Adult Preventive Services

Adult preventive services provides help for those adults who demonstrate a need for assistance in managing their activities of daily living and is ready to help adults in need. Services may include medical and/or psychiatric support services, homemaking, and financial management services. For further information call 516-227-8395.

Family-Type Homes for Adults

Family-type homes for adults provides a family living situation for adults who need supervision and care. Caring people open their homes to adults that are mentally or physically impaired who do not require the skilled care of a nursing facility. A request to become a family-type homes for adults operator or to refer an interested adult may be made directly to the Office of Adult Services at 516-227-8083.

Adult Financial Management Services

Adult financial management services program is available for adults who are not able to manage their finances. It ensures the proper use of a person's income / resources and prevents the mismanagement and financial exploitation of those funds by others. A referral may be made at our Information, Resource, and Referral Services Unit in person or by calling 516-227-8395.

Post Institutional Services

Post Institutional services program coordinates with the Department of Mental Health and State private psychiatric hospital units to ensure the proper discharge of patients into the community with the necessary social service support. The coordinator of this program may be reached at 516-227-8488.

Protective Homemaking Services

The homemaking services program provides for in-home care for adults who need assistance with their activities of daily living in order to delay or prevent placement in nursing homes or other institutions. For further information call 516-227-8395.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

262 Old Country Road
Mineola, New York, 11501
Phone: 1-516-571-3800

Nassau/Suffolk Law Services Committee, Inc. (NSLS – Hempstead)

1 Helen Keller Way, 5th Floor
Hempstead, New York 11550
Phone: 1-516-292-8100

1757 Veteran's Highway, Suite 50
Islandia, New York 11749
Phone: 1-631-232-2400 ext. 3329
www.nslawservices.org

LGBTQ Resources

The Center at Woodbury
20 Crossways Park Drive N., Suite 110, Woodbury, NY 11797
Telephone: 516.323.0011
Fax: 516.750.4715
www.lgbtnetwork.org

Niagara County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-716-438-3030

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-716-438-4020

Niagara County Office of the Aging

111 Main Street, Suite 101

Lockport, New York 14094

Phone: 1-716-438-4020

[Office of the Aging Website – www.niagaracounty.com/aging](http://www.niagaracounty.com/aging)

Adult Protective Services:1-716-278-8621

Concerns about the health and safety of anyone older than 18 years who is mentally and/or physically disabled and has no one to care for him or her should be directed here. PSA can also investigate complaints of the financial exploitation and physical abuse.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

175 Hawley Street
Lockport, New York, 14094
Phone: 1-716-439-7085

Legal Services for the Elderly, Disabled or Disadvantaged of W.N.Y (LSED)

Provides a wide range of civil legal services, primarily for seniors including financial and physical elder abuse prevention services.

438 Main Street, Suite 1200
Buffalo, New York, 14202
Phone: 1-716-853-3087

[LSED Website – www.lsed.org](http://www.lsed.org)

Niagara County Legal Aid Society

775 Third Street
Niagara Falls, New York 14302
Phone: 1-716-284-8831

[NYLC Website – www.nylc.net](http://www.nylc.net)

Immigration Services

Legal Aid of Rochester (Attorney on Staff)

One West Main Street, Suite 800
Rochester, NY 14614

Contact: Walter Ruehle, Esq. at 585-295-5761

Phone 1-585-232-4090 or toll free 1-800-963-5604 -- By appointment only

Additional Resources

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

What services are available?

- **Information & Referral**, on home care options, long term care and information and assistance in applying for insurance and other benefits to EISEP eligible persons.
- **Case Management**, screening, assessment, care planning, determining eligibility for program subsidies, arranging and authorizing service delivery, services follow-up and monitoring.
- **In-Home Services**
 - Housekeeping/Chores- Making and changing beds, dusting and vacuuming, light cleaning of kitchen, bedroom and bathroom, dish washing, shopping, laundering, meal preparation, bill paying and other essential errands and escort to Medical appointments.
 - Homemaking/Personal Care- Assistance with bathing, dressing, grooming, toileting, walking, transferring, eating, routine skin care and help with equipment such as walker and wheelchairs.

- **Ancillary Services**, such as linkage to personal emergency response systems.

Who is eligible?

- Persons who are over 60 years of age; and
- Have low income but are above Medicaid level; and
- Are impaired as shown by the need of assistance of another person; and
- Have unmet needs for such assistance; and
- Are not eligible for the same or similar services through another program such as Medicare, Medicaid or Adult Protective Services.

How is eligibility determined?

- Eligibility is determined through an assessment of your situation, needs and financial eligibility in your home by an EISEP Case Manager.

Is there a charge for services?

- There is no charge for Assessment or Case Management services.
- There may be a charge for In-Home and Ancillary Services. This fee is based on income as determined in the financial assessment.
- Contributions to the program are gratefully accepted and will be used to expand the program.

Where do I call for information?

Please contact NY Connects for more information at (716) 438-3030.

Oneida County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-315-798-5456

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-315-798-5456

Oneida County Office for the Aging

800 Park Avenue

Utica, New York 13501

Phone: 1-315-798-5456

301 West Dominick Street

Rome, New York 13440

Phone: 1-315-798-5456

[Office for Aging – www.ocgov.net/oneida/ofa](http://www.ocgov.net/oneida/ofa)

Adult Protective Services: 1-315-798-5737

Adult Protective Services:

Adult Protective Services are provided to individuals, over the age of 18 years, who are at risk of harm either because of their own inability to protect themselves; or are at risk due to the abuse or exploitation of others. Eligibility criteria includes: an adult with a diminished capacity for self-care, who is at risk of harm or has unmet essential needs, and no one else is willing and / or able to assist them.

Offices are located at:

Oneida County Office Bldg.

800 Park Ave.

Utica, New York 13501

Telephone No. (315) 798-5737

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

800 Park Avenue
Utica, New York, 13501
Phone: 1-315-798-5766

Legal Aid Society of Mid-New York, Inc. (LASMNY)

Through funding from local Offices for Aging, we provide free legal advice and representation to seniors ages 60 and over on civil (non-criminal) legal matters. There are no income or resource limits.

We handle many different legal problems for seniors, including consumer problems, family matters, access to healthcare, public benefits issues, housing problems, future planning (wills, living wills, health care proxies, powers of attorney and Medicaid planning), elder abuse and many other legal issues.

Clients must have low income and resources to qualify for service.

108 West Bridge Street
Oswego, New York 13126
Phone: 1-315-342-2191

[LASMNY Website - http://www.lasmny.org/Programs/OFA.shtm](http://www.lasmny.org/Programs/OFA.shtm)

Immigration Services

Hiscock Legal Aid (Attorney on Staff)

351 South Warren Street
Syracuse, NY 13202
Contact: Pat Tracy

Phone: 1-315-422-8191 ext. 159 or toll free 1-800-963-5604 -- By appointment only

Additional Resources

Oneida County Elder Abuse Coalition

The Oneida County Elder Abuse Coalition is a continually growing collection of area agencies and organizations that was formed to promote the awareness, recognition, intervention and prevention of elder abuse in our community. Together we provide a prompt, coordinated response to the service needs of victims and other vulnerable elderly persons.

If You Suspect someone is the Victim of Elder Abuse Call Us to Make a Confidential Referral
Phone: 315-798-5456

<http://www.ocgov.net/oneida/ofa/elderabusecoalition>

Onondaga County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-315-435-5600

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-315-435-2362 x 139

Onondaga County Department of Aging and Youth

1300 Civic Center - 13th Floor

421 Montgomery St.

Syracuse, New York 13202

Phone:

[Office of Aging Website – www.ongov.net/aging](http://www.ongov.net/aging)

Adult Protective Services: 1-315-435-2815

The objective of Adult Protective Services (APS) is to keep individuals over the age of 18 safe from harm due to their own inability to care for themselves or because of neglect or abuse by others. Every effort is made to keep individuals in the community, or in the least restrictive environment. In order to do that the APS workers collaborate with other community agencies that could provide needed services. They also assist individuals and families in obtaining:

- entitlement programs (Medicaid, Social Security, SSI, Food Stamps)
- medical care
- home care, and if necessary admission to assisted living programs, adult homes, skilled nursing facilities and mental health facilities
- legal interventions, always starting with the least restrictive. Legal interventions include assisting an individual to find a representative payee for Social Security benefits, review of Powers of Attorney and accountings, filing for Orders of Protection, Access Orders or the establishment of guardianships for the individual
- other community services to meet the individual's needs

Organization

APS is divided into an Intake unit and two units for ongoing APS services.

Eligibility- 18 years or older with all 3 of the following characteristics:

- a mental or physical disability
- the individual is at risk of harm either by their own or others' actions and
- the individual has no one willing or able to responsibly assist.

Referral Process- Call (315) 435-2815 to make a referral. You may choose to have your call remain confidential or you may remain anonymous. Alternatively, fax your concerns to (315) 435-2801, e-mail us [by clicking here](#) or write us at Adult Protective Services' Intake, Dept. of Adult & Long Term Care Services, 421 Montgomery St., 5th floor east, Syracuse, NY 13202. Be sure to include the name of the individual you are concerned about, any of the individual's demographic information you know of, your concerns and how we can reach you for more information.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

505 South State Street
Syracuse, New York, 13202
Phone: 1-315-435-2470

Volunteer Lawyers Project of Onondaga County, Inc.

