

Andrew J. Spano, Westchester County Executive
County Board of Legislators

Westchester County Livable Communities: A Vision for All Ages - Bringing People and Places Together



Livable Community Village Needs/Interests Survey Booklet

Village Name: Region:

Village Contact: Municipality(ies):

Tel. #: Zip Code(s) :

E-mail : LCC Coord:

Village Participation #:



“IT’S NOT JUST THE HOME; IT’S THE COMMUNITY”

**-Andrew J. Spano,
Westchester County Executive**

This Livable Community Interests/Needs Survey will help you to learn more about what issues are important to your organization or group. It will also encourage you to tap into the skills and talents of your members so that stronger ties are made and better communities are built. The survey is easy to complete. You will find it to be an excellent planning tool as well as a catalyst for discussion. Livable Communities are created and maintained by people who care and seek to make a real difference in the quality of life in our neighborhoods and communities.

LIVABLE COMMUNITIES GOALS

- Create vibrant public spaces
- Provide mobility options
- Offer supportive community features and services
- Support affordable housing options
- Ensure safety and security for residents
- Provide well run community centers, recreation facilities, parks and places where all ages can socialize and become civically engaged
- Protect environmental resources
- Promote dignity, independence & good quality of life

WHAT IS A LIVABLE COMMUNITY VILLAGE?

A Livable Community Village is a network of people with shared interests, and many already exist throughout Westchester. Among them are neighborhood associations, houses of worship, congregate housing and civic and social organizations. A Livable Community Village is a place where:

- People of all ages interact.
- “Helping your neighbor” is a way of life.
- There is a commitment to safety and mobility.
- Free community education seminars and forums are offered to all ages.
- Members’ voices are heard through surveys, like this one, to determine their interests, needs, talents and skills.
- Leaders coordinate and build partnerships with community groups to best serve their members’ needs.
- Leaders create and coordinate innovative volunteer services to match those needs.
- Leaders provide members with advocacy tools and information to meet their goals.

For more information about Livable Communities email us at bab6@westchestergov.com or call (914) 813-6406

THANK YOU FOR COMPLETING THIS SURVEY

**VILLAGE NEEDS/INTERESTS
SURVEY BOOKLET**

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HOW TO COMPLETE THE SURVEY

Village Coordinator Survey Guide

Dear Village Coordinator:

Thank you for taking the time to support the Livable Community Village Approach to building senior friendly places in Westchester County. The Livable Communities initiative was kicked off by County Executive Andy Spano in June 2006 and is the signature project of the Department of Senior Programs and Services. Since its inception, this nationally recognized program has involved hundreds of people in activities to create and sustain a good quality of life for all generations.

The survey guide is designed to help your group focus on issues that are important to it and develop strategies that will meet their particular goals as a Livable Community Village. We strongly suggest that your group does not try to complete the survey in one sitting. Work consistently with each other and each segment of the survey. You will find this survey to be an excellent planning tool, one that your group will use again and again. It will help to ensure the development of a thoughtful and sustainable strategic plan of involvement.

Perhaps you will find it beneficial to begin the process by devoting a portion of one meeting to determine, as a group, what major category(ies) are important. Take the time to examine each and encourage group discussion as you move along. Use a part of future meetings to identify issue(s) related to your category (ies) of choice, to develop a plan of action for your group or to decide on what volunteer options your group members are committed to. If the topics that interest your group are not listed in the survey booklet, feel free to include them in the area provided.

The survey booklet is yours to keep. Work with your group to complete Columns 2 to 8 on pages 8 through 22. As you consider each service category, enter that information on the Village Survey Report Form on Page 5. Please fax us those findings as you go along. Do not wait until Page 5 is completely filled out to send us your information

The information collected will be used for future village program and service planning. It will be shared with policy makers and community stakeholders. Identifying data about your organization or its members will be kept confidential.

A major Livable Communities Conference will be held on October 2, 2009 at the Westchester Marriot in Tarrytown, N.Y. At that time a special Village Survey Report containing data from completed village surveys will be made available. If you would like results from your survey included in this important document, please be sure to submit your report form(s) by June 30, 2009.

