



## **Albany County Department for Aging**

# **Senior Handbook** Programs & Services



Albany County—NY Connects (518) 447-7177

**Daniel P. McCoy**  
Albany County Executive

**Emma L. Teague, MS-HRD, PHR**  
Commissioner, Department for Aging

**ALBANY COUNTY**  
*Cares* about our seniors

# Introduction

Dear Friends of Albany County,

The Albany County Department for Aging (ACDFA) is proud to share this guide for Albany County residents age 60 and over.

As we grow older, having the right support can make all the difference. Our mission is to help older adults remain independent, safe, and comfortable in their homes while staying active and connected to the community. Inside this booklet, you will find helpful programs and resources designed to support both seniors and their families.

If you would like personalized assistance or help getting started, please reach out to our trusted partners at Albany County-NY Connects at (518) 447-7177, Monday through Friday, 8:30am to 4:30pm.

You are also always welcome to contact the Department for Aging directly at (518) 447-7198 with any questions, concerns, or suggestions.

It is truly our privilege to serve Albany County's older adults, and we are here whenever you need us.

Sincerely,  
Emma L. Teague, MS-HRD, PHR, Commissioner  
Albany County Department for Aging

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## OUR VISION

Albany County Department for Aging (ACDFA) strives to maximize services that empower older adults in Albany County to age with choice, independence and self-direction.

## OUR MISSION

Albany County Department for Aging connects adults age 60 and older—along with their families and their caregivers—to community resources that promote independence, dignity, self-direction, and an enhanced quality of life.



# Programs & Services

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## **Funding support for Aging Programs & Services comes from:**

The County of Albany; New York State Office for Aging;  
The Administration for Community Living;  
and participant contributions.

Participant contributions are voluntary and confidential.

A suggested contribution is half the cost of the service.

For those at or above 185% Federal Poverty Level (FPL),  
the suggested rate is the full cost of the service.

# Information & Assistance

**Albany County-NY Connects** helps older adults aged 60+ and their families and caregivers find the long-term services and support that best meet their individual needs and concerns.

Get comprehensive information, referrals and assessments, including:

- Consumer and caregiver support;
- Transportation options;
- Facility-based services;
- Home-based services;
- Insurance/benefit information and counseling;
- Nutrition and wellness programs;
- Adult protective and preventative services.

**Albany County-NY Connects is your starting point!**  
**Call Monday - Friday, 8:30am - 4:30pm.**



**NY Connects**  
Your Link to Long Term  
Services and Supports

of ALBANY COUNTY

(800) 342-9871 (518) 447-7177

[www.AlbanyCountyNY.gov/AlbanyCounty-NYConnects](http://www.AlbanyCountyNY.gov/AlbanyCounty-NYConnects)

**Free language assistance available.**

# Transportation

ACDFA's senior transportation program provider, CDTA ACCESS, coordinates transportation for Albany County residents aged 60+ who have no other means of transportation.

Transportation is provided to vital appointments and services.

Transportation is not guaranteed, and services are prioritized for those most in need, shuttling them to:

- Adult Day Services
- Congregate Meal Sites\*
- Dialysis
- Grocery Shopping\*
- Medical Appointments
- Pharmacy
- Senior Centers\*



Contributions for rides are accepted, but not required. The suggested contribution is one-half of the cost of transportation.

*\*When available*

**Call CDTA ACCESS at (518) 437-5161  
at least 48 hours in advance.**

You will need to provide your:

- Name and contact information;
- Appointment time;
- Destination address and phone number;
- Requested pick-up time.

**Residents of Colonie, Guilderland or Ravena can contact their town's senior transportation services:**

Colonie Senior Services Center..... (518) 459-6064 or (518) 459-2857  
Guilderland Senior Services ..... (518) 631-9589 or (518) 280-7607  
Senior Projects of Ravena ..... (518) 756-8593

# Health and Wellness

## Nutrition Counseling and Nutritional Education

ACDFA's registered dietitian provides personalized nutrition counseling to at-risk seniors to help manage and improve their health. Our dietitian also provides meal program participants with nutrition education handouts each month.

ACDFA supports two meal programs:

- **Congregate Meals:** Serving nutritious hot meals at several sites throughout Albany County
- **Home-Delivered Meals:** Distributing meals to eligible homebound people 60 years and older

We also support evidence-based programs designed to promote healthy behaviors and provide education, along with activities that support a healthy lifestyle.