1000 State Tower Bldg.
109 S. Warren St.
Syracuse, New York 13202-1860
Phone: 1-315-579-2576

Legal Services of Central New York, Inc.

472 South Salina Street
Suite 300
Syracuse, New York 13202

Phone: 1-315-475-3127

[LSCNY WEBSITE - HTTP://WWW.LSCNY.ORG/ Website](http://WWW.LSCNY.ORG/Website)

Immigration Services

Hiscock Legal Aid (Attorney on Staff)

351 South Warren Street

Syracuse, NY 13202

Contact: Pat Tracy

Phone: 1-315-422-8191 ext. 159 or toll free 1-800-963-5604 -- By appointment only

LGBTQ Resources

SAGE Upstate

SAGE Upstate promotes the well-being of older gay, lesbian, bisexual, and transgender people and allies in Central New York through health programs, social activities and education.

431 E. Fayette Street, Suite #050

Syracuse, NY 13202

(315) 478-1923

<https://www.sageusa.org/advocacy/sagenet-affiliate.cfm?ID=6#sthash.whS3pekv.dpuf>

LGBT Bereavement Support Group in Upstate New York

The group meets from 6:30 pm to 8:30 pm the 2nd Tuesday of each month at HOPE for Bereaved, 4500 Onondaga Blvd., Syracuse. HOPE also offers one-on-one counseling for those who feel that they need individual help with their grief. Both the support group and counseling are free of charge to the bereaved. For more information please call HOPE at 315-475-9675 and ask for Walt.

FAIRNY – Focus on Awareness and Information Resources of New York

Information and resources for LGBT individuals in the Upstate New York region

P.O. Box 151

Dewitt, New York 13214

1-315-460-6971

Vera House LGBTQ Outreach

Vera House is proud to serve lesbian, gay, bisexual, transgender, queer and questioning survivors of violence.

6181 Thompson Road

Suite 100

Syracuse, NY 13206

Phone: 315-468-3260

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

Additional Resources

Vera House Elder Abuse Committee.

The Committee meets the 3rd Thursday of the month from 8:30-9:30 a.m. at McMahon/Ryan Child Advocacy Center to discuss issues surrounding the topic of Elder Abuse. Committee membership is diverse with individuals from healthcare, Adult Protective Services, Office for Aging, Law Enforcement, the District Attorney's Office, Mental Health providers, Home care institutions, and other local human service providers who serve the elderly population. If you would like to participate in the Committee but are unable to attend the meetings, you can still receive e-mails about the activities of the Committee and will be informed of upcoming events.

6181 Thompson Road

Suite 100

Syracuse, NY 13206

Phone: 315-468-3260

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

EISEP: The Expanded In-Home Services for the Elderly program helps elders and their families delay or avert costly and premature placement in nursing facilities by combining case management services and non-medical supportive services. The state of New York established the program in 1987 to target frail elders with chronic physical and/or mental impairments who are not Medicaid eligible.

Case Management

EISEP has contracts with four not-for-profit agencies for case management services in Onondaga County. Six case managers conduct comprehensive client assessments that identify the client's level of impairment, unmet needs and financial status. In-home, community and private services are then arranged in order to meet the individual needs of each participant. A financial assessment is done to gather information about the client's monthly income, resources and housing expenses, and is used to determine individual "cost-share" levels.

Upon the client's agreement to accept the planned services, the case manager acts as an advocate for that individual. Through ongoing contact with the client and caregivers, and with regular in-home reassessments, the case manager is able to determine client satisfaction and the appropriateness of services provided.

In-Home Services

Traditional In-home Services

Staff from seven local licensed home care agencies provides in-home service. The following services are provided through EISEP:

Personal Care (PC) - Hands-on assistance with bathing, dressing and toileting. Light Housekeeping (HSK) - Cleaning of the bathroom/kitchen, removing garbage and doing personal laundry.

Consumer Directed In-home Services

EISEP assists consumers with hiring a personal attendant of their choosing. A person must qualify for EISEP in order to be eligible for this service. Although a cost share applies, many

consumers find that this helps them remain independent in their own homes, while honoring their preferences.

Respite Services

Respite EISEP provides social day program service one-day-per-week to program participants who have a full-time informal caregiver.

Social Day Care (DC) - Through a contract with the Alzheimer's Association, Silver Fox, St. Camillus and VNA HomeCare, EISEP provides social day program service for clients with dementia and/or Alzheimer's Disease. This allows full-time caregivers who need "time off" to catch up with shopping, household tasks, appointments, and rest.

Ancillary Services

EISEP utilizes the Onondaga County Emergency Response System contractor, Help Link, to provide at-risk clients with an added measure of safety.

Emergency response systems are available for clients who live alone and have been identified as "at-risk" of falling. EISEP also provides "on-loan" adaptive equipment, such as electric lift chairs.

Ontario County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-315-781-1321

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-315-396-4040

Ontario County Office for the Aging

3010 County Complex Drive.

Canandaigua, New York 14424-9502

Phone: 1-315-396-4040

[Office for Aging Website – www.co.ontario.ny.us](http://www.co.ontario.ny.us)

Adult Protective Services: 1-585-396-4111

The Adult Services team deals with problems and concerns for the population of adults over the age of 18 in our community. They receive referrals from the community about adults who have a medical or emotional incapacity, are at risk of self-neglect, or are currently being abused, neglected, or exploited by someone else and have no one else willing or able to care for them. The caseworkers try to refer this population to services within the community or agencies with case management services so that their needs are met.

Some of those cases are opened to provide Adult Protective Services and caseworkers visit and monitor those adults on an on-going basis. Some Preventive cases are opened when the adult requires assistance with financial matters.

Most of the cases are dealt with in a voluntary manner, but the Ontario County Department of Social Services can appeal to the Court if a person is in immediate danger of harm and refuses assistance.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

27 North Main Street
Canandaigua, New York, 14424
Phone: 1-716-396-4010

Legal Assistance of Western New York, Inc.

1 Franklin Square
PO Box 487
Geneva, New York 14456
Phone: 1-315-781-1465

361 South Main St
Geneva, New York 14456
Phone: 1-315-781-1465

[LAWNY Website - http://www.lawny.org/](http://www.lawny.org/)

Empire Justice Center (EJC)(formerly Public Interest Law Office of Rochester)

1 W. Main Street, #200
Rochester, New York 14614
Phone: 1-585-454-6500
Fax: 1-585-454-4019

[Http://www.empirejustice.org/](http://www.empirejustice.org/)

Immigration Services

Legal Aid of Rochester (Attorney on Staff)

One West Main Street, Suite 800
Rochester, NY 14614
Contact: Walter Ruele, Esq. at 585-295-5761
Phone 1-585-232-4090 or toll free 1-800-963-5604 -- By appointment only

LGBTQ Resources

Gay Alliance of Genesee Valley

100 College Ave. #110

Rochester, NY 14607

1-585- 244-8620

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

LGBTQ Center of the Finger Lakes

LGBT Older Adults Programs (ages 55 and over). Education; Intergenerational Programs; Resource and Referral Information; Social and Cultural Programs.

671 S. Exchange Street

Geneva, New York 14456

315-787-0787

Additional Resources

EISEP (Expanded in-Home Services for the Elderly Program)

EISEP provides non-medical services to those 60 and over and need help with Activities of Daily Living, e.g., dressing, bathing, personal care and Instrumental Activities of Daily Living, e.g., shopping, cooking and cleaning.

The EISEP program provides:

Case management

Personal Care and Homemaker/Chore Services

Ancillary Services: Installation of Grab Bars, Home Inspections, Heavy Cleaning

A case manager determines needed services through an assessment, develops a care plan, coordinates, adjusts, and monitors the services provided. The provision of ancillary services is determined by the case manager and is services or durable equipment which is intended to provide an individual with the ability to remain safely in the community.

There may be a fee for this program based on a person's household income. The fee and eligibility will be determined by an EISEP Case Manager. For further information contact the Ontario County Office for the Aging at (585) 396-4040.