Send report form(s) to: Westchester County Department of Senior Programs and Services

Betty Barker
9 South First Avenue (10fl.)
Mount Vernon, New York 10550
(914) 813-6406
Fax #: (914) 813-6399
Email: bab6@westchestergov.com

PLEASE FAX THIS FORM TO THE NUMBER BELOW AS YOU COMPLETE COLUMNS 2 THROUGH 8 ON PAGES 7-17

VILLAGE SURVEY REPORT FORM

Village Participation #

Village Name:

of Members:

Zip Code(s):

Countywide Org. Y__ N_

Municipality(ies)

Service Category Check which categories interest your group Check which categories your members may need	Check if members will advocate for this issue Advocacy is defined on Page. 23	Indicate area(s) of participation 1. Attend Meetings 2. Direct Service Provision	3. Find/provide Financial Resources	4. Donate Talents
Caregiving				
Community Safety				
Community Watch				
Consumer Protection				
Cultural Enrichment				
Education				
Employment				
Environment				
Financial & Legal				
Fraud Protection				
Health & Wellness				
Housing				
Intergenerational				
Long-Term Care				
Property Taxes County/School				
Safety & Security				
Service Assistance & Socialization				
Transportation				
Volunteerism				
Other				
Other				

PLEASE FAX THIS FORM TO THE WESTCHESTER COUNTY DEPARTMENT OF SENIOR PROGRAMS AND SERVICES – 9 SOUTH FIRST AVENUE – MOUNT VERNON NEW YORK 10550-ATTN: BETTY BARKER (914) 813-6399- For questions call (914) 813-6406

Survey Purpose

Learning more about issues that are important to you and your community are probably the best reasons why your organization will want to complete the Livable Community Village Interests/Needs Survey. Its primary purpose is to help you identify those services and topics that matter most to your group. It will also help you to collect essential information to develop a strategic course to reach your goals.

Your group might choose to use your first meeting to review the listed categories and select issues in Column 2 to examine special areas of focus. Subsequent meetings might be used to complete Columns 3 through 8 or to identify additional areas of interests. Make the Livable Community Village Interests/Needs Survey your organization's empowerment tool. Complete the survey as a group and create an action agenda that will improve the quality-of-life for your members and your community.

The Village Coordinator Survey Guide on Page 4 provides additional information and suggestions on how to complete this easy-to-use survey.

Survey Design

The Livable Community Needs/Interests Survey design is focused on major "quality-of-life" issues. It requires your members to identify the issue or issues they care about most and ask questions about what opportunities they are willing to address.

To further inform your participation as a village, the survey booklet provides a glossary which defines specific terms related to the field of aging as well as contact information for major local agencies or organizations associated with each category. There are blank spaces in this survey to record topics of interests and needs that may not be listed.

Each component of the survey instrument is described with simple instructions on how to complete it below:

Title	Description	What to Do
Service Category	List of major quality of life issues related to aging	Review all service categories to determine which are most important to your organization
Column 1	Areas of interests	Review list of needs, activities and interests related to the service category. Your organization may choose to focus on one or more of these items
Column 2	Areas of Focus	Put a check next to areas that interest your members or indicate a need
Column 3	Advocacy Issue Checklist	Check each item where your members want to become advocates ("Advocacy" is defined on pg. 23 of the survey)
Column 4	Volunteer(s)- Informational Meetings and Advocacy Action	List members willing to attend informational or advocacy meetings
Column 5	Volunteer(s)- Direct Service Provision	List members willing to provide services such as driving assistance or grocery shopping
Column 6	Volunteer(s) to coordinate or join a Task Force	List members willing to coordinate special issue taskforces
Column 7	Volunteer Resource Contribution	List members willing to find and pay for services many will use, such as handyman services
Column 8	Volunteer Skills Donations	List members willing to donate their time and talent to the group, (i.e. computer skills or space for meeting)

	Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8
SERVICE CATEGORY	ISSUE AREAS OR ACTIVITY & NEED	PLACE A CHECK NEXT TO SERVICE CATEGORY WHERE YOUR MEMBERS INDICATE AN INTEREST OR NEED	PLACE A CHECK NEXT TO EACH ITEM FOR WHICH YOUR MEMBERS WISH TO ADVOCATE (ADVOCAY ACTION IS DEFINED ON PAGE 23)	LIST VOLUNTEER(S) WILLING TO ATTEND INFORMATIONAL AND/OR ADVOCACY MEETINGS	LIST VOLUNTEER(S) WILLING TO PROVIDE DIRECT SERVICES (I.E. DRIVING ASSISTANCE , GROCERY SHOPPING)	LIST VOLUNTEER(S) WILLING TO COORDINATE SPECIAL ISSUE TASKFORCES	LIST VOLUNTEER(S) WILLING TO FIND & PAY FOR SERVICES MANY WILL USE (I.E. CLUSTER SERVICES OR A HANDYMAN SERVICE)	LIST VOLUNTEER(S) WILLING TO DONATE TALENT AND RESOURCES (I.E. COMPUTER SKILLS OR MEETING SPACE)
1. Caregiving	Companion Sitting w/ an individual							
	Friendly Visiting w/ shut-in							
	Respite Services Options							
	Project Lifesaver (see glossary Pg.32)							
	Support Group Info							
	Caregiver Education							
	Share-the-Care Team Info (see glossary pg.33)							
	Information & Assistance							
	Caregiver Coaching Program (gloss.pg. 26)							
	Other							
	Other							
	Other							

	Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8
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2. Community Safety	How to Connect With Neighbors							
	How to Start a Neighborhood Watch							
	Crime Prevention							
	Other							
	Other							
3. Community Watch	How to run an Effective Meeting							
	Keeping Clubs Active							
	Other							
	Other							
	Other							

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4. Consumer Protection	Securing Consumer Protection Information							
	Consumer Protection Squad Training							
	Crime Busters Education (See glossary Pg. 27)							
	Other							
	Other							
	Other							
5. Cultural Enrichment	Cultural Trips (all types)							
	Lectures							
	Book Club							
	Develop- ment of a Cultural Center							
	Other							
	Other							
	Other							

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6. Education	Life-Long Learning							
	University Without Walls Info							
	Teleconfering Participation							
	Other							
	Other							
	Other							
7. Employment	Career Change Info Re-training							
	WorkSearch AARP (see Glossary pg.34)							
	Creating Cottage Businesses							
	Other							
	Other							
	Other							
8. Environment	Land use Zoning							
	Global Warming (i.e. cutting electric usage)							
	Public Space							

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8. Environment (cont'd)	“Greening Of Communities” or beautification programs							
	Community Garden Education							
	Other							
	Other							
	Other							
9. Financial & Legal	Managing Personal Finances: Where to Find Help							
	Knowledge Of Financial Concepts							
	Predatory Lending							
	Estate Planning							
	Health Care Proxy							

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9. Financial & Legal(cont'd)	Credit Card Counseling							
	Predatory Lending Information							
	Other							
	Other							
	Other							
10. Fraud Protection	Fraud Protection Education & Tips							
	Fraud Education Policies							
	Telemarketing Fraud Information							
	Internet Fraud Information							
	Identity Theft Information							
	Fraudulent Investment Schemes Information							

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10. Fraud Protection(cont'd)	Other							
	Other							
	Other							
11. Health & Wellness	Exercise & Fitness Programs							
	Health Ed. Information & Access							
	Nutrition Education							
	Mental Health Information & Access							

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11. Health & Wellness (cont'd)	Access to Congregate Nutrition Programs & Senior Centers							
	Routine Preventive Health Screenings							
	Other							
	Other							
	Other							
12. Housing	Housing Option (shared housing)							
	Auxiliary Apartment Information							
	Intergenerational Housing							
	Affordable Accessible Housing Info							

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12. Housing (cont'd)	De-cluttering Service Info							
	Reverse Mortgage Information							
	Foreclosure Information							
	Other							
	Other							
	Other							
13. Intergenerational	Intergenerational Program Information							
	Volunteer Opportunities with Intergenerational Programs							
	How-to's Of Intergenerational Program Development							
	Intergenerational Programs Listing							

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13. Intergenerational(cont'd)	Other							
	Other							
	Other							
14. Long-Term Care (LTC)	Adult Day Care Information							
	Assisted Living Information							
	Nursing Home Information							
	End-of-Life Palliative Care Info							
	Medicare Education							
	Medicaid Information							
	Long-Term Care Options Information							

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14. Long-Term Care (cont'd)	Long-Term Care/ Medigap Insurance Information							
	Home-Maker/ House-Keeper Information							
	Elder Abuse Information							
	Critical Issues In LTC							
	Designing LTC plans							
	LTC Policy							
	Financial Planning for LTC							
	Learning About Assistive Technology							
	Other							
	Other							
	Other							

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15.a) Property Tax Relief County Taxes - 20% Avg.	Mandated Services (i.e. Medicaid) Should it be replaced with Fed/ State Progressive Source(s)?							
15.b) Property Tax Relief (cont'd) Local Taxes - 20% Avg.	Should it be Replaced With Progressive Source(s)?							
15.c) Property Relief (cont'd) School Taxes -60% Avg.	Should it be Replaced with Fed/ State Progressive source(s)?							

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16. Safety & Security	Consumer Education							
	Disaster Preparedness							
	Other							
	Other							
	Other							
17. Service Assistance & Socialization	Shopping Assistance							
	Reliable Providers (vetted services – see pg. 33)							
	Car Service							
	Service Coordination							
	Learning About Assistive Technology							
	Options for The Non-English Speaking persons							

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17. Service Assistance & Socialization (cont'd)	Other							
	Other							
18. Transportation	Affordable Taxi Service							
	Time – Share Car Service							
	Public Transportation info (Bus service)							
	Service Coordination							
	Learning About Assistive Technology							
	Other							
	Other							
	Other							

	Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8
Service Category	ISSUE AREAS OR ACTIVITY	PLACE A CHECK NEXT TO SERVICE CATEGORY WHERE YOU MEMBERS INDICATE AN INTEREST OR NEED	PLACE A CHECK NEXT TO EACH ITEM FOR WHICH YOUR MEMBERS WISH TO ADVOCATE (ADVOCACY ACTION IS DEFINED ON PAGE 23)	LIST VOLUNTEER(S) WILLING TO ATTEND INFORMATIONAL AND/OR ADVOCACY MEETINGS	LIST VOLUNTEER(S) WILLING TO PROVIDE DIRECT SERVICES (I.E. DRIVING ASSISTANCE, GROCERY SHOPPING)	LIST VOLUNTEER(S) WILLING TO COORDINATE SPECIAL ISSUE TASKFORCES	LIST VOLUNTEER(S) WILLING TO FIND & PAY FOR SERVICES MANY WILL USE (I.E. CLUSTER SERVICES OR A HANDYMAN SERVICE)	LIST VOLUNTEER(S) WILLING TO DONATE TALENT AND RESOURCES (I.E. COMPUTER SKILLS OR MEETING SPACE)
19. Volunteerism	Volunteer Management Education							
	Volunteer Opportunities							
	Other							
	Other							
	Other							
20. Service Issue								
21. Service Issue								

ADVOCACY

Advocacy is the deliberate process of influencing those who make policy decisions

10 Steps in Advocacy

1. **DEFINE THE PROBLEM**—What is the issue?
2. **SPELL OUT THE SOLUTION**—Define your goals.
3. **DETERMINE YOUR RIGHTS**— Locate and review the appropriate regulations and procedures.
4. **WHO WILL DETERMINE WHAT HAPPENS?**—Who makes the decisions?
5. **PREPARE YOUR CASE**—Get your paperwork and documentation in order. Plan a strategy. Try to separate feelings from facts.
6. **PLAN**—Write an agenda.
7. **ACT**—Make the phone call or write the letter. Be assertive *not* aggressive.
8. **EVALUATE YOUR RESULTS**—What was the outcome? Will you need to follow-up? How do you feel about the results?
9. **FOLLOW-UP**—Take any necessary follow-up steps. Decide what to do next.
10. **CELEBRATE**—Even small victories should be celebrated. Congratulate yourself for taking the steps to resolve your problem.

Source: Community Resources for Independent Living

The Livable Community Village

Glossary of Aging Terms & Local Contact Information

The Livable Community Village Glossary of Aging Terms and Local Contact Information will help you complete the survey. If the information you need is not listed, please call the Westchester County Department of the Senior Programs and Services at (914) 813-6300 or United Way of Westchester & Putnam at 211.

Glossary of Aging Terms & Local Contact Information

Activities of Daily Living (ADLs)

Activities people usually do for themselves in the course of a normal day including bathing, dressing, grooming, eating, walking, using the telephone, taking medications and other personal care activities.

Adult Day Care

Adult Day Care Centers offer social, recreational and health-related services to individuals in a protective setting who cannot be left alone during the day because of health care and social need, confusion or disability. (914) 813-6300

Adult Protective Services (APS)

Services that protect the rights of frail older adults by investigating cases of abuse, neglect and financial exploitation as mandated by law. (914) 995-2259

Advance Directive

Legal document allowing people if they become incapacitated to give others legally binding instructions about their preference regarding health care decisions. Types of advance directives include documents such as the living will and durable power of attorney for health care. 1-877-574-8529

Area Agency on Aging

A local or regional agency, funded under the federal Older Americans Act through the state unit on aging, that plans and coordinates various social and health service programs for persons 60 years of age and older. The national network of AAA offices consists of 655 approved area agencies on aging (not including Native American Aging Programs). The Westchester County Department of Senior Programs and Services is an AAA. (914) 813-6300

Assisted Living Facilities

A facility that provides a combination of housing and personalized health care in a professionally managed group setting designed to respond to the individual needs of persons who need help with activities of daily living. The facility provides care to residents who cannot live independently, but individuals do not require 24-hour nursing care. (914) 813-6300

Assistive Technology

Any service or tool that helps the elderly or disabled do the activities they have always done but must now do differently. These tools are also sometimes called "adaptive devices." Such technology may be something as simple as using a walker to make it easier to move around or an amplification device to make sounds easier to hear when talking on the telephone or watching television. (914) 813-6300

Care or Case Management

Case managers work with family members and older adults to assess, arrange and evaluate supportive efforts of seniors and their families to remain independent. (914) 813-6442

Caregiver

Can be either informal (unpaid) or formal (usually paid). An informal caregiver is a person who provides care and assistance with various activities to a family member, friend or neighbor. Formal caregivers are volunteers or paid providers who are usually associated with an agency or social service system. Roughly 75 percent of all caregiving for older persons is provided by informal caregivers, e.g., family, friends and neighbors. (914) 245-9167