Programs include "A Matter of Balance and Aging Mastery," with such topics as Fall Prevention, Sleep, Healthy Eating and Hydration and Financial Fitness.

For information please call (518) 447-7177.



# Home-Delivered Meals

The Home-Delivered Meal program provides balanced meals to eligible adults aged 60 or older delivered right to their home. (Spouses, regardless of age, are also included.) The home-delivered meal service may be temporary or long term.

Priority is given to those with the greatest economic and social needs: minorities, low-income, frail and vulnerable elderly aged 60 and older. Other reasons may include:

- An accident, illness, or frailty;
- A lack of support from family, friends or neighbors;
- A non-functional kitchen (e.g., no refrigerator; no stove);
- Nobody in the household can shop, cook or prepare meals safely;
- Nobody in the household has the necessary knowledge or skills.

Our registered dietitian ensures that all meals comply with the Older Americans Act and Nutrition Program Standards. Each meal provides essential nutrients with a focus on whole grains, fruits, vegetables, lean proteins and low-fat dairy. Meals are limited in sodium, saturated fats and added sugars.

Voluntary contributions help  
the Home-Delivered Meals program  
serve more people.



**Please note:** This program cannot accommodate special diets, food allergies or modified consistencies.

**For more information, please contact  
Albany County-NY Connects at (518) 447-7177.**  
Referrals can be made by family, friends or community agencies.

# Congregate Meals Dining

Congregate dining sites are great places to get a nutritious meal and to meet new people or join old friends!

Open to people 60+ years of age, the program also welcomes their spouses of any age.

There is a suggested contribution of \$3.00, but no one will be denied if they are unable to contribute. Transportation may be available.