Lifespan

Orange County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-845-615-3700

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-845-615-3700

Orange County Office for the Aging

18 Seward Avenue, 2nd floor

Middletown, New York 10940

Phone: 1-845-615-3700

[Office for Aging Website – www.co.orange.ny.us](http://www.co.orange.ny.us)

Adult Protective Services:1-845-291-2800

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

255 Main Street

Goshen, New York, 10924

Phone: 1-845-291-2050

Legal Services of the Hudson Valley (LSHV)

1 Corwin Street, Suite 102
Newburgh, New York 12550
Phone: 1-845-569-9110, 1-845-471-0058

2 Court Lane
Goshen, New York 10924
Phone: 1-845-562-1333
[LSHV Website – www.lshv.org/](http://www.lshv.org/)

LGBTQ Resources

Hudson Valley LGBTQ Community Center
300 Wall Street
Kingston, New York 12401
845-331-5300
<http://lgbtqcenter.org/>

The LGBTQ Center of the Warwick Valley

LGBT Older Adults Programs (ages 55 and over). Social and Cultural Programs for LGBTQ individuals
11 Hamilton Avenue
Warwick, New York 10990
Phone: 1-845-217-0738

Additional Resources

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

EISEP is a non-medical service program for elderly citizens. Persons aged 60 and over who do not qualify for Medicaid, who are in need of assistance with activities of daily living (bathing, dressing, eating, toileting, shopping, meal preparation, money management or taking medication) and who meet standard assessment requirements, are eligible. Services are provided to make the home environment safer for the older person in need, and may include a personal emergency response system. All EISEP services are under the supervision of a Case Manager who assesses the needs of each potential participant during a home visit, develops a service plan, arranges for services, monitors the delivery of the services and evaluates the effectiveness of the services. Costs are shared between the State, County and program participant. The participant cost is determined by his/her income level, and is on a sliding scale fee. Individuals whose income fall below a level set by the State do not share in the cost of their service. For further information and referral to this program, call the Orange County NY Connects at 615-3710.

Orleans County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-585-589-3191

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-585-589-3182

Orleans County Office for the Aging

County Administration Building

14016 Route 31 West

Albion, New York 14411- 9382

Phone: 1-585-589-3182

[Office for Aging website – www.orleansny.com](http://www.orleansny.com)

Adult Protective Services: 1-585-589-7000

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria

Legal Services

District Attorney

13925 Highway 31

Albion, New York, 14411
Phone: 1-585-590-4130

Legal Services for the Elderly, Disabled or Disadvantaged of W.N.Y (LSED)

Provides a wide range of civil legal services, primarily for seniors including financial and physical elder abuse prevention services.

438 Main Street, Suite 1200
Buffalo, New York, 14202
Phone: 1-716-853-3087

[LSED Website – www.lsed.org](http://www.lsed.org)

Neighborhood Legal Services (NLS)

5073 Clinton Street Road
Batavia, New York 14020
Phone: 1-716-343-5450

[NLS Website - http://www.nls.org/](http://www.nls.org/)

Western New York Law Center (WNYLC)

237 Main Street, Suite 1130
Buffalo, New York 14203
Phone: 1-716-855-0203

[WNYLC Website - http://wnylc.com/](http://wnylc.com/)

Immigration Services

Legal Aid of Rochester (Attorney on Staff)

One West Main Street, Suite 800
Rochester, NY 14614

Contact: Walter Ruehle, Esq. at 585-295-5761

Phone 1-585-232-4090 or toll free 1-800-963-5604 -- By appointment only

LGBTQ Resources

Gay Alliance of Genesee Valley

100 College Ave. #110
Rochester, NY 14607

1-585- 244-8620

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

Oswego County

Office for the Aging: 1-315-349-3484

Oswego County Office for the Aging

County Office Complex

70 Bunner St., PO Box 3080

Oswego, New York 13126-3080

Phone: 1-315-349-3484

[Office for Aging Website – www.oswegocounty.com/ofa](http://www.oswegocounty.com/ofa)

Adult Protective Services: 1-315-963-5339

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

39 Churchill Road

Oswego, New York, 13126

Phone: 1-315-349-3200

Legal Services of Central New York

108 West Bridge St.

Oswego, New York 13126

Phone: 1-315-532-6900

[LSCNY WEBSITE - HTTP://WWW.LSCNY.ORG/ Website](http://WWW.LSCNY.ORG/)

Immigration Services

Hiscock Legal Aid (Attorney on Staff)

351 South Warren Street

Syracuse, NY 13202

Contact: Pat Tracy

Phone: 1-315-422-8191 ext. 159 or toll free 1-800-963-5604 -- By appointment only

LGBTQ Resources

SAGE Upstate

SAGE Upstate promotes the well-being of older gay, lesbian, bisexual, and transgender people and allies in Central New York through health programs, social activities and education.

431 E. Fayette Street, Suite #050

Syracuse, NY 13202

(315) 478-1923

<https://www.sageusa.org/advocacy/sagenet-affiliate.cfm?ID=6#sthash.whS3pekv.dpuf>

Otsego County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-607-547-4232

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-607-547-4232

Otsego County Office for the Aging

140 Co Hwy 33W, Suite 5

Cooperstown, New York 13326

Phone: 1-607-547-4232

[Office for Aging Website – www.otsegocounty.com/depts/ofa](http://www.otsegocounty.com/depts/ofa)

Adult Protective Services: 1-607-547-4355

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

197 Main Street
Cooperstown, New York, 13326
Phone: 1-607-547-4249

Legal Aid Society of Mid-New York, Inc. (LASMNY)

Through funding from local Offices for Aging, we provide free legal advice and representation to seniors ages 60 and over on civil (non-criminal) legal matters. There are no income or resource limits.

We handle many different legal problems for seniors, including consumer problems, family matters, access to healthcare, public benefits issues, housing problems, future planning (wills, living wills, health care proxies, powers of attorney and Medicaid planning), elder abuse and many other legal issues.

Clients must have low income and resources to qualify for service.

Meadows Office Complex, Suite 6

140 County Highway 33 West

Cooperstown, New York 13326

Phone: (607) 286-4044 (or 4045)

Fax: (607) 286-4048 cau

[LASMNY Website - http://www.lasmny.org/Programs/OFA.shtm](http://www.lasmny.org/Programs/OFA.shtm)

Legal Services of Central New York, Inc.

P.O. Box 887

Oneonta, New York 13820

Phone: 1-607-433-2220

[LSCNY WEBSITE - HTTP://WWW.LSCNY.ORG/ Website](http://WWW.LSCNY.ORG/Website)

Immigration Services

Hiscock Legal Aid (Attorney on Staff)

351 South Warren Street

Syracuse, NY 13202

Contact: Pat Tracy

Phone: 1-315-422-8191 ext. 159 or toll free 1-800-963-5604 -- By appointment only

LGBTQ Resources

The Pride Center of the Capital Region

Offers social, health and human services, and educational programming to lesbian, gay, bisexual, transgender people, and their families in the Capital District of New York State.

332 Hudson Avenue

Albany, New York 12210

Phone: 1-518-462-6138

[Pride Center Website - http://www.capitalpridecenter.org/](http://www.capitalpridecenter.org/)

Putman County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-845- 808-1700 ext. 47110

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-845-808-1700

Putnam County Office for the Aging

110 Old Route 6, Bldg. A

Carmel, New York 10512-2196

Phone: 1-845-808-1700

[Office for Senior Resources Website – www.putnamcountyny.com/osr](http://www.putnamcountyny.com/osr)

Adult Protective Services: 1-845-808-1500 ext. 45293

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

40 Gleneida Avenue

Carmel, New York, 10512

Phone: 1-845-225-3641

Legal Services of the Hudson Valley (LSHV)(formerly Westchester/Putnam Legal Services)WPLS

90 Maple Ave.

White Plains, New York 10601

Phone: 1-914-949-1305

30 South Broadway, 6th Avenue

Yonkers, New York 10701

Phone: 1-914-376-3757

[LSHV Website – www.lshv.org](http://www.lshv.org)

Rensselaer County

Office for the Aging: 1-518-270-2730

Office of the Aging

Rensselaer County Unified Family Services

Office for the Aging

1600 Seventh Avenue

Troy, New York 12180-3798

Phone: 1-518-270-2730

[Department of Aging Website – www.rensco.com](http://www.rensco.com)

Adult Protective Services: 1-518-687-3700

What Services are available?

Investigation of requests for help

A home visit to identify needs and arrange for services, medical care or other resources in the community

Assistance in obtaining entitlements and other general benefits and services

Money Management services

Referral to legal services

Services to obtain a guardian

What is the referral process?

Anyone can make a referral to Adult Protective Services. Social Services Law 457.9 provides immunity from civil liability for any individual who makes a referral to Adult Protective Services in good faith. Referrals can be made by calling our office at 687-3700. We will need to know the client's name and address, some idea of what their disability is, and the presenting problem. If you have their date of birth, social security number and exact diagnosis that is helpful but it is not necessary to make a referral.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

80 2nd Street
Troy, New York, 12180
Phone: 1-518-270-4040

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues. The legal project also provides assistance to domestic violence survivors and hosts a legal clinic program.

24 Aviation Road, Suite 101
Albany, NY 12205
1-518- 435-1770
www.legalproject.org

Legal Aid Society of Northeastern New York, Inc (LASNNY)

The Legal Aid Society of Northeastern New York provides effective, free civil legal services and education to and advocacy for people with low income or other barriers to accessing the legal system.

55 Colvin Avenue
Albany, New York 12206
Phone: 1-518-462-6765; (800)462-2922
[LASNNY Website - http://www.lasnny.org/about/](http://www.lasnny.org/about/)

Empire Justice Center (EJC)

119 Washington Avenue
Albany, New York 12210
Phone: 1-518-462-6831; (800)635-0355
[Http://www.empirejustice.org/](http://www.empirejustice.org/)

Immigration Services**The Legal Project**

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues. The legal project also provides assistance to domestic violence survivors and hosts a legal clinic program.