Glossary of Aging Terms & Local Contact Information (cont'd)

Caregivers Coaching Program (L3C Program)

Volunteers are recruited to coach caregivers and give them information about the various aspects of caregiving (914) 813-6441

Centers for Medicare & Medicaid Services (CMS)

A federal organization that oversees the Medicare and Medicaid programs. Its primary goal is to ensure effective, up-to-date health care coverage and to promote quality care, with little or no co-payment, for beneficiaries. It also provides information to help consumers in choosing a variety of service providers through its website at www.medicare.gov. (914) 813-6100

Chore Service

Chore services may be sought by persons who are physically unable to perform tasks such as heavy cleaning, minor repairs or yard work. (914) 813-6300

Cluster Services

Services provided for a group of people. Services arranged in this manner are usually economical and benefit both the provider and the recipients. (914) 813-6300

Community Based Services

Services designed to help older and disabled people remain independent and in their own homes. They include activities that may be provided by senior centers, transportation, home-delivered meals or congregate meals, visiting nurses and/or home health aides, adult day care and homemaker services. 1-800-899-1479

Congregate Meals

These meal programs provide older individuals with free or low-cost, nutritionally sound meals served five days a week in easily accessible locations. Besides promoting better health through improved nutrition, meal programs provide daily activities and socialization for participants which help reduce the isolation of old age. For nutrition site information (914) 813-6300

Continuing Care Retirement Community

A community offering multiple, continuing levels of care (independent living, assisted living, skilled nursing care) – in different facilities within the same area or campus. This gives residents the opportunity to remain in the same community if their needs change. These communities provide residential services (meals, housekeeping, laundry), social and recreational services, health care, personal care and nursing care. CCRCs require payment of a monthly fee and, possibly, a lump-sum entrance fee. (914) 813-6300

Consumer protection

A form of government regulation which protects the interests of consumers. (914) 995-2155

Continuum of Care

A term for the entire spectrum of specialized health, rehabilitative and residential services available to the frail and chronically ill, specifically, home services, independent living, assisted living and nursing home care. (914) 813-6300

Custodial Care

Non-skilled, personal care that does not include services typically provided by a doctor and/or nurse. It includes help with activities of daily living such as, bathing, dressing, eating, transferring, ambulation and toileting. (914) 813-6300

Glossary of Aging Terms & Local Contact Information (cont'd)

Crime Busters

County elder fraud protection program that provides tips on how to stay safe and avoid financial exploitation. (914) 995-2190

Dementia

A term describing a group of diseases (including Alzheimer's Disease) characterized by memory loss and other declines in mental and sometimes emotional functioning. (914) 253-6860

De-Cluttering Service

Service to help people organize and/or get rid of unwanted items in the home.

Disability

A limitation in physical, mental or social activity. There are varying types (functional, occupational, learning), degrees (partial, total) and durations (temporary, permanent) of disabilities. (914) 995- 2958

Elder Abuse

A term referring to any knowing, intentional, or negligent act by a caregiver or any other person that causes harm or a serious risk of harm to a vulnerable adult. Law varies from state to state, but broadly defined, abuse may be physical, emotional, sexual, financial, neglect and abandonment. (914) 813-6436 After Hours: (914) 995-2099

Elder Abuse Prevention Programs

Programs designed to prevent abuse, neglect and exploitation of senior citizens. Allegations are investigated by highly trained protective service specialists and Intervention is provided in substantiated cases. (914) 813-6436
After Hours: (914) 995-2099

Eldercare Locator

A nationwide information and referral service sponsored by the federal Administration on Aging – also available on-line (www.eldercare.gov). 1-(800) 677-1116

Emergency Response System (ERS)

A call button – usually worn as a necklace by an older individual- which can be pushed to reach family, friends or help in case of an emergency. Emergency Response Systems can be purchased or rented. (914) 813-6300

Energy Assistance

Programs that provide low-income elderly homeowners and renters with funds to help pay home utility and heating costs. Eligibility requirements may vary from state to state. (Con Edison Concern Program 1-(800) 404-9097); (914) 813-6300

Friendly Visitors and Telephone Reassurance

These programs, which have different titles in different communities, provide regular personal or telephone contact for older persons who are homebound or live alone. Usually a volunteer provides the service. Besides developing friendships, perhaps a more important aspect of these programs is the volunteer's ability to identify needs of the individual as they occur and notify those who can help. DOROT 1-800-499-0940

Glossary of Aging Terms & Local Contact Information (cont'd)

Geriatrics

A branch of medicine focusing on the physiology and ailments associated with the aging process.

