



Greene County Round Table News

Published by Greene County Department of Human Services since 1976

OCTOBER 2018



PUBLIC HEARING **GREENE COUNTY DEPARTMENT of HUMAN SERVICES** **2019 PLAN for SERVICES**

Thérèse McGee Ward, Executive Director of the Greene County Department of Human Services, announces a series of Public Hearings to review and comment on its 2019 Plan for Services. These meetings are not only of interest to senior citizens and their families, but also to community agencies and policymakers who have interest, questions or concerns about services in support of the elderly.

The public is invited and encouraged to attend. Our thanks to the municipalities or organizations listed for hosting these meetings.

Copies of our recent Annual Report and the 2019 Abstract can be found on our website.

The Schedule of Hearings is as follows:

AGENDA:

Greeting & Introductions
2019 Plan

Question, Answer & Comment Period

MEETING DATES/LOCATIONS:

Tuesday, October 2, 2018 7:30 p.m.
Durham Town Building – 7309 State Rt. 81, East Durham

Monday, October 22, 2018 1:15 p.m.
Rivertown Senior Center – 39 Second Street, Athens

Monday, October 22, 2018 7:00 p.m.
New Baltimore Town Hall – 3809 County Route 51, New Baltimore



GREENE COUNTY SENIOR ANGELS

Spreading Cheer 365 Days a Year

Sponsored by Greene County Department of Human Services



*Greene County Department of Human Services
announces the kickoff of the 2018 Senior Angels Program
and would like to invite you to become a Senior Angel*

The department has elderly, limited-income clients who could use a special gift during the holiday season. These gifts lift their spirits and fulfill a need. Monetary donations will be placed in the department's Senior Angels Fund and be used to purchase a gift for needy senior citizens.

Some of the ways we use the funds:

To sponsor our Annual Thanksgiving Dinner on Thanksgiving Day

To purchase clothing, small appliances and household necessities

To purchase other items that will enable seniors to live with dignity and independence

As a monetary supplement to help with rising energy costs, when all other sources have been expended

To purchase gifts for Elderly clients in Nursing Homes

Year round, funds are used to provide one-time, emergency assistance to senior citizens when all other funds have been exhausted and there is no other source to help.

This year we would like to publish our contributor's names in our monthly newsletter.

PLEASE RETURN THIS SECTION WITH YOUR DONATION

_____ *I would like my name published to read:*

_____ *I wish to be listed as "Anonymous"*

_____ *Instead of my name, I would like the donation to read:*

In Memory/Honor of: _____

*Donations may be dropped off or mailed to:
Greene County Department of Human Services
411 Main Street Catskill, NY 12414*

For more information, please call (518) 719-3555 or toll-free (877) 794-9266

Email us at aging@discovergreene.com





The History of the Senior Angels

The Senior Angels Program was created in 1998 by the Greene County Department for the Aging Staff. The case managers noticed that there was a large population of seniors that had no family or close friends to share the Holiday with and thought it would be nice to remember them at this joyous time. In previous years, the Department for the Aging Staff asked for donations of small gifts and trinkets that could be delivered along with the Home Delivered Meals. The Senior Angels concept began when a couple of staff members thought it would be a good idea to reach out to the residents and businesses of Greene County and ask for monetary donations so they could reach out to specific seniors and give them gifts that they needed. The first year they raised \$2,000.00 and were able to brighten up the Holidays for 15 seniors.

A committee of five was formed in 2013 to take over the Greene County Senior Angels program. The program had grown so successful that this committee would do all of the fundraising and the reviews for requests. The logo “angel wings with a halo” is in memory of staff member Sheila Benjamin-Ormerod who loved being a part of this committee. Also, the committee wanted people to think about the Senior Angels Program year-round, which is why we incorporated “Spreading Cheer 365 Days a Year”.

Contributions for the past five years are:

2013 - \$6013.03 2014 - \$9563.55 2015 - \$7436.00 2016 - \$14,603.00 2017 - \$14,852.10

Note: All funds received are kept in a separate account.

They are not part of the County finances at all.

Below are some examples of how the Program has brought happiness to the lives of seniors in the past:

2014 – We gave gifts to 122 Senior Citizens. We also provided 29 seniors living on their own with gift cards and monetary gifts. The emergency fund provided \$2,100.00 for fuel assistance, medications, appliances (1 refrigerator & 1stove), and a picture window replacement.

2015 – We gave gifts to 133 Senior Citizens as well as providing two Singer Sewing machines to the Eliot for their craft room. We also provided 25 seniors living on their own with gift cards and monetary gifts. The emergency fund provided \$2,700.00 for rent & fuel assistance, replaced a hot water tank, a septic system, relocation fees, TV & appliances, and vehicle repair.