24 Aviation Road, Suite 101
Albany, NY 12205
1-518- 435-1770
www.legalproject.org

LGBTQ Resources**The Pride Center of the Capital Region**

Offers social, health and human services, and educational programming to lesbian, gay, bisexual, transgender people, and their families in the Capital District of New York State.

332 Hudson Avenue

Albany, New York 12210

Phone: 1-518-462-6138

[Pride Center Website - http://www.capitalpridecenter.org/](http://www.capitalpridecenter.org/)

Rockland County

Office for the Aging: 1-845-364-2110

Rockland County Office for the Aging

Robert L. Yeager Health Center, Bldg. J

50 Sanatorium Road

Pomona, New York 10970-3546

Phone: 1-845-364-2110

[Office for Aging Website – www.rocklandgov.com/departments/aging](http://www.rocklandgov.com/departments/aging)

Adult Protective Services:1-845-364-3032

Provides various preventive and protective services to assist adults, age 18 or over.

Adult Services

Adult Services provides monitoring of home care services to Medicaid recipients.

At present, clients who are in receipt of Medicaid are being transitioned into Managed Care companies under Maximus. Under the Managed Care Program, clients are to receive all their home care needs by the Managed Care plan they have chosen or assigned. During this transition, Adult Services continues to monitor the provision of home care along with assessments by Public Health Nurses.

For those individuals under the age of 21, Adult Services will continue to assist in obtaining home care services.

Medical Transportation

The Department of Social Services contracts with Medical Answering Service (MAS) to authorize and schedule medical transportation appointments.

Protective Services for Adults

Protective Services for Adults (PSA) is a program to assist adults, age 18 or over, who because of mental or physical impairments cannot provide for their basic need for food, clothing, shelter, or medical care, or protect themselves from neglect, abuse, or hazardous conditions in a reasonable manner. Services are provided without regard to income and are based on the guiding principles of the individual's rights to self-determination and the least restrictive alternatives.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;

- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

1 South Main Street
New City, New York, 10956
Phone: 1-845-638-5013

Legal Services of the Hudson Valley (LSHV)(formerly Westchester/Putnam Legal Services)

7 Perlman Drive
Spring Valley NY 10977
Phone: 1-845-476-3831
[LSHV Website – www.lshv.org](http://www.lshv.org)

LGBTQ Resources

Rockland County Pride

Information and resources for LGBT individuals
77 South Main St.
New City, New York 10956

St. Lawrence County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-888-730-4730

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-315-386-4730

Office of the Aging

Human Service Center

80 State Highway 310, Suite 7

Canton , New York 13617

Phone: 1-315-386-4730

[Office of Aging Website - https://www.co.st-lawrence.ny.us/Departments/OfficefortheAging/](https://www.co.st-lawrence.ny.us/Departments/OfficefortheAging/)

Adult Protective Services: 1-315-379-2148

Adult Protective Services investigates referrals that indicate the need for protection against adult abuse, neglect or exploitation, or the possibility of self-harm due to mental illness, substance abuse or other impairment. A treatment plan is made to alleviate the problem. Emergency boarding homes are available without regard to income.

Services include:

- Residential care for adults: Recruits, certifies and supervises residential homes for adults 18 years of age and older to provide community based care for those unable to manage independent living. Arranges placements, assists in obtaining necessary supportive services. Emergency housing is available.
- Health related services: Assists eligible individuals and families to obtain and maintain favorable health conditions as an aid to self-support or self-care. Assists those with chronic alcohol abuse or substance abuse problems to seek and utilize medical services and appropriate treatment programs.

- Preventive services: Assesses, arranges and provides counseling and related services to individuals and families to prevent breakdowns and keep problems from worsening.
- Home management: Provides instruction and short term counseling in budgeting, nutrition, consumerism, care of home, health maintenance. Evaluates need for protective payee or vendor payments.
- Home improvement: Assesses need and arranges for improvement in housing conditions by helping obtain necessary home repair, protection from exploitation by landlord, alternate housing
- Services to victims of domestic violence: Assists with services to spouses and families to resolve problems leading to or developed from violence. Provides temporary emergency shelter, arranges for legal services consultation, transportation, general counseling.
- Information and referral services: Helps clients find what services and benefits are available for them through Social Services and from other agencies as Social Service clients.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

48 Court Street
Canton, New York, 13617
Phone: 1-315-379-2225

Legal Aid Society of Northeastern New York, Inc (LASNNY)

The Legal Aid Society of Northeastern New York provides effective, free civil legal services and education to and advocacy for people with low income or other barriers to accessing the legal system.

17 Hodskin St.
Canton, New York 13617
Phone: 1-315-386-4586; (800)822-8283

[LASNNY Website - http://www.lasnny.org/about/](http://www.lasnny.org/about/)

LGBTQ Resources

North Country Prism

PrismNY is the Northern New York's LGBTQ Concerns Group. It is a member organization for lesbian, gay, bisexual, and transgender people. Prism meets monthly and provides LGBTQ people with a place to meet, communicate, and promote self-identity and awareness.

Our goal is to promote a greater sense of community in the LGBT community of the North Country. Our meetings are completely confidential.

PO Box 634

Canton, NY 13617

Contact: <http://www.prismny.org/contact.html>

<http://www.prismny.org/index.html>

Saratoga County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-518-714-4826

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-518-884-4100

Saratoga County Office for the Aging
152 West High Street
Ballston Spa, New York 12020-3528
Phone: 1-518-884-4100

[Office for Aging Website - http://www.saratogacountyny.gov/departments/office-for-the-aging/](http://www.saratogacountyny.gov/departments/office-for-the-aging/)

Adult Protective Services: 1-518-884-4159

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney
25 West High Street
Ballston Spa, New York, 12020
Phone: 1-518-885-2263

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues. The legal project also provides assistance to domestic violence survivors and hosts a legal clinic program.

24 Aviation Road, Suite 101

Albany, NY 12205

1-518- 435-1770

www.legalproject.org

Legal Aid Society of Northeastern New York, Inc (LASNNY)

The Legal Aid Society of Northeastern New York provides effective, free civil legal services and education to and advocacy for people with low income or other barriers to accessing the legal system.

10 Lake Avenue

Saratoga Springs, New York 12866-2286

Phone: 1-518-587-5188; (800)870-8343

[LASSNY Website](http://www.lasny.org)

Empire Justice Center (EJC)

119 Washington Avenue

Albany, New York 12210

Phone: 1-518-462-6831; (800)635-0355

[Http://www.empirejustice.org/](http://www.empirejustice.org/)

Immigration Services

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues. The legal project also provides assistance to domestic violence survivors and hosts a legal clinic program.

24 Aviation Road, Suite 101

Albany, NY 12205

1-518- 435-1770

www.legalproject.org

LGBTQ Resources

The Pride Center of the Capital Region

Offers social, health and human services, and educational programming to lesbian, gay, bisexual, transgender people, and their families in the Capital District of New York State.

332 Hudson Avenue

Albany, New York 12210

Phone: 1-518-462-6138

[Pride Center Website - http://www.capitalpridecenter.org/](http://www.capitalpridecenter.org/)

Schenectady County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-518-382-8481

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-518-382-8481

Schenectady County Senior & Long Term Care Services

Schaffer Heights

107 Nott Terrace, Suite 202

Schenectady, New York 12308-3170

Phone: 1-518-382-8481

[Senior Care Services Website – www.schenectadycounty.com](http://www.schenectadycounty.com)

Adult Protective Services: 1-518-344-2830

What is Protective Services for Adults?

Protective Services for Adults (PSA) is a New York State-mandated program which is provided without regard to income to assist adults age 18 or older who, because of mental or physical impairment, can no longer provide for their basic needs for food, clothing, shelter, or medical care, or protect themselves from neglect, abuse, or hazardous situations, and who have no one willing and able to help in a responsible manner.

What Can Protective Services for Adults Offer?

- Investigation
- Assessment
- Counseling
- Case Management
- Advocacy
- Money Management
- Housing Referrals
- Crisis Intervention

1. Short-Term Involuntary protective Service Orders (imminent risk of death or serious physical harm).
 2. Admission to a Psychiatric Facility in conjunction with Mental Health Professionals and/or the police to a person at risk of harm to himself or others.
- Orders of Protection
 - Guardianship
 - Petition the court when APS Supportive Services are not enough to ensure safety due to legal incompetence.
 -

Where Can I Get Additional Information?

Visit your Local Social Service Center at 797 Broadway from 8:30AM to 4:30PM Monday through Friday, except holidays, or call (518) 344-2830 during the workweek. For evenings (after 4:30 PM) and weekends call Emergency Services at (518) 382-0383.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

612 State Street
 Schenectady, New York, 12305
 Phone: 1-518-388-4364

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues. The legal project also provides assistance to domestic violence survivors and hosts a legal clinic program.

24 Aviation Road, Suite 101
 Albany, NY 12205
 1-518- 435-1770
www.legalproject.org

Legal Aid Society of Northeastern New York, Inc (LASNNY)

The Legal Aid Society of Northeastern New York provides effective, free civil legal services and education to and advocacy for people with low income or other barriers to accessing the legal system.