Geriatrician

A physician who is certified by the American Board of Internal Medicine of Family Practice in the care of older people.

Geriatric Care Managers

Specifically trained professional in geriatric care management, who provide case management services to older individual clients on a fee-for-service basis. Association of Geriatric Care Managers in Greater New York www.nygcm.org

Gerontology

The study of the physical, psychological and social aspects of aging.

Grandfamilies

Families where grandparents or other relatives are primarily responsible in caring for a child or children who lives with them, often referred to as kinship care. (914) 813-6393 - Foster Grandparents (914) 592-5600 Ext. 114

Guardian

An individual appointed by a court of law to manage a person's financial and/or personal affairs because the court has found that the person is not competent to manage his or her own affairs. A conservator is similarly appointed, but only for financial affairs.

Guardianship

The process where an individual is appointed by a court of law to manage a person's financial and/or personal affairs when people are not able to or not competent to manage their affairs on their own.

Health-Care Proxy

A power of attorney that allows an agent to make health care decisions for an individual who is incapable of making them. (914) 813-6300

Home-Delivered Meals

Sometimes referred to as "meals on wheels," home-delivered meals are hot and nutritious meals delivered to medically homebound seniors 60 years of age and older, who are unable to prepare their own meals and have no outside assistance. (914) 813-6300

Health Maintenance Organization (HMO)

A health-care organization offering a range of health services to its members for a set rate that requires members to receive care only for health care professionals who are part of the organization's selected network of providers. Medicare information. Line (914) 813-6100

Glossary of Aging Terms & Local Contact Information (cont'd)

Homebound

The term refers to a person who is generally unable to leave the house, or, if the person does leave home, it is usually only for a short time (e.g. for medical appointments). Individuals may attend adult day programs, religious services or occasional special social outings and still be considered homebound

Home Health Agency

An organization providing medically skilled home-care services, such as skilled nursing care, physical therapy, occupational therapy, speech therapy and personal care by home health aides. (914) 813-6300

Home Health Care

Home health care is recognized as an increasingly important alternative to hospitalization or care in a nursing home for patients who do not need 24-hours-a-day professional supervision. Many people find it possible to remain at home for the entire duration of their illness or at least to shorten their hospital stay. In many cases readmission to the hospital can be prevented or delayed. A variety of health services are provided in a home health care program in the patient's home, under the direction of a physician. (914) 813-6300

Homemaker Service

A service providing assistance with meal preparation, shopping, light housekeeping, laundry and other tasks that enable clients to continue to live in their own homes. (914) 813-6300

Home Modification

Adaptation and/or renovation to the living environment intended to increase ease of use, safety, security and independence. There are some local, state, federal and volunteer programs that provide special grants, loans and other assistance for home remodeling, repair and modification. (914) 813-6300

Independent Living

A living arrangement that maximizes independence and self-determination, for people with disabilities who live in a community instead of a medical facility.

Independent Living Facility

Rental unit wherein services are not included as part of the rent. Rather, services may be available and purchased by residents for an additional fee.

Information and Referral

Information specialists are available to provide assistance and linkage to available services and resources. (914) 813- 6300

Instrumental Activities of Daily Living (IADL)

Household/independent living tasks that include using the telephone, taking medications, money management, housework, meal preparation, laundry and grocery shopping.

Glossary of Aging Terms & Local Contact Information (cont'd)

Intergenerational

Programs and projects occurring among generations. (914) 813-6300

Irrevocable Burial Account

When determining eligibility for Medicaid, the state allows consumers to set aside money in trust or with a funeral director for burial expenses as part of a pre-paid burial plan.

Joint Commission on Accreditation of Healthcare Organizations (JCAHO)

An independent, non-profit organization that evaluates and accredits health care organizations and programs in the United States.

Kinship Navigator Programs

State or local programs that link grandparents and other relatives raising children to information, support services and available benefits. (914) 813-6393

Legal Assistance

Legal advice and representation is available to persons aged 60 and over for certain types of legal matters including government program benefits, tenant rights and consumer problems. (914) 949-1305

Life-Long Learning

The term recognizes that learning is not confined to childhood or the classroom, but takes place throughout life and in a range of situations.