2016 – We gave gifts to 145 Senior Citizens and provided a Thanksgiving Dinner to 52 Senior Citizens (not including 17 volunteers & nine staff members). The emergency fund has provided over \$6000.00 for flood & vehicle insurance, utility bills, taxes, medicine, appliances, a wheelchair, new porch and rent for eviction prevention.

2017 – We provided gifts to 176 Senior Citizens and provided a Thanksgiving Dinner to 79 Senior Citizens (not including 24 volunteers & five staff members) and provided \$2,500.00 in emergency requests.

Due to the generous contributions of the Greene County residents, businesses and clubs we have been able to help fulfill all qualified requests. Hopefully, moving forward we can still do the same for many years to come.



BAKE SALE



Friday, October 26, 2018

**Greene County Office Building
411 Main Street, 2nd Floor Lobby
10:00 a.m. - 2:00 p.m.**

**All proceeds will benefit the
GREENE COUNTY SENIOR ANGELS PROGRAM**



Will you be alone for Thanksgiving? Come join us . . .

***SENIOR ANGELS' 3rd ANNUAL
COMMUNITY THANKSGIVING DINNER
Rivertown Senior Center, Athens***

Open to all seniors, age 60 and older

Thanksgiving Day, November 22, 2018
12:00 p.m. - 4:00 p.m. Dinner served 1:00 p.m.

*For more information/to make reservations,
or if you would like to donate to help offset costs,
contact the Department of Human Services
(518) 719-3555 & ask to speak to Ken.*

OLDER ADULTS AND CAREGIVERS URGED TO BE AWARE OF SEPSIS

The NYS Office for the Aging (NYSOFA) and State Department of Health (NYSDOH) urge caregivers and older New Yorkers, particularly those with chronic illnesses, and/or a weakened or impaired immune system, to learn to recognize the early warning signs of sepsis, to get immediate treatment, and to learn how to prevent infections that could lead to sepsis. Sepsis is a progressive shutdown of the body's organs and systems caused by systemic inflammation following an infection that enters the blood or soft tissue. Those who don't die often experience life-altering consequences like missing limbs or organ dysfunction. Studies have shown that early detection combined with appropriate interventions can significantly improve the chances of survival.

"Sepsis is a very serious illness for people of all ages, but it can be devastating for older adults, particularly those with health issues," said NYSOFA Acting Director Greg Olsen. "The key to preventing sepsis is to prevent an infection from occurring in the first place. If an infection does set in, it must be treated as quickly and effectively as possible." "With the flu season approaching, it's important to remind people - especially caregivers - to be diligent and proactive in looking for signs of sepsis, which comes on quickly and can be fatal," NYSDOH Commissioner Dr. Howard A. Zucker. "Simple precautions, like frequent handwashing and flu vaccinations, can prevent the underlying illnesses that often lead to sepsis."

In New York State, someone dies from sepsis every two minutes, and someone is hospitalized due to sepsis every 20 seconds. Approximately 50,000 people in New York are diagnosed with severe sepsis or septic shock each year; of those, 30% of adults and 9% of children die in the hospital from sepsis. It is the leading cause of hospital readmissions and the top cost for avoidable hospitalizations in New York. More than 80% of sepsis cases begin outside of the hospital. Home care patients are at particular risk for sepsis, as the condition can often go unnoticed until it becomes life-threatening.

People aged 65 years and older make up 65% of sepsis cases in the hospitals. Statistics indicate that older severe sepsis survivors were three times more likely to suffer a mental decline, making it impossible for them to return to their previous living arrangements, and often resulting in admission into a long-term health care facility. The risk of dying from severe sepsis or septic shock also increases with age.

Prevention and early recognition of the warning signs of sepsis are critical. The key to preventing sepsis is stopping an infection from occurring in the first place. Proper, frequent hand washing decreases the risk of getting an infection. In addition, many illnesses can be prevented through regular vaccinations, such as flu or pneumonia shots. If an infection does set in, it must be taken seriously and treated immediately. Death from sepsis increases 8% every hour that treatment is delayed. As many as 80% of sepsis deaths may be prevented with rapid diagnosis and treatment.

Signs of sepsis among adults include:

- Change in body temperature, either a fever (above 101.3⁰F) or a lower than normal temperature (below 95⁰F)
- Rapid heart rate (above 90 beats per minute)
- Rapid breathing (above 20 breaths per minute)
- Shaking
- Confusion, which may be more common among older people

Sepsis can move into severe sepsis quickly, so getting help and treatment as quickly as possible is vital

In May, two Greene County residents were honored at the New York State Older New Yorkers' Day. "Without your team's submission of your honorees, this event would not be possible - I am thankful to have such a wonderful network of AAAs who are so invested in honoring the volunteers that make such a difference in your community" states Kelly Mateja from the NYS Office for the Aging. Seen in photo are Greene County RSVP Coordinator Ruth Pforte, Wanda Powell standing in for honoree Bernice Hoyt, Honoree Dede Terns-Thorpe, and NYS Office for the Aging (NYSOFA) Acting Director Greg Olsen.