**Please contact the meal site at least a day ahead of time to find out their schedule and to make a reservation.**

## **ALBANY**

### **Frank Chapman Memorial Institute**

340 First Street  
(518) 915-1377

### **LifePath Living Center at Livingston School Apartments**

315 Northern Boulevard  
(518) 465-3322

### **Ohav Shalom**

115 Krumkill Road  
(518) 465-3322

### **Parkview Apartments**

400 Hudson Avenue  
(518) 756-8593

### **Sidney Albert Albany Jewish Community Center**

340 Whitehall Road  
(518) 438-6651 ext. 112

### **South Mall Senior Center**

101 S. Pearl Street  
(518) 465-3322

## **ALBANY (continued)**

### **Townsend Park Apartments**

45 Central Avenue  
(518) 756-8593

### **Westview Homes**

680 Central Avenue  
(518) 465-3322

## **BERNE**

### **Hilltown Community Center**

1360 Helderberg Trail (Route 443)  
(518) 465-3322

## **COHOES**

### **Cohoes Multi-Service Senior Citizen Center**

10 Cayuga Plaza  
(518) 465-3322

## **COLONIE**

### **Beltrone Living Center**

6 Winners Circle  
(518) 459-2857, ext. 303

### **Bishop Broderick Apartments**

50 Prescott Street  
(518) 459-2857, ext. 303

# Congregate Meals Dining

## **COLONIE (continued)**

### **King Thiel Senior Community**

17 Elks Lane

(518) 459-2857, ext. 303

### **King Thiel II Senior Community**

11 Elks Lane

(518) 459-2857, ext. 303

### **The Islamic Center of the Capital District**

21 Lansing Road N

(518) 370-2664

## **GLENMONT**

### **Van Allen Senior Apartments**

790 Route 9W

(518) 756-8593

## **GREEN ISLAND**

### **Green Island Community Center**

5 George Street

(518) 272-7262

## **GUILDERLAND**

### **Guilderland Senior Center**

141 Bavarian Way, Altamont

(518) 280-7607

## **RAVENA**

### **Civill Apartments**

8 Civill Avenue

(518) 756-8593

### **Senior Projects of Ravenna**

9 Bruno Boulevard

(518) 756-8593

## **NEW SCOTLAND**

### **Osterhout Community Center**

7 The Old Road

(518) 439-9038

### **St. Matthew's Church**

25 Mountainview Street

(518) 439-9038

## **WATERVLIET**

### **Sheehy Manor**

8 Carondelet Drive

(518) 459-2857 ext. 303

### **Watervliet Senior Citizen Center**

1501 Broadway

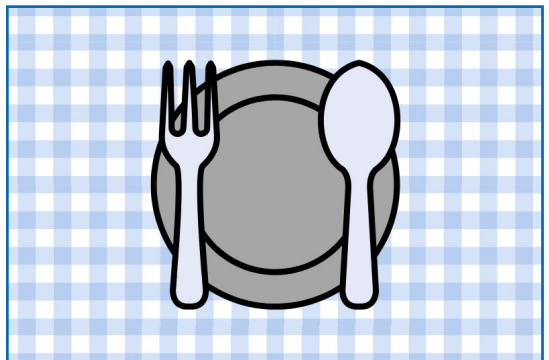
(518) 465-3322

## **WESTERLO**

### **Westerlo Town Hall**

933 County Route 401

(518) 797-3111 x1014



# Home-Based Services

## **Friendly Visitor and Shopping Assistance**

Volunteers are matched with Albany County seniors to provide weekly socialization and shopping assistance to those who are generally homebound, isolated and/or lack adequate support systems to obtain those services.

Volunteers are matched to provide:

- Friendly visits,
- Help with bill paying and essential errands,
- Light housecleaning and laundry services,
- Telephone assurance,
- Shopping assistance.



**For more information, please contact  
Albany County-NY Connects at (518) 447-7177.**

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

The Expanded In-Home Services for the Elderly Program (EISEP) serves Albany County residents aged 60+ who need assistance with activities of daily living, such as dressing, bathing and personal care; as well as nutritional needs.

This program is designed to help seniors who are not eligible for Medicaid to remain safely in their homes.

EISEP services may include:

- Ambulation and transfers
- Arrangement of services
- Bathing and dressing
- Care plan development
- Case management

- Cleaning
- Grocery shopping
- Information and referral
- Meal preparation



EISEP is a cost-share program.  
There is no charge for the initial in-home assessment.  
To learn more, please call (518) 447-7177.

# Adult Day Centers

Adult Day Centers are community-based, group programs offering structured social and therapeutic activities designed to meet the needs of functionally-impaired adults through individualized care plans.

Participants receive the care and stimulation they need at a much lower cost than at an assisted living facility or nursing home, while their regular caregivers get much needed downtime.

Lunch is provided and transportation may be available.

Adult Day Programs can be paid for by

- Private funds,
- Medicaid,
- Veterans Administration benefits,
- Long Term Care insurance and
- Albany County Department for Aging.\*

*\* limited funding may be available*



**Please contact Albany County-NY Connects at  
(518) 447-7177 for available centers.**

# Caregiver Services

Caregiver Services help caregivers and families meet the ongoing challenges of caring for an older spouse or relative.

Respite allows caregivers a much-needed break from daily demands, which is highly encouraged to prevent burnout.

Available caregiver services include:

- Counseling and care planning assistance
- Training
- Support groups (including telephone support)
- Home-based services
- Personal Emergency Response Systems (“PERS”)\*
- Transportation\*
- Respite\* (e.g., in-home care, social adult day care, short-term stays in an adult care facility or nursing home)

*\* requires an in-home assessment to determine eligibility*



**For more information, call Albany County-NY Connects  
(518) 447-7177.**

# Legal Assistance

Civil legal consultation for Albany County residents aged 60+ is available at no cost through the Legal Aid Society of Northeastern New York.

A wide range of issues may be addressed, such as:

Consumer Fraud  
Financial/Elder Abuse  
Grandparent Rights  
Landlord/Tenant  
Medicare/Medicaid

Nursing Home Issues  
Pensions  
Social Security  
Utilities/HEAP  
Wills and Estates



In-person appointments can be arranged by contacting:

- Town of **Bethlehem** Senior Services Department ..... (518) 439-4955
- Cohoes** Senior Citizens Multi-Service Center..... (518) 235-2420
- Town of **Colonie** Senior Resources Department ..... (518) 459-5051
- Town of **Guilderland** Senior Services ..... (518) 280-7607
- Westview** Senior Center..... (518) 435-1794
- Town of **Berne** Senior Center ..... (518) 861-8960
- Senior Projects of **Ravena**..... (518) 756-8593

An attorney is available by phone for those without access to a senior center, or in case of emergency, at (833) 628-0087

# Training & Employment Services

PathStone is our regional connection delivering customized, people-centered professional development to obtain portable skills and enhanced employability for mature workers aged 55+.