Living Will

A document stating a person's preferences for future medical decisions, including the withholding or withdrawing of life-sustaining treatments; such as artificial nutrition and hydration or the use of equipment, such as ventilators and respirators. (914) 949-1305

Long-Term Care

A general term that describes a range of medical, nursing, custodial, social, and community services designed to help people with chronic health impairments or forms of dementia. (914) 813- 6300

Long-Term Care Insurance

This type of insurance policy is designed to cover long-term care expenses in a facility or at home. For information about LTC insurance (914) 693-9386

Long-Term Care Ombudsman

State and local long-term care ombudsmen who, work cooperatively with nursing homes and board and care facilities to improve the quality of life for residents. They serve as patient rights advocates, investigating and negotiating resolutions to concerns voiced by residents in matters of resident services and care. (914) 813-6300

Glossary of Aging Terms & Local Contact Information (cont'd)

Managed Care

A method of organizing and financing health care services that emphasizes cost-effectiveness and coordination of care. Managed care organizations receive a fixed amount of money per client/member per month (this is called capitation). The system generally requires members to receive treatment from an approved list of health care facilities and physicians agreeing to provide services at set rates. Medicare Information Line (914) 813-6100

Meals-on-Wheel

Also known as home-delivered meals that provide hot meals, prepared to government specifications, delivered to homebound persons who cannot prepare their own food. (914) 813-6300

Medicare

This is the national health insurance program for eligible people 65 and older and some disabled individuals. Part A covers hospital costs. Part B covers doctor bills and other medical costs. Part C covers Medicare Advantage Plan, such as HMO's, and Part D covers prescription drugs. (914) 813-6100 Toll free # 1-800-772-1213

Medicaid

Medicaid is a health benefit program administered by states for low-income people who also meet other eligibility requirements. The health insurance program is financed by the federal and state governments. Medicaid may also pay for nursing home care if the individual's income and assets are within certain limits. (914) 813-6300

Medigap

Medigap is designed specifically to supplement and complement Medicare's benefits by filling in some of the gaps of Medicare coverage. Medigap insurance policies are non-group policies that may pay for Medicare deductibles, prescription drugs or other services not covered by Medicare. (914) 813-6300

Medicaid Waiver Programs

Medicaid programs that provide home-care and community based alternatives to nursing home care. These programs have the potential to reduce Medicaid costs by providing services in innovative ways, or to people not covered under the traditional Medicare Program. They are often approved on an individual basis, and generally have limited slots available. (914) 813-6300

National Association of Area Agencies on Aging (n4a)

The membership organization for the 655 area agencies on aging and a voice in the nation's capital for the 243 Title VI Native American aging programs in the U.S. Headquartered in Washington, D.C., this association advocates on behalf of all area aging agencies and Native American tribal units to ensure that the necessary resources are available to older Americans and those who serve them. (202) 872-0888

Needs Assessment

An evaluation of a person's physical and/or mental status. It is used to create a care plan and to make decisions about the possible need for care.

Glossary of Aging Terms & Local Contact Information (cont'd)

Nursing Home

A facility licensed by the state to offer residents personal care as well as skilled nursing care on a 24-hour basis. Nursing homes provided nursing care, personal care, room and board, supervision, medication, therapies and rehabilitation. Rooms are often shared and communal dining is common. (914) 813-6300

NY Connects

A local program that provides easy access to information and help for people who are exploring long-term care options. (877) 914-4040

Older Americans Act

Federal legislation specifically addressing the needs of older adults. It provides funding for aging services such as home-delivered meals, congregate meals, senior centers, employment programs to the independence and quality of life for older Americans and those who care for them. Creates the structure of the federal Administration on Aging, State Units on Aging, and local agencies that oversee aging programs. (914) 813-6300

Ombudsman

Trained professional or volunteer who advocates for the rights of older people receiving long-term care services (in a nursing home facility or at home) and who investigates and mediates their concerns about their rights and care. , (914) 345-3993 ext.234.

Progressive Tax

A tax where people with higher incomes pay a higher tax rate than low-income individuals.

Project Lifesaver

Electronic tracking device program initiated by Westchester County in August 2008 for persons with dementia. (914) 368-5506

Provider

Individual or organization that provides health care or long-term care services (e.g. doctors, hospital, physical therapists, home health aides and more). Medicare Information Line (914) 813-6100

Predatory Lending

Deceptive and sometimes fraudulent sales tactics used when a party is taking out a mortgage or home-equity loan. (914) 995-2155

Quality of Care

A measure of the degree to which delivered health services meet established professional standards and judgments of value to the consumer.

Glossary of Aging Terms & Local Contact Information (cont'd)

Rehabilitation Services

Services designed to improve/restore a person's functioning. These include physical therapy, occupational therapy and/or speech therapy. The services are provided at home or in long-term care..