55 Colvin Avenue

Albany, New York 12206

Phone: 1-518-462-6765; (800)462-2922

[LASNNY Website - http://www.lasnny.org/about/](http://www.lasnny.org/about/)

Empire Justice Center (EJC)

119 Washington Avenue

Albany, New York 12210

Phone: 1-518-462-6831; 800-635-0355

<Http://www.empirejustice.org/>

Immigration Services

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues. The legal project also provides assistance to domestic violence survivors and hosts a legal clinic program.

24 Aviation Road, Suite 101

Albany, NY 12205

1-518- 435-1770

www.legalproject.org

LGBTQ Resources

The Pride Center of the Capital Region

Offers social, health and human services, and educational programming to lesbian, gay, bisexual, transgender people, and their families in the Capital District of New York State.

332 Hudson Avenue

Albany, New York 12210

Phone: 1-518-462-6138

[Pride Center Website - http://www.capitalpridecenter.org/](http://www.capitalpridecenter.org/)

Schoharie County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-518-295-2001

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-518-295-2001

Schoharie County Office for the Aging

284 Main St.

Schoharie, New York 12157

Phone: 1-518-295-2001

[Office for Aging Website - http://www.schohariecounty-ny.gov/CountyWebSite/OfficefortheAging/ofahome.html](http://www.schohariecounty-ny.gov/CountyWebSite/OfficefortheAging/ofahome.html)

Adult Protective Services: 1-518-295-8334

Guardianships - Under Article 81 of the Mental Hygiene Law, the Court may appoint a guardian for a person if it has been determined that the appointment is necessary to provide for the personal and/or financial affairs of the person. At times it may be necessary for the Court to appoint the Commissioner of Social Services as such guardian.

Adult Residential Placement - Placement referrals are provided to those people 18 years of age or older, who are mentally and/or physically impaired, in need of a supervised living situation, and who meet specified income levels. The Department can assist clients that it works with to access a family type adult home, an adult home, or a nursing home placement.

Personal Care Services - Personal Care services are available to individuals receiving Medicaid who have medical needs in the home. The Department coordinates with the Schoharie County Public Health Department and home care agencies for client assessment and provision of aide services. Using a shared aide program, services at three senior citizen housing complexes in the county are provided.

Family Type Homes for Adults are adult care facilities established and operated for the purpose

of providing long-term care and supervision to four or fewer adults. Family type adult homes provide the least restrictive community based alternative to institutional care. At the direction of the New York State Office of Children and Family Services, agency staff perform recruitment, inspection, and investigation of unlicensed homes and on-going inspection of the certified homes in Schoharie County.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

PO Box 888
Schoharie, New York, 12157
Phone: 1-518-295-8257

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues.

24 Aviation Road, Suite 101
Albany, NY 12205
1-518- 435-1770
www.legalproject.org

Legal Aid Society of Mid-New York, Inc. (LASMNY)

1170 Riverfront Center
Amsterdam, New York 12010
Phone: 1-518-842-9466
[LASMNY Website – www.lasmny.com](http://www.lasmny.com)

Legal Aid Society of Northeastern New York, Inc. (LASNNY)

1 Kimball Street
Amsterdam, New York 12010
Phone: 1-518-842-9466; (800)821-8347
[LASNNY Website - http://www.lasnnny.org/about/](http://www.lasnnny.org/about/)

Immigration Services

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues.

24 Aviation Road, Suite 101

Albany, NY 12205

1-518- 435-1770

www.legalproject.org

LGBTQ Resources

The Pride Center of the Capital Region

Offers social, health and human services, and educational programming to lesbian, gay, bisexual, transgender people, and their families in the Capital District of New York State.

332 Hudson Avenue

Albany, New York 12210

Phone: 1-518-462-6138

[Pride Center Website - http://www.capitalpridecenter.org/](http://www.capitalpridecenter.org/)

Additional Resources

EXPANDED IN-HOME SERVICES FOR THE ELDERLY PROGRAM (EISEP)

A program designed to assist older individuals to remain safely in their own homes by providing services that clients are not eligible to receive through other existing programs. Services include, but are not limited to: bathing, hair care, skin care, laundry, cleaning, shopping, errands, etc.

EISEP is a cost-share program and the fee for service is based on an individual's monthly income and housing expenses.

CAREGIVER SERVICES

Caregiver services are designed to provide

1. Assistance (understanding and guidance in accessing available services and programs)
2. Support (a support group meets monthly. In addition, staff is available to offer support on a daily basis),
3. Respite (Both In-Home and referral to an adult day respite program is available to provide the caregiver with a much needed break), and Training (assistance with skills to make the tasks easier).

Services are available to those persons of any age caring for anyone 60 years of age and older, or anyone 60 years of age and older who is caring for a disabled younger person.

Schoharie County Office for the Aging

284 Main St.

Schoharie, New York 12157

Phone: 1-518-295-2001

Schuyler County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-607-535-2710

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-607-535-7108

Schuyler County Office for the Aging

323 Owego St. Unit #7

P.O. Box 810

Montour Falls, New York 14865-0838

Phone: 1-607-535-7108

[Office for Aging Website – www.schuylercounty.us](http://www.schuylercounty.us)

Adult Protective Services: 1-607-535-8338

Adult Services

Adult Services provides the following services to adults 18 and over who have no one willing or able to assist them:

- Investigations of abuse and neglect with visits made within 24 hours if it is a life-threatening situation or within three business days if not
- Assessing for personal care services in collaboration with a registered nurse
- Providing financial management for those adults who are unable to manage their funds appropriately
- Assisting clients with the completion of applications for services such as Medicaid, Food Stamps, Temporary Assistance, and HEAP
- Assisting our clients with home management services by making referrals to agencies for transportation, meal service, medical appointments etc.
- Providing assistance to clients and their families with placement matters, either for assisted living or long-term care

For information, referrals, or to report adult abuse, please call (607) 535-8338.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

105 9th Street
Watkins Glen, New York, 14891
Phone: 1-607-535-8383

Legal Services of Central New York, Inc.

472 South Salina Street
Suite 300B
Syracuse, New York 13202
Phone: 1-315-703-6500

44 Public Square
Watertown, New York 13601
Phone: 1-315-788-2072

[LSCNY WEBSITE - HTTP://WWW.LSCNY.ORG/ Website](http://WWW.LSCNY.ORG/)

Immigration Services

Hiscock Legal Aid (Attorney on Staff)

351 South Warren Street
Syracuse, NY 13202
Contact: Pat Tracy
Phone: 1-315-422-8191 ext. 159 or toll free 1-800-963-5604 -- By appointment only

Additional Resources

Expanded In-Home Services for the Elderly Program Details

The Expanded In-Home Services for the Elderly Program (EISEP) is a non-medical program that assists individuals age 60 or older, who are not able to meet their needs independently. It is designed to serve a population of seniors who are not eligible for Medicaid, but do not have

sufficient resources to pay for private care. Services are available on a cost-share basis according to income. Some individuals may be eligible to receive the service free of charge.

Services

EISEP services are designed to provide a variety of personal hands-on and household tasks coordinated to meet the needs of the individual client. These tasks may include dressing, bathing, cooking meals, laundry, shopping, housekeeping chores, etc.

Link to Life

EISEP also includes Link to Life, a [personal emergency response service](#).

Case Management

Additionally, EISEP includes case management services that are designed to assist the client in determining what services are needed and arranging for those services to be provided in the home.

Schuyler County Office for the Aging

323 Owego St. Unit #7

P.O. Box 810

Montour Falls, New York 14865-0838

Phone: 1-607-535-7108

Seneca County

Office for the Aging: 1-315-539-1765

Seneca County Office for the Aging

1 DiPronio Drive

Waterloo, New York 13165-1681

Phone: 1-315-539-1765

[Office for Aging Website - http://www.co.seneca.ny.us/departments/community-services/office-for-the-aging/](http://www.co.seneca.ny.us/departments/community-services/office-for-the-aging/)

Seneca Nation of Indians

Office for the Aging

Cattaraugus

12837 Route 438

Irving, New York 14081

Phone: 1-716-532-4900

Allegany

90 Ohiyo Way

Salamanca, NY 14779

Phone: 1-716-945-1790

[SNI Office for Aging Website - https://sni.org/departments/area-office-for-the-aging/](https://sni.org/departments/area-office-for-the-aging/)

Adult Protective Services: 1-315-539-1865

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

48 West Williams Street

Waterloo, New York, 13165

Phone: 1-315-539-1300

Legal Assistance of Western New York, Inc. (LAWNY)(Legal Assistance of the Finger Lakes)

One Franklin Square

P.O. Box 487

Geneva, New York 14456

Phone: 1-315-781-1465

[LAWNY Website - http://www.lawny.org/](http://www.lawny.org/)

Empire Justice Center (formerly Public Interest Law Office of Rochester)

1 W. Main Street, #200

Rochester, New York 14614

Phone: 1-585-454-6500

[Http://www.empirejustice.org/](http://www.empirejustice.org/)

Immigration Services

Legal Aid of Rochester (Attorney on Staff)

One West Main Street, Suite 800

Rochester, NY 14614

Contact: Walter Ruehle, Esq. at 585-295-5761

Phone 1-585-232-4090 or toll free 1-800-963-5604 -- By appointment only

LGBTQ Resources

LGBTQ Center of the Finger Lakes

LGBT Older Adults Programs (ages 55 and over); Education; Intergenerational Programs; Resource and Referral Information; Social and Cultural Programs.

