



c/o Lifespan of Greater Rochester, Inc.
 1900 S. Clinton Ave.
 Rochester, NY 14618

Non-Profit Org.
 U.S. Postage
 PAID
 Rochester, NY
 Permit # 478

Summer 2008

The Eldersource News

Eldersource is a collaborative service of Lifespan and Catholic Family Center. The Eldersource News is funded by a grant from RG& E.

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Cooling Assistance Available

Hundreds Die Every Year in United States from Heat-Related Illnesses

New York State residents who are susceptible to heat-related illnesses can apply for home air conditioners.

Some of the State's most vulnerable low-income residents, whose health problems can be exacerbated by heat, may be eligible for assistance this summer. About 400 Americans die from heat-related illness each year. Typically, it is the elderly who are disproportionately affected by heat-waves.

Three State agencies are sponsoring the program for the purchase and installation of energy-efficient air conditioners to eligible individuals.

To be eligible for the program, older adults must meet existing HEAP income guidelines and have at least one member of the household who suffer from an acute medical condition that is made worse by extreme heat. Written

documentation from a physician clearly indicating the need for an air conditioner is required and must be dated within the previous six months. Installations will begin during the month of June.

Only one air conditioner will be provided per household. Installation, labor and other measures designed to conserve energy, such as insulating the hot water heater and cleaning the refrigerator coil, will also be provided. Grants do not include an additional HEAP cash benefit to fund operation of the air conditioner.

All New York State residents can apply through their local Department of Social Services. Households will not be eligible if they currently have a working air conditioner.

Call Eldersource for more information and to obtain assistance applying for the air conditioner.



325-2800
www.Eldersource.org

From the Director's Desk...



Michael P. Dunn
Eldersource Director
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Eldersource exists to provide immediate, expert guidance for ALL eldercare issues.

We are the "One Stop Shop/ Single Point of Entry" for Monroe County's aging services.

Remember you can call us 24 hours a day, seven days a week at 325-2800.

Did you know you can call Eldersource for long-term care information about people of any age? As Monroe County's NY

Connects provider we now help with long-term care information for children and adults with disabilities.

We continue our partnership with the University of Rochester's Department of Psychiatry to identify and treat anxiety and depression among older adults.

Eldersource also provides care management and information and assistance in 14 Rochester Housing Authority (RHA) buildings where we serve 1400 older adults and people with disabilities.

To provide better, faster and more complete service, Eldersource care managers are piloting the use in

clients' homes of laptop computers equipped with wireless cards

We will also be providing a more in depth (preventative) Geriatric Wellness Screening for our clients.

By the Numbers:

In 2007, Eldersource phone specialists answered 13,000 calls in 2007. We provided information, referral and guidance.

Eldersource care managers saw 2,500 clients and provided educational presentations to 4,395 people in the community.

Rochester RHIO Helps to Cure Health Information Headaches



Have you ever had to hand-carry records from one doctor to another for you or a family member? When visiting a medical specialist, have you been asked to recall the results of previous tests? Has your doctor had to re-order blood tests or x-rays because results from outside labs were not readily available? If you've been frustrated by any of these common health care experiences, Rochester RHIO has good news.

Rochester RHIO, (Regional Health Information Organization), is working on providing a faster and more accurate way for medical providers to share information than faxes, phone calls and mailing paper files. About 20 physicians have been taking part in a pilot test of the system since December, and their patients are beginning to experience the benefits.

- ⇒ Fewer repeated tests because doctors can quickly access the results of test performed at other locations.
- ⇒ Easier second opinions because all members of your medical team can access the diagnostic information they need.
- ⇒ Reduced risk of mistakes caused by poor handwriting or hard-to-read faxes.
- ⇒ Less chance of drug interactions because the

electronic prescribing feature automatically warns of incorrect dosage or potential problems.

- ⇒ Faster care in emergencies as RHIO, in the near future, makes essential information available immediately to emergency room doctors and EMTs.

Privacy experts are working with Rochester RHIO to make sure that patient information is secure from hackers and unauthorized viewers. Each person who accesses and inputs information in Rochester RHIO is tracked, adding an additional layer of security compared to the ways health care information has traditionally been shared.

To take advantage of Rochester RHIO, patients will need to sign a consent form when they visit a participating doctor. Hundreds of physicians in the Greater Rochester area will soon encourage their patients to take this step toward a more efficient healthcare system. Dr. Andy Doniger, Director of the Monroe County Department of Public Health, states, "Patients will want to say 'yes' when they understand how Rochester RHIO can help their doctors to provide better care." A few years from now we will wonder how it was we ever survived in a paper-based medical care system."