The mission of the NYSOFA is to help older New Yorkers be as independent as possible for as long as possible through advocacy, development and delivery of person-centered, consumer-oriented, and cost-effective policies, programs, and services that support and empower older adults and their families, in partnership with the network of public and private organizations that serve them. Stay connected to the NYSOFA by visiting www.aging.ny.gov.

GET READY FOR THE 2019 MEDICARE OPEN ENROLLMENT

Most Americans turn to Medicare after their 65th birthdays to give them the assistance they need to cover their healthcare expenses. Individuals can't afford not to make the most of the Medicare benefits to which they are entitled. Every year, Medicare gives its participants the chance to make key changes to their coverage during the annual open enrollment period, which starts on October 15. Below is some basic information about how Medicare open enrollment works.

What is Medicare open enrollment for?

The general way that open enrollment works is similar to what those who've had private employer-based health insurance coverage during their careers are used to seeing. Each year, you're given the opportunity to adjust the way that you're covered under Medicare. The available changes include the following:

- If you're covered under traditional Medicare this year, then you can move to a Medicare Advantage plan for next year.
- If you're covered under a Medicare Advantage plan this year, you can either change to a different Medicare Advantage plan, or you can move back to traditional Medicare coverage.
- You can make changes to your prescription drug coverage, either by choosing a Medicare Advantage plan that incorporates prescription drug benefits into its overall package or by selecting a separately offered Part D prescription drug plan.
- You can also drop your existing drug coverage or add new coverage.

How long Medicare open enrollment lasts:

Medicare open enrollment gives participants about a seven-week window to make changes, with the period beginning October 15 and ending December 7. Changes to your coverage that you make during this year's open enrollment will take effect on Jan. 1, 2019.

The annual open enrollment period is the primary method most Medicare participants have to make changes to their coverage, but it's not the only one. Other special periods apply when certain life events happen, such as if you move to a new area where your current plan doesn't offer coverage or if you become eligible for other benefits such as Medicaid.

Your biggest goal during Medicare open enrollment

Ideally, open enrollment lets you tailor your Medicare coverage to minimize your total out-of-pocket healthcare costs. Many participants make the mistake of focusing only on paying the lowest *premiums* for their Medicare coverage, but that's only part of the equation. Part B premiums are generally fixed, while various Medicare Advantage and Medicare Part D plans can offer very different monthly premiums.

Yet although a lower-premium plan can look like a good deal, the less comprehensive coverage it offers can end up making you pay more in total costs. If the copayments, deductibles, and coinsurance amounts that you have to pay under a plan offset the lower premiums, then what looks like the "cheaper" plan from the premium standpoint can end up actually being more costly. Conversely, more comprehensive plans might cost more in monthly premiums but end up with lower total costs.

The challenge in achieving this goal is that you have to not only assess your current health but also predict how the coming year is likely to go. The perfect plan for a relatively healthy person can be wholly inadequate for someone with a chronic condition. With prescription drug coverage, you can go from needing no medications at all to having a large set of prescriptions if you suffer an illness during the course of a year. That's why changing from year to year can make sense, and failing to do so can be a huge mistake.

Don't miss your chance: Medicare open enrollment is right around the corner. Consider contacting Greene County Department of Human Services to make a health insurance counseling appointment. Our counselors are certified by NYS to provide health insurance counseling and much more. They will give you an unbiased review of all the insurance plans that will be available for 2019. We will provide one-on-one counseling sessions showing you what options you have based on your individual health needs. We look at your medications, your doctors, and what you specifically need.

To make an appointment, call (518)755-3555 and ask to speak to a HIICAP Counselor.



Home Energy Assistance Program

*Only open during the winter heating season,
Mid-November through March*

HEAP helps low-income New Yorkers pay their energy bills. If your bills are more than you can handle and your source of heat is Electricity, Propane, Natural Gas, Wood/Wood Pellets, Oil, Kerosene, Coal, or Corn, HEAP may be able to help you.

To be eligible for HEAP, applicants must be US citizens or qualified aliens **and** meet HEAP income guidelines (see below) and pay directly for heating costs or pay rent that includes heating costs. HEAP benefit amounts will vary depending on your household income and may be available if your heat is included in