671 S. Exchange Street

Geneva, New York 14456

Phone: 1-315-787-0787

Steuben County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-607-664-2298

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging

Steuben County Office for the Aging

3 E. Pulteney Square
Bath, New York 14810-1510
Phone: 1-607-664-2298

One Park Lane
Corning, New York 14830
607-936-4661

20 Broadway Mall
Hornell, New York 14843
607-324-4891

[Office for Aging Website – www.steubencony.org](http://www.steubencony.org)

Adult Protective Services: 1-607-664-2059

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

3 Pulteney Square East
Bath, New York, 14810
Phone: 1-607-664-2270

Southern Tier Legal Services (STLS)

104 East Steuben Street
Bath, New York 14810
Phone: 1-607-776-4126; (877)776-4126
[LAWNY Website - http://www.lawny.org/](http://www.lawny.org/)

Western New York Law Center (WNYLC)

237 Main Street, Suite 1130
Buffalo, New York 14203
Phone: 1-716-855-0203
[WNYLC Website - http://wnylc.com/](http://wnylc.com/)

Immigration Services

Legal Aid of Rochester (Attorney on Staff)

One West Main Street, Suite 800
Rochester, NY 14614
Contact: Walter Ruehle, Esq. at 585-295-5761
Phone 1-585-232-4090 or toll free 1-800-963-5604 -- By appointment only

Suffolk County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-631-853-8200

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-631-853-8200

Suffolk County Office for the Aging

H. Lee Dennison Building, 3rd Floor

100 Veterans Memorial Highway

P.O. Box 6100

Hauppauge, New York 11788-0099

Phone: 1-631-853-8200

[Office for Aging Website – www.suffolkcountyny.gov](http://www.suffolkcountyny.gov)

Adult Protective Services: 1-631-854-3195, 1-631-854-3196, or 1-631-854-3197

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

77 Veterans Memorial Highway
Smithtown, New York, 11787
Phone: 1-631-853-4169

Nassau/Suffolk Law Services Committee, Inc.

1757 Veterans Highway, Suite 50
Islandia, New York
Phone: 1-631-232-2400

313 West Main Street
Riverhead, New York
Phone: 1-631-369-1112

[NSLaw Services Website – www.nslawservices.org](http://www.nslawservices.org)

LGBTQ Resources**LGBT Network**

The Center at Bay Shore
34 Park Ave
Bay Shore, NY 11706
Telephone: 1-631-665-2300
Fax: 1-631-665-7874
www.lgbtnetwork.org

Sullivan County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-845-807-0241

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-845-807-0241

Sullivan County Office for the Aging

100 North Street, P.O. Box 5012

Sullivan County Government Center

Monticello, New York 12701

Phone: 1-845-807-0241

[Office for Aging Website – www.co.sullivan.ny.us](http://www.co.sullivan.ny.us)

Adult Protective Services:1-845-292-0100

Individuals most often referred to this unit are among the most debilitated and neglected members of the community: the frail elderly, the mentally ill, the mentally retarded and the abused and exploited. These persons are often not known to any agency or have refused services and are isolated from family and friends. Once the Department receives a protective referral, an investigation commences. If a determination is made the person is in need of assistance, a caseworker is assigned. Typical Protective Services for Adults service provides for support and compass:

- Investigation of reports of financial exploitation, abuse/neglect or domestic violence,
- Assistance with daily living tasks such as shopping and transportation,
- Assistance in obtaining benefits such as Medicaid, Food Stamps, Social Security and Supplemental Security Income, HEAP, Temporary Assistance, and arranging for supportive services,
- Management of client's finances (if appropriate) to ensure that their income and resources are protected and financial responsibilities are met.
- Residential placement services for adults to assist adults who need supervised

living to find appropriate housing. Residential placement services are provided to people 18 years of age or older who are mentally and/or physically impaired, in need of a supervised living situation and who meet specified income levels. Staff can assist with accessing a family-type adult home, an adult home or a nursing home placement.

Information and Referral -

When the Protective Services for Adults unit conducts a investigation and it is determined that the individual does not need ongoing services, but would benefit from short term Help, the PSA unit can provide such services. A formal case opening may not be required. Usually, the person is experiencing a life crisis of some sort and needs assistance in connecting with available community resources. The caseworker can help the person by providing the information and assisting in the application process where needed. This service is usually provided within the first 60 days of receiving a referral.

If, during the course of a Protective Services referral investigation, questions arise about the adult's mental capacity, a mental health evaluation will be pursued to determine if court-ordered interventions should be provided. If a Doctor determines that an individual is incapable of understanding risk and chooses to stay in an abusive or neglectful situation, and no other appropriate responsible adult can be located, the Department can petition the court to become the legal guardian.

Under Article 81 of the Mental Hygiene Law, the Court may be petitioned for the appointment of a guardian for an alleged incapacitated person. The Court may appoint a guardian if it has been determined that it is necessary to manage the personal and/or financial affairs of the person. The Commissioner of Family Services can be appointed legal guardian.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

414 Broadway
Monticello, New York, 12701
Phone: 1-845-794-3344

Legal Services of the Hudson Valley (LSHV)

147 Union St. Suite 101
Poughkeepsie, New York 12601
Phone: 1-845-471-0058

11 King Street
Middletown, New York 10940
Phone: 1-845-342-2917
[LSHV Website – www.lshv.org](http://www.lshv.org)

Tioga County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-607-687-8300

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-607-687-4120

Tioga County Department of Aging

9 Sheldon Guile Boulevard

Owego, New York 13827

Phone: 1-607-687-4120

[Department of Aging Website -](#)

http://www.tiogaopp.org/index.cfm?fuseaction=dep_intro&dept_id=4

Adult Protective Services:1-607-687-8300

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

PO Box 300

Owego, New York, 13827

Phone: 1-607-687-8650

Tompkins/Tioga Neighborhood Legal Services

215 North Cayuga Street
Ithaca, New York 14850
Phone: 1-607-273-3667; (800)724-4170

Legal Assistance of Western New York, Inc.

The DeWitt Building
215 North Cayuga Street
Ithaca, New York 14850
Phone: 1-607-273-3667; (800)724-4170
[LAWNY Website - http://www.lawny.org/](http://www.lawny.org/)

Legal Aid Society of Mid-New York, Inc. (LASMNY)

Through funding from local Offices for Aging, we provide free legal advice and representation to seniors ages 60 and over on civil (non-criminal) legal matters. There are no income or resource limits.

We handle many different legal problems for seniors, including consumer problems, family matters, access to healthcare, public benefits issues, housing problems, future planning (wills, living wills, health care proxies, powers of attorney and Medicaid planning), elder abuse and many other legal issues.

Clients must have low income and resources to qualify for service.

168 Water Street
Binghamton, New York 13901
Phone: 1-607-231-5900
[LASMNY Website - http://www.lasmny.org/Programs/OFA.shtm](http://www.lasmny.org/Programs/OFA.shtm)

Legal Services of Central New York, Inc.

472 South Salina Street
Suite 300
Syracuse, New York 13202
Phone: 1-315-703-6500

44 Public Square
Watertown, New York 13601
Phone: 1-315-788-2072

111 Port Watson Street
Cortland, New York 13045
Phone: 1-607-753-1134

108 West Bridge Street
Oswego, New York 13126
Phone: 1-315-342-2191

Fax: 1-315-342-1891

[LSCNY WEBSITE - HTTP://WWW.LSCNY.ORG/ Website](http://WWW.LSCNY.ORG/)

Immigration Services

Hiscock Legal Aid (Attorney on Staff)

351 South Warren Street

Syracuse, NY 13202

Contact: Pat Tracy

Phone: 1-315-422-8191 ext. 159 or toll free 1-800-963-5604 -- By appointment only

Additional Resources

Actions for Older Persons

Colonial Plaza

200 Plaza Drive Suite B

Vestal, NY 13850

Phone: 607-722-1251 <http://actionforolderpersons.org/>

Tompkins County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-607-274-5482

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-607-274-5482

Tompkins County Office for the Aging

Human Services Annex Building

214 W. Martin Luther King Jr. / State St.

Ithaca, New York 14850

Phone: 1-607-274-5482

[Office for Aging Website – www.tompkinscountyny.gov/cofa](http://www.tompkinscountyny.gov/cofa)

Adult Protective Services: 1-607-274-5323

Investigates reports of abuse/neglect of adults, provides financial management, case management, and legal interventions necessary for the protection of at-risk adults. Also a member of the [Tompkins County Hoarding Task Force](#).