Respite Care

The provision of short-term relief (respite) to families caring for their frail elders. It offers tremendous potential to maintain dependent persons in the least restrictive environment. Respite services encompass traditional home-based care, as well as adult day health, skilled nursing, home health aide and short-term institutional care. Respite can vary in time from part of a day to several weeks. (914) 813-6442 - (914) 761-0600 Ext.340

Reverse mortgage

A loan available to seniors used to release the home equity in the property as one lump sum or multiple payments. The homeowner's obligation to repay the loan is deferred until the owner dies, the home is sold or the owner leaves (e.g. goes into a nursing home). A reverse mortgage is analogous to an annuity where the principal and interest are paid with homeowner's equity. (914) 428- 0953

Senior Centers

A vital link in the service delivery network for use by seniors, senior centers may function as meal sites, screening clinics, recreational centers, social service agency branch offices, mental health counseling clinics, older worker employment agencies, volunteer coordinating centers and community meeting halls. The significance of senior centers cannot be underestimated for they provide a sense of belonging, offer the opportunity to see old acquaintances and make new friends and encourage individuals to pursue activities of personal interest and involvement in the community. (914) 813-6300

Share the Care Team

Program for caregivers that need help with errands, chores, sorting medical bills, shopping, etc. (914) 245-9167

Social Security

A federal social insurance program established in 1935 that includes a retirement income program, disability, and survivor and Supplemental Security Income benefits, and health insurance through the Medicare program.
1-800- 772-1213 – Hearing Impaired 1-800-325-0778

Spend Down

A Medicaid financial eligibility requirement that requires beneficiaries to spend down their income/or assets by paying for health care with their own assets or income until they reach the income-eligibility level. (914) 813-6100

Support Groups

Groups of people who share a common bond (e.g. caregivers) and come together on a regular basis to share problems and experiences. The groups may be sponsored by social service agencies, senior centers and religious organizations.
(914) 813-6300

State Units on Aging (SUAs)

The Older Americans Act mandates that each state have a state agency on aging which is part of state government. The State Agency on Aging is the designated focal point within the state government responsible for administering a complex service system designed to complement and support other human service systems in meeting the needs of the elderly. The New York State Office for the Aging is a designated agency (402) 471-2307

Glossary of Aging Terms & Local Contact Information (cont'd)

State Health Insurance Information Counseling and Assistance Programs (SHIP)

Known as SHIP, this program is comprised of 53 state programs and nearly 15,000 trained volunteers who offer unbiased, one-on-one counseling to help Medicare beneficiaries understand their health insurance benefits and options. 1-800- 342-9871 or Medicare Information Line (914) 813-6100

Transportation

Programs that provide door-to-door transportation for people who may be elderly or disabled, do not have private transportation and are unable to use public transportation to meet their needs. (914) 813-6300

Vetting

A process of examination and evaluation that generally refers to performing a background check on someone before offering him or her employment. (914) 995-2155

Work Search

AARP provides direct services to mature adults seeking employment through: AARP Foundation WorkSearch Assessment System and AARP Foundation Senior Community Service Employment Program (SCSEP). New York (212) (718) 585-2500- Bklyn, NY (717) 834-1100 – NYC, NY (212) 423-9922

(Source: <http://www.whcoa.gov/glossary.asp> & n4a Glossary)

**Please Share This Information
on
How to Become a Livable Community Village**

Sign up your group to enjoy the benefits of becoming a Livable Community Village by calling (914) 813-6406 at the Westchester County Department of Senior Program and Services. Start to exchange information by reaching out to the Regional Livable Community Connections that cover your area.

**Regional
Livable Community Connections**

Westchester Community College

North West: Briarcliff Manor, Buchanan, Cortlandt, Croton-on-Hudson, Ossining, Peekskill 914-606-6528

Family Services of Westchester

North Central: Mount Kisco, Mount Pleasant, New Castle, Pleasantville, Sleepy Hollow, Yorktown 914-666-8075

Active Living After Fifty (ALOFT)

North East- Bedford, Lewisboro, Mount Kisco, North Castle, North Salem, Pound Ridge, Somers 914-764-3356

Westchester Jewish Community Services (WJCS)

West Central: Ardsley, Dobbs Ferry, Elmsford, Greenburgh, Hasting-on-Hudson, Irvington, Tarrytown 914-761-0600, ext 314

ElderServe Safe Center for Seniors

Mid Central: Eastchester, Scarsdale, White Plains 914-368-5506

ElderServe Safe Center for Seniors

East Central: Harrison, Larchmont, Mamaroneck, Port Chester, Rye/Rye Brook 914-368-5506

Yonkers Office for the Aging

South West: Yonkers 914-377-6822

Family Services of Westchester

South Central: Mount Vernon -914-668-9124, ext.11

New Rochelle Office for the Aging in Partnership with United Hebrew Geriatric Center

South East: New Rochelle, Pelham/Pelham Manor 914-235-2363

**For more information visit: www.westchestergov.com/seniors, then click on
Livable Communities Village Approach – The Livable Community Village Needs/Interests Survey
was prepared by the Planning, Development, Research & Regional Community Service Unit
of the Westchester County Department of Seniors Programs and Services**