Career services include:

Case Management  
Credentialing & Certification  
Job Placement

Mentoring  
Retention  
Work-Based Training



For more information:

## **PathStone Training and Employment Services**

400 East Avenue  
Rochester, NY 14607  
(585) 340-3395

[pathstone.org/workforce-development](https://pathstone.org/workforce-development)



# Health Insurance Information

The **Health Insurance Information, Counseling and Assistance Program (HIICAP)** provides unbiased information, education and counseling about Medicare (including Part D), Medicaid and supplemental insurance issues.

Trained HIICAP staff and volunteers can help you:

- Compare Medicare/Medicaid plans that best fit your needs
- Find coverage to fill Medicare gaps
- Understand the Medicare and/or Medicaid regulations
- Solve issues with your current plan

HIICAP counselors are available for one-on-one counseling sessions, clinics and public presentations.

To schedule a health insurance counseling session,  
contact NY Statewide Senior Action Council at  
1 (800) 333-4374



# Medicare Savings Programs

**Medicare Savings Programs (MSP)** may help you pay for Medicare Part B and/or can help you afford to pay for medical insurance and drug coverage.

**Qualified Medicare Beneficiary (QMB)** pays your Medicare premiums. If you are enrolled in the QMB program, providers can't charge Medicare deductibles or cost-sharing for Medicare-covered services. You can only see providers who participate in Medicare covered services, or who participate in Medicare covered services, or who participate with the Medicare private health plan's network. You can have both QMB and Medicaid.

**Specified Low Income Medicare Beneficiary (SLMB)** pays for Medicare Part B premium. You can have both SLMB and Medicaid.

**Qualifying Individual Program (QI-1)** program pays for Medicare Part B premium only, you cannot have both Q1 and Medicaid.

**Medicare Low Income Subsidy (LIS)**, also known as "Extra Help," is a federal program that can help pay your Medicare monthly premiums, annual deductibles and co-payments if you have limited income and resources.

## 2026 Income/Asset Limits

MSP Program	Individual Monthly Income Limits	Couple Monthly Income Limits
QMB	\$1,856	\$2,509
QI	\$2,494	\$3,375

LIS/Extra Help Program	Single	Couple
Full Extra Help Income Limits	\$23,940	\$32,460
Full Extra Help Asset Limits	\$16,590	\$33,100

# Additional Programs & Services

## **Elderly Pharmaceutical Insurance Coverage (EPIC)**

[health.ny.gov/health\\_care/epic/](https://health.ny.gov/health_care/epic/)

The NYS EPIC program helps people 65 and older pay for their prescription drugs. EPIC supplements other drug coverage including Medicare Part D. Seniors can apply any time of the year and must be enrolled or eligible for a Medicare Part D drug plan in order to receive EPIC benefits and maintain coverage.

## **Earned Income Tax Credit (EITC)**

[tax.ny.gov/pit/credits/earned\\_income\\_credit.htm](https://tax.ny.gov/pit/credits/earned_income_credit.htm)

The NYS EITC program provides refundable tax benefits for working people with low or moderate incomes. Workers who qualify and file Federal and State tax returns may get back some or all of the income tax withheld during the year.

## **CDTA (Half-Fare)**

(518) 437-6875 • [cdta.org/half-fare](https://cdta.org/half-fare)

Capital District Transportation Authority (CDTA) offers half fare rates to citizens aged 65+ and disabled individuals accessing CDTA's fixed route service. All customers who qualify will need to obtain a Navigator Half Fare photo ID card to pay reduced fare on the bus. Call or visit the website for more details.

## **Home Energy Assistance Program (HEAP)**

(518) 765-3561 • [www.AlbanyCountyNY.gov/DSS/HEAP](https://www.AlbanyCountyNY.gov/DSS/HEAP)

HEAP supplements annual household energy costs for eligible low-income individuals. HEAP may also help pay for a heat-related energy emergency and/or a heating equipment repair or replacement. Contact the Cornell Cooperative Extension Choices program.

## **AARP Income Tax Preparation**

1-888-227-7669 • [aarp.org/money/taxes/aarp-taxaide/](https://aarp.org/money/taxes/aarp-taxaide/)

AARP provides free tax prep assistance from February 1 - April 15. Call or visit their website to find a site near you.

# Additional Programs & Services

## **New York State Tax Form - IT-214**

[tax.ny.gov/pit/ads/efile\\_addit214.htm](https://tax.ny.gov/pit/ads/efile_addit214.htm)

Form IT-214 is a New York State tax form that allows residents to claim a tax credit for real property taxes paid. This credit provides financial relief to homeowners and renters with limited income.

## **Lifeline Discounted Service**

[fcc.gov/lifeline-consumers](https://fcc.gov/lifeline-consumers)

Eligible low-income consumers can receive a discount on either their home landline telephone service or their wireless service through this program. Income based at 135% of the Federal Poverty Guidelines (\$15,060 annual for 1 person household in 2025).

## **MyBenefits**

[mybenefits.ny.gov/mybenefits/begin](https://mybenefits.ny.gov/mybenefits/begin)

This is an online tool for determining which programs and services you may be eligible for. Questions about your household and financial situation can help you identify potential programs.

## **NYSERDA EmPower+**

(518) 862-1090 then press 1

[nyserdera.ny.gov/All-Programs/EmPower-New-York-Program](https://nyserdera.ny.gov/All-Programs/EmPower-New-York-Program)

The EmPower+ program, managed by the New York State Energy Research and Development Authority (NYSERDA), aims to assist eligible residents in making their homes more energy efficient. This program is designed for low and moderate income households, offering benefits to help reduce energy usage and costs.

**For more information:**

**Albany County-NY Connects at (518) 447-7177.**

# Additional Programs & Services

## **Older New Yorkers Guide to Resources**

[aging.ny.gov/tools-and-innovations](https://aging.ny.gov/tools-and-innovations)

A comprehensive resource covering a myriad of programs and services.

## **New York State Medicaid Members**

[apps.health.ny.gov/pdpw/SearchDrugs/Home.action](https://apps.health.ny.gov/pdpw/SearchDrugs/Home.action)

NYRx covers your prescription drugs, over-the-counter products, and medical supplies. In some instances, if you have a primary insurance and also qualify for Medicaid, then Medicaid would only be billed after your primary insurance to assist with paying the primary insurance copay or with coverage of a drug that is excluded from that insurance plan.

## **New York RX Discount Card**

[newyorkrxcard.com/](https://newyorkrxcard.com/)

This program has LOWEST PRICE LOGIC to guarantee that you get the best deal on your prescriptions (you pay the lower of a discount off average wholesale price (AWP) discount off MAC pricing, or pharmacy promotional/retail price).

## **Real Property Tax Credit**

[tax.ny.gov/pit/credits/real\\_property\\_tax\\_credit.htm](https://tax.ny.gov/pit/credits/real_property_tax_credit.htm)

Available to New York State residents who have a household gross income of \$18,000 or less, and pay either real property taxes or rent for their residence. If at least one member of the household is age 65 or older, the credit can be as much as \$375.

## **Senior Subsidized Housing: Albany Guardian Society**

(518) 434-2140 • [albanyguardiansociety.org/directories/](https://albanyguardiansociety.org/directories/)

Housing is available for seniors with limited income and resources who are able to live independently. If eligible, the rent may be 30% of monthly income. The buildings are accessible and include ramps and elevators, on-site laundry and weekly trips for grocery shopping.

# Additional Programs & Services

## **Supplemental Nutrition Assistance Program (SNAP) and Nutrition Outreach and Education Program (NOEP)**

(518) 689-6327 • [ny.gov/services/apply-snap](https://ny.gov/services/apply-snap)

SNAP can help low-income people boost their monthly grocery budget. The Legal Aid Society's Nutrition Outreach and Education Program (NOEP) can evaluate eligibility and help with applying for benefits.

## **State School Tax Relief Program (STAR)**

[tax.ny.gov/pit/property/star/](https://tax.ny.gov/pit/property/star/)

The New York State School Tax Relief Program (STAR) provides a tax rebate and partial property tax exemption from school taxes for all who own and live in their homes. The Enhanced STAR exemption is available for homeowners aged 65.

## **Supplemental Security Income (SSI)**

[ssa.gov/ssi](https://ssa.gov/ssi)

SSI pays monthly checks to people aged 65+ who have limited resources and income, are blind, and/or have a disability.

## **Veterans' Property Tax Exemption**

[veterans.ny.gov/property-tax-exemptions-veterans](https://veterans.ny.gov/property-tax-exemptions-veterans)

Qualified Veterans can receive a property tax exemption or partial property tax exemption.

## **Umbrella of the Capital District**

(518) 346-5249 • [theumbrella.org/](https://theumbrella.org/)

This non-profit agency helps seniors and the disabled maintain their homes by providing low-cost home and garden maintenance and services. There is a yearly membership and hourly rate for services.

**For more information:**

**Albany County-NY Connects at (518) 447-7177.**

# Health & Safety Resources

## **AARP Driver Safety Program**

1-877-846-3299 • [aarpdriversafety.org](http://aarpdriversafety.org)

For people ages 50+, this six-hour online or in-person course reinforces safe driving skills. Courses are conducted in English, Spanish and Chinese; AARP membership is not required.

## **Albany Community Action Partnership**

(518) 463-3175 • [albanycap.org](http://albanycap.org)

Helps with the cost of adapting homes for accessibility, enabling low and moderate income disabled individuals to remain safely at home.

## **Alzheimer's Association**

(800)272-3900 • [alz.org](http://alz.org)

Helps with resources for those living with Alzheimer's, their families and their caregivers.

## **Capital District Center for Independence, Inc.**

(518) 459-6422 • [cdciweb.com](http://cdciweb.com)

Promote independent living for people with disabilities through a wide variety of services, information, education outreach and training.

## **The Center for Problem Gambling**

(518) 462-6531 • [capitalcounseling.org/capital-counseling-albany](http://capitalcounseling.org/capital-counseling-albany)

Counseling and support services for individuals who need help with their gambling problem.

## **Driver Fitness Center**

(518) 459-2857, ext. 326 • [dfc@colonieseniors.org](mailto:dfc@colonieseniors.org)/[driver-fitness](http://driver-fitness)

Empowers older adults to drive safely and stay connected to an active lifestyle.

## **Elder Abuse or Neglect**

Albany County Adult Protective Services.

(518) 447-7177 • [www.AlbanyCountyNY.gov/DSS/AdultServices](http://www.AlbanyCountyNY.gov/DSS/AdultServices)

Contact for any concern regarding financial, physical, emotional, verbal or sexual abuse; self-neglect or neglect by others.

# Health & Safety Resources

## **Grief and Bereavement Support**

(518) 724-0242 • [hospicegriefservices.com](http://hospicegriefservices.com)

The Community Hospice provides free grief support services to those who have experienced the death of a family member or friend. Even if the loved one was not a Community Hospice Patient.

## **Hearing Loss Association of America - Albany Chapter**

(518) 525-1375 • [hearinglossalbany.wordpress.com](http://hearinglossalbany.wordpress.com)

HAAA is a nonprofit volunteer organization for persons with hearing loss. They provide education and advocacy and foster social opportunities.

## **Homeless and Travelers Aid Society**

(518) 463-2124 • [hahas.org](http://hahas.org)

Help with short-term need for shelter, food, and basic support while never losing sight of the more permanent need for affordable housing, employment, food security, education, treatment, and a general sense of well-being.

## **Independent Living Center of the Hudson Valley**

(518) 274-0701 • [ilchv.org](http://ilchv.org)

Empowers people with disabilities to live independently and participate fully in their communities. They offer a variety of services, including advocacy, peer counseling, skills training, and information and referral services.

## **Medication Management**

Be Safe! Develop a system to organize and identify your prescription and over-the-counter medications.

- Know the purpose, dosage and possible side effects of any medication you take.
- Ask your pharmacist for large-print labels on prescriptions.
- Make a list of your medications, including dosage and when you take them (e.g., “10mg pill with food at bedtime”; “1 tablet as needed.”)
- Keep your list updated and take it with you to all medical appointments.

# Health & Safety Resources

## **National Organization for Rare Disorders (NORD)**

(617) 249-7300 • [rarediseases.org](http://rarediseases.org)

Patient advocacy organization dedicated to individuals with rare diseases and the organizations that serve them.

## **Northeast Association for the Blind at Albany (NABA)**

(518) 463-1211 • [nabavision.org](http://nabavision.org)

NABA helps people with vision impairments obtain information, referrals and adaptive equipment.

## **New York State Ombudsman Program**

(518) 372-5667, (855) 582-6769 • [ag-](http://ag.ny.gov/locationsearch/ombudsmen)

[ing.ny.gov/locationsearch/ombudsmen](http://ing.ny.gov/locationsearch/ombudsmen)

An advocacy initiative that protects the health, safety, welfare and civil rights of individuals living in nursing home and adult care facilities.

## **Smart Seniors: Resources for Older Adults**

1-800-771-7755 • [ag.ny.gov/sites/default/files/smart\\_seniors.pdf](http://ag.ny.gov/sites/default/files/smart_seniors.pdf)

For consumer alerts, protection against fraud and scams, health care proxy forms and much more.

## **CDTA—Star Bus Para-transit**

(518) 482-2022 • [cdta.org/star-program](http://cdta.org/star-program)

The Capital District Transportation Authority (CDTA) Star Bus service transports disabled individuals who cannot access the CDTA bus.

## **United Tenants of Albany, Inc.**

(518) 436-8997 • [utalbany.org/services](http://utalbany.org/services)

An organization working with individuals and communities to promote and preserve safe, decent and affordable housing for all.

## **Volunteer Income Tax Assistance (VITA)**

(518) 456-2200 • [unitedwaygcr.org/cash/locations](http://unitedwaygcr.org/cash/locations)

This program that offers free tax help to people who generally make \$60,000 or less. IRS certified volunteers provide free basic income tax return preparation and electronic filing to qualified individuals.

# Supportive Services

## **Albany County Sheriff (Non-emergency)**

994 Madison Avenue, Albany, NY 12208

(518) 487-5400 x2

[AlbanyCountySheriff.com](http://AlbanyCountySheriff.com)

## **Medicaid Main Line**

### **Albany County Department of Social Services**

162 Washington Avenue, Albany, NY 12210

(518) 447-7300

[AlbanyCountyNY.gov/DSS/Medicaid](http://AlbanyCountyNY.gov/DSS/Medicaid)

## **Medicaid Rights Center**

National Help Line

(800) 333-4114

[medicarerights.org](http://medicarerights.org)

## **Medicaid Transportation**

### **Medicaid Answering Services (MAS)**

P.O. Box 12000, Syracuse, NY 13218

(866) 932-7740 (Upstate)

[medanswering.com](http://medanswering.com)

## **Office of Temporary and Disability Assistance (OTDA )**

(162 Washington Avenue, Albany, NY 12210

(518) 447-7300 / (800) 342-3009

[otda.ny.gov/contact.asp](http://otda.ny.gov/contact.asp)

## **Social Security Administration**

11 A Clinton Ave, Rm 430 Federal Bldg., Albany, NY 12210

(800) 772-1213

[ssa.gov/agency/contact](http://ssa.gov/agency/contact)

## **Whitney Young Health Center**

920 Lark Drive, Albany, NY 12207

(518) 465-4771

[wmyhealth.org](http://wmyhealth.org)

# Volunteer Opportunities

The Albany County Department for Aging greatly appreciates the selfless efforts of the many volunteers who help to make our programs possible.

Volunteer opportunities include:

- Serving as a trained counselor for the Health Insurance Information and Counseling Assistance Program (HIICAP)
- Helping the Home-Delivered Meals program
- Visiting a homebound older adult
- Assisting at a congregate dining site
- Helping an older adult with their food shopping
- Adult day

To learn more about volunteering, please contact Albany County Department for Aging at (518) 447-7177.







## **Albany County Department for Aging**

420 Western Avenue

Albany, NY 12203

[AlbanyCountyNY.gov/Aging](http://AlbanyCountyNY.gov/Aging)

Email: [Aging@AlbanyCountyNY.gov](mailto:Aging@AlbanyCountyNY.gov)

Albany County does not discriminate on the basis of race, religion, color, national origin, sex, gender, age, gender identity or expression, sexual orientation, disability, genetic information, pregnancy, veteran status or marital status in its programs and activities.

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