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

320 North Tioga Street
Ithaca, New York, 14850
Phone: 1-607-274-5461

Legal Assistance of Western New York, Inc.

The DeWitt Building
215 North Cayuga Street
Ithaca, New York 14850
Phone: 1-607-273-3667; (800)724-4170
[LAWNY Website - http://www.lawny.org/](http://www.lawny.org/)

Tompkins/Tioga Neighborhood Legal Services

215 North Cayuga St.
Ithaca, New York 14850
Phone: 1-607-273-3667; (800)724-4170

LGBTQ Resources

Ithaca Lesbian Gay Bisexual Transgender Task Force
<http://ilgbtff.org/>

Immigration Services**Hiscock Legal Aid (Attorney on Staff)**

351 South Warren Street
Syracuse, NY 13202
Contact: Pat Tracy
Phone: 1-315-422-8191 ext. 159 or toll free 1-800-963-5604 -- By appointment only

Ulster County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-845-340-3456

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-845-340-3456; 1-877-914-3456

Ulster County Office for the Aging

1003 Development Court

Kingston, New York 12401

Phone: 1-845-340-3456; 877-914-3456

[Office for Aging Website – www.ulstercountyny.gov/aging](http://www.ulstercountyny.gov/aging)

Adult Protective Services: 1-845-344-5400

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

275 Wall Street

Kingston, New York, 12401

Phone: 1-845-340-3280

Legal Services of the Hudson Valley (LSHV)

101 Hurley Avenue

Suite #3

Kingston, New York 12401

Phone: 1-845-331-9373

[LSHV Website – www.lshv.org](http://www.lshv.org)

LGBTQ Resources

Hudson Valley LGBTQ Community Center

300 Wall Street

Kingston, New York 12401

845-331-5300

<http://lgbtqcenter.org/>

Warren County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-866-805-3931

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-518-761-6347

Warren/Hamilton Counties Offices for the Aging

1340 State Route 9

Lake George, New York 12845

Phone: 1-518-761-6347

[Office for Aging Website-www.warrencountyny.gov/ofa](http://www.warrencountyny.gov/ofa)

Adult Protective Services: 1-518-761-6326

Individuals, age 18 or older, are eligible for protective services for adults if they meet **each of the following 3** criteria:

- The Adult must have a physical illness or disability and/or a mental impairment which results in a decreased capacity for self-care and self-determination.
- Inability to meet their essential needs or to protect themselves from harm.
- Have no one willing or able to assist them responsibly.

If the individual meets all of the above criteria, a wide range of services can be arranged for the client such as counseling, case management, advocacy, money management, assisting with housing or alternative living arrangements or appropriate crisis interventions coordinated with various agencies equipped to serve such populations. PSA clients are among the most debilitated and neglected members of the community - the frail elderly, the mentally ill, the mentally retarded and the abused and exploited. These persons are often not known to any agency or have refused services and are isolated from family and friends. Abuse cases are those involving possible physical, sexual or emotional abuse, financial exploitation or neglect by others. Neglect cases involve an impaired adult's inability to obtain adequate food, clothing, shelter, medical care or entitlements on his or her own behalf.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

1340 Route 9
Lake George, New York, 12845
Phone: 1-518-761-6405

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues.

24 Aviation Road, Suite 101
Albany, NY 12205
1-518- 435-1770
www.legalproject.org

Legal Aid Society of Northeastern New York, Inc (LASNNY)

The Legal Aid Society of Northeastern New York provides effective, free civil legal services and education to and advocacy for people with low income or other barriers to accessing the legal system.

10 Lake Avenue
Saratoga Springs, New York 12866-2286
Phone: 1-518-587-5188; (800)870-8343
[LASNNY Website - http://www.lasnny.org/about/](http://www.lasnny.org/about/)

Immigration Services

The Legal Project

Provides a variety of legal services including assistance with foreclosure, bankruptcy, and immigration issues.

24 Aviation Road, Suite 101
Albany, NY 12205
1-518- 435-1770
www.legalproject.org

LGBTQ Resources

The Pride Center of the Capital Region

Offers social, health and human services, and educational programming to lesbian, gay, bisexual, transgender people, and their families in the Capital District of New York State.

332 Hudson Avenue

Albany, New York 12210

Phone: 1-518-462-6138

[Pride Center Website - http://www.capitalpridecenter.org/](http://www.capitalpridecenter.org/)

Additional Resources

Washington County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-518-746-2420

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-518-746-2420

Washington County Office for the Aging

Washington County Municipal Center

Building B

383 Broadway

Fort Edward, New York 12828

Phone: 1-518-746-2420

[Office for Aging Website – www.washingtoncountyny.gov](http://www.washingtoncountyny.gov)

Adult Protective Services: 1-518-746-2420

The Adult Services Unit provides a variety of specialized services to adults ages 18 and older whose condition or circumstances make them vulnerable to abuse, neglect and exploitation by others.

Where there is a concern that a resident of Washington County may be in a situation where they are being abused, neglected, or exploited, the Adult Protective Unit will accept a referral where intervention is requested. Referrals must meet specific criteria set forth by the State of New York. Once a referral is accepted, an Adult Services Caseworker will complete an assessment.

Adults have the right to make their own decisions. They may choose to accept or refuse the services that are offered. Where the intervention is accepted, the Caseworker will work with the individual to create a plan.

Collaboration & Partnerships

Successful service delivery relies upon community resources and requires collaboration among a

variety of providers to include:

- Courts
- Financial institutions
- Health and mental health services
- Law enforcement
- Legal agencies
- Programs for the aged

Information & Referrals

Additionally, Adult Services staff provide information and referral service to all Washington County residents, helping individuals find resources to meet their needs either within the Department of Social Services or elsewhere in the community.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

383 Broadway
Fort Edward, New York, 12828
Phone: 1-518-746-2525

Legal Aid Society of Northeastern New York, Inc (LASNNY)

The Legal Aid Society of Northeastern New York provides effective, free civil legal services and education to and advocacy for people with low income or other barriers to accessing the legal system.

10 Lake Avenue
Saratoga Springs, New York 12866-2286
Phone: 1-518-587-5188; (800)870-8343
[LASNNY Website - http://www.lasnny.org/about/](http://www.lasnny.org/about/)

LGBTQ Resources

The Pride Center of the Capital Region

Offers social, health and human services, and educational programming to lesbian, gay, bisexual, transgender people, and their families in the Capital District of New York State.

332 Hudson Avenue

Albany, New York 12210

Phone: 1-518-462-6138

[Pride Center Website - http://www.capitalpridecenter.org/](http://www.capitalpridecenter.org/)

Additional Resources

Home & Community-Based Services

Washington County Aging and Disabilities Resource Center coordinates a full range of public and private home and community based services. A comprehensive needs assessment is completed for consumers referred or requesting assistance. This assessment is completed in the consumer's home where the consumer is counseled on the options and opportunities available to them.

These options many include privately or publicly funded programs/services or a combination of both. They are Personal Care Assistance (PCA) Program, Consumer Directed Personal Assistance Program (CDPAP), Private Duty Nursing, and Caregiver Support Services. Assessment and on-going case management seek to link consumers with the least restrictive and most cost effective services to meet their identified needs. All of these programs are designed to provide a consumer with the services that they need while keeping them safe in their homes. It is the role of the Case Manager to provide the consumers with a comprehensive assessment to assist them in determining what program will best meet their needs.

Wayne County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-315- 946-5624

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-315-946-5624

Wayne County Department of Aging and Youth

1519 Nye Road, Suite 300

Lyons, New York 14489-9111

Phone: 1-315-946-5624

[Department of Aging - http://web.co.wayne.ny.us/ageyouth/](http://web.co.wayne.ny.us/ageyouth/)

Adult Protective Services: 1-315-946-4881

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

54 Broad Street

Lyons, New York, 14489

Phone: 1-315-946-5905

Legal Assistance of Western New York, Inc. (LAWNY)

One Franklin Square

P.O. Box 487

Geneva, New York 14456

Phone: 1-315-781-1465

Fax: 1-315-781-2565

[LAWNY Website - http://www.lawny.org/](http://www.lawny.org/)

Empire Justice Center

1 W. Main Street, #200

Rochester, New York 14614

Phone: 1-585-454-6500

Fax: 1-585-454-4019

[Http://www.empirejustice.org/](http://www.empirejustice.org/)

Immigration Services

Legal Aid of Rochester (Attorney on Staff)

One West Main Street, Suite 800

Rochester, NY 14614

Contact: Walter Ruehle, Esq. at 585-295-5761

Phone 1-585-232-4090 or toll free 1-800-963-5604 -- By appointment only

LGBTQ Resources

Gay Alliance of Genesee Valley

100 College Ave. #110

Rochester, NY 14607

1-585- 244-8620

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

Westchester County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-914-813-6300

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-914-813-6400

Westchester County Department of Senior Programs & Services

9 South First Ave. 10th floor

Mount Vernon, New York 10550

Phone: 1-914-813-6400

[Department of Senior Services Website – http://seniorcitizens.westchester.gov](http://seniorcitizens.westchester.gov)

Adult Protective Services: 1-914-995-2259

Adult Protective Services (APS), formerly Protective Services for Adults (PSA), is a system of services provided without regard to income under the New York State Office of Children and Family Services for persons 18 or older, who, because of a mental and/or physical impairment, are at risk of harm or are unable to meet their own needs and have no one to assist them responsibly. In New York State, local social services departments have the primary responsibility to provide services to impaired adults who may be abused, neglected or exploited and are living in the community.