The Eldersource Team

Eldercare Phone Specialists

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- ◆ Elaine Dalconzo-Growe
- ◆ Judy Bennett

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- ◆ Michael P. Dunn, Director
- ◆ Anne Woodhams, Assistant Director
- ◆ Barbara Griesmann, Clinical Supervisor
- ◆ Joan DeSmith, Clinical Supervisor
- ◆ Theresa Frederick, Mental Health Specialist
- ◆ Bertha Kennedy, Administrative Assistant

Home Alone? Depressed or Anxious? Consider PATHS

(Professional Assessment and Treatment for Homebound Seniors)

We provide in-home counseling for homebound older adults experiencing depression or anxiety that interferes with daily activities. Expert counselors visit in the privacy of a home and can match people with volunteer coaches who will support them as they become independent and re-connected to their community.

This service has openings and is accepting referrals for Monroe County residents age 60 or older who are unable to access traditional counseling service and who are experiencing anxiety and/or depression. Clients must live in their own home or apartment. Call Eldersource at 325-2800 for more information. This service is a partnership of Eldersource, Jewish Family Services and the Mental Health Association.

Eldersource Services

Eldersource is a team of more than 20 eldercare professionals. We can help you via phone by providing invaluable information about services.

An Eldersource care manager can meet with you and or your family members. A care manager is a social worker who is trained in geriatrics AND the ins and outs of our community's complex eldercare system. A care manager can assess your situation, discuss a care plan, link you to services or assist with a move to a higher level of care.

FREE Legal Services are Available to People Living with Cancer

Volunteer Legal Services and the Monroe County Legal Assistance Center can provide legal services to people living with cancer. This includes help with wills, health care proxy, power of attorney, standby guardianship for care of minor children, family law custody/visitation, guardianship, divorce, child support, debt collection advice, bankruptcy, taxes, frozen bank accounts, eviction, lease termination, utility shut-offs, public assistance, social security, Medicaid/Medicare, unemployment insurance.

Call Volunteer Legal Services Project at 232-3051 or Monroe County Legal Assistance Center at 295-5629.

A NORC in your Neighborhood?

Do you live in a neighborhood or apartment complex with a large concentration of people age 60 or older? New York State calls such areas **Naturally Occurring Retirement Communities** (NORCs) and could provide funds to bring extra support services to your neighborhood. Call Eldersource if you want to know more!

Eldersource provides NORC services (transportation, home repair, grab bars for fall prevention, chore assistance, friendly visiting, bill paying & budgeting and care management) at King's Court apartments, the Rochester Highlands, Andrews Terrace and Keeler Street apartments. Residents of seven Irondequoit streets also receive services: Edgebrook Lane, Spruce Lane, Norridge Drive, Cedar Lane, Birch Lane, Norlane Drive, Karrat Drive, Titus Ave (odd #s) between Kings Highway and Bouckhart, Kings Highway between E. Ridge Rd. and Titus, Bouckhart Avenue between Titus and E. Ridge Rd.

If you or a loved one are living in these areas, please contact us for more information. In Irondequoit, call 342-1240, at the Rochester Highlands, call 242-0742, at Andrews Terrace & Keeler Apartments, call 325-2800.

RG&E services designed *with you in mind*

We strive to provide you with reliable and essential energy delivery. Our work doesn't stop there – we also have many services designed to meet the variety of needs you or your family members may have.

Life Support Customers >

If you or a member of your household relies on life-sustaining equipment, don't wait! **Contact us now** and we'll notify you before any planned interruption of your electricity service for maintenance.

Hearing and Speech Impairment Assistance >

If you use a text telephone (TTY) device, RG&E can respond to your questions and provide 24-hour emergency service. Just dial **1.800.962.3293**.

Interpreter Service >

For customers who prefer to speak in a language other than English, we offer interpreter services and select materials in Spanish at **rge.com**, our local offices and in local publications.

Large-Print and Braille Bills >

Your RG&E bill and our *EnergyLines* bill insert are available in large print and our bills are also available in Braille upon request at no charge.

Third Party Notification Service >

This service offers you extra peace of mind. A friend, agency or organization you designate will receive a copy of any important notices we may send to you.



Budget Billing >

Our Budget Billing service lets you spread your utility costs evenly over 12 months. It's a great tool for planning your monthly budget because you'll know what your RG&E bill is going to be in advance.

Special Protection Service >

Notify us if everyone in your household is blind or disabled, 18 years of age or younger, or at least 62 years of age or older.

Electronic Funds Transfer >

Take the worry out of remembering when your payment is due by enrolling in Electronic Funds Transfer. Each month, we'll automatically deduct your amount due from your checking account.

>> For more information, or to enroll
in any of these free services, visit **rge.com**
or call us at **1.800.743.2110**.



RG&E
AND
Always at Your Service