Every effort is made to keep individuals in the community, or in the least restrictive environment. In order to do that the Adult Protective Services workers collaborate with other community agencies that could provide needed services, such as health and [mental health services](#), [programs for the aging population](#), law enforcement, legal agencies and the courts. APS cannot usually provide services to a client who refuses them since adults have a right to make their own decisions. APS will intervene, however, if a person is at risk and unable to understand the potential harm and consequences. A mental health assessment and court intervention are required for involuntary services.

Services Available

- Investigation and assessment of the adult's needs and risk of harm.
- Advocacy and case management services including arranging for medical and mental health assessments, applying for benefits ([public assistance](#)) and assuring coordinated delivery of services.
- Finding alternative living arrangements.
- Financial management services, including serving as representative payee.
- Homemaker and housekeeper services, within specified limits.
- Crisis interventions, such as securing access orders, involuntary protective service orders and orders of protection.
- Counseling for a victimized adult and his/her family.
- Long-term legal interventions, such as pursuing guardianship.

Referral Process

Referrals from professionals, community agencies or other concerned persons are essential to ensure those vulnerable adults are protected. Abused or neglected adults are often reluctant to seek help for themselves. Unless others call, these adults will remain at risk. Social Services Law provides immunity from civil liability to persons who, in good faith, make a referral concerning an adult who they believe may need protective services.

Call your local Department of Social Services

- Monday through Friday, 9 a.m. through 4:30 p.m., call the APS Intake Line 1-914-995-2259
- Evenings after 4:30 p.m., holidays, and weekends, call Emergency Services 1-914-995-2099

Calls can also be made to the New York State Office of Children and Family Services (OCFS) helpline for the Bureau of Adult Services, (844) 697-3505. New Yorkers will reach the state's Human Services Call Center (HSCC), which can answer questions about adult services, provide contact information for local APS units, or take information to be sent to local APS units regarding abuse, neglect, or exploitation of adults. The phone lines are open Monday through Friday, excluding holidays, from 8:30 a.m. to 5:00 p.m.

In a medical or other emergency, always call 911.

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

111 Dr. Martin Luther King Jr. Boulevard
White Plains, New York, 10601
Phone: 1-914-995-4200

Legal Services of the Hudson Valley

90 Maple Avenue
White Plains, New York 10601
Phone: (877)574-8529

30 South Broadway, 6th Avenue
Yonkers, New York 10701
Phone: (877)574-8529
[LSHV Website –www.lshv.org](http://www.lshv.org)

Empire Justice Center (EJC)

White Plains, New York 10603
Phone: 1-914-422-4333
[Http://www.empirejustice.org/](http://www.empirejustice.org/)

Additional Resources

Harry and Jeanette Weinberg Center for Elder Abuse Prevention Hebrew Home at Riverdale – Elder Shelter

The Weinberg Center for Elder Abuse Prevention is the nation's first comprehensive regional elder abuse shelter, serving eligible seniors who are 60-years and older. A unique model based within an existing long-term care facility, The Weinberg elder abuse center offers victims a full range of healthcare and supportive services including an emergency residential shelter and a coordinated system of care that provides a safe harbor, emotional support, psychological counseling, healthcare, legal advocacy and representation for victims of elder abuse.

Clients are encouraged to make full use of the Hebrew Home's social, recreational and educational programs, and to make use of the elder abuse center as a sanctuary from their previous environments. An interdisciplinary plan of care is developed for each client including a discharge plan, to the client's home, if safe, or to alternative housing.

5901 Palisade Ave.

Riverdale, New York 10471

Call 1-800-56-Senior (1-800-567-3646) for assistance and referral. If interested in setting up a training or community outreach program, please call this toll free number as well.

Pace Women's Justice Center

Pace Women's Justice Center (PWJC) is Westchester County's leading civil legal services and training provider addressing domestic violence and elder abuse.

Legal Help-Line

78 North Broadway

White Plains, New York

Phone: 1-914-287-0739

[Pace WJC Website - http://www.law.pace.edu/wjc](http://www.law.pace.edu/wjc)

Wyoming County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-585-786-6119

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging: 1-585-786-8833; 800-836-0067

Wyoming County Office for the Aging

8 Perry Avenue

Warsaw, New York 14569

Phone: 1-585-786-8833; 800-836-0067

[Office for Aging Website - http://www.wyomingco.net/ofa/main.html](http://www.wyomingco.net/ofa/main.html)

Adult Protective Services: 1-585-786-8900

Many adults, both elderly and those with disabilities, age 18 or older are sometimes abused or neglected by their caregivers, relatives or others. The Department of Social Services has specially trained Caseworkers to investigate and respond to reports of physical, emotional or financial abuse or exploitation and various types of neglect. Caseworkers in this area are particularly sensitive to an adults' right to make their own decisions, even if they do not agree with them. Except in rare instances, services are voluntary.

Adult abuse can often be prevented through providing services to an individual. Casework services are available for this purpose. Caseworkers will make personal contacts with potentially abused or neglected adults, family members and other care providers. Referrals are frequently made for other needed services with our partner agencies.

Some adults are not able to manage their money and require financial management services. Mismanagement of their money can lead to unnecessary eviction, utility shut off, shortage of food or other problems. The adult service Caseworkers provide direct financial management for these adults, paying their bills directly. Most of these individuals are referred from the Social Security Administration, although self-referrals and other referrals are considered.

Adult service staff provides a Disabled Client Assistance Program. This program can assist people in applying for Social Security disability if they are unable to work

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

147 North Main Street
Warsaw, New York, 14569
Phone: 1-585-786-8822

Legal Services for the Elderly, Disabled or Disadvantaged of W.N.Y (LSED)

Provides a wide range of civil legal services, primarily for seniors including financial and physical elder abuse prevention services.

438 Main Street, Suite 1200
Buffalo, New York, 14202
Phone: 1-716-853-3087
[LSED Website – www.lsed.org](http://www.lsed.org)

Western New York Law Center (WNYLC)

237 Main Street, Suite 1130
Buffalo, New York 14203
Phone: 1-716-855-0203
[WNYLC Website - http://wnylc.com/](http://wnylc.com/)

Immigration Services

Legal Aid of Rochester (Attorney on Staff)

One West Main Street, Suite 800
Rochester, NY 14614
Contact: Walter Ruehle, Esq. at 585-295-5761
Phone 1-585-232-4090 or toll free 1-800-963-5604 -- By appointment only

Yates County

NY Connects: Toll Free 1-800-342-9871

Local Phone: 1-315-536-5515

Through a standardized comprehensive screening process, local NY Connects Information and Assistance Specialists provide personalized counseling to help consumers make informed decisions and can assist in accessing available long term services and support needs. Local NY Connects programs provide Information and Assistance on available long term services and supports options to the older population, individuals of all ages with disabilities, and caregivers. Information and Assistance is available in various ways including telephone access; face to face meetings at the office, in the community or in the home; or email. Additionally an online resource directory of providers of long term services and supports, information about the different types of such services, and contact information for the local programs is available at www.nyconnects.ny.gov.

Office for the Aging

Yates County Office for the Aging

417 Liberty Street, Suite 1116

Penn Yan, New York 14527

Phone: 1-315-536-5515

[Office for Aging Website - http://www.yatescounty.org/](http://www.yatescounty.org/)

Adult Protective Services: Local Phone: 1-315-536-5515

New York State Social Services Law Section 473: Protective Services for Adults are provided to individuals 18 years of age and older, who, because of physical or mental impairments:

- 1) Are unable to meet their essential needs for food, shelter, clothing or medical care, secure entitlements due to them or protect themselves from physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation;
- 2) Are in need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse, active, passive or self-neglect or financial exploitation or by hazardous conditions caused by the action or inaction of either themselves or other individuals; and
- 3) Have no one available who is willing and able to assist them responsibly.

Referrals to APS are accepted for services only if they meet all three of these criteria.

Legal Services

District Attorney

415 Liberty Street
Penn Yan, New York, 14527
Phone: 1-315-536-5550

Legal Assistance of the Finger Lakes

361 S. Main Street
PO Box 487
Geneva, New York 14456
Phone: 1-315-781-1465
[LAWNY Website – www.lawny.org](http://www.lawny.org)

Empire Justice Center (EJC)(formerly Public Interest Law Office of Rochester)

1 W. Main Street, #200
Rochester, New York 14614
Phone: 1-585-454-6500
[Http://www.empirejustice.org/](http://www.empirejustice.org/)

Immigration Services**Legal Aid of Rochester (Attorney on Staff)**

One West Main Street, Suite 800
Rochester, NY 14614
Contact: Walter Ruehle, Esq. at 585-295-5761
Phone 1-585-232-4090 or toll free 1-800-963-5604 -- By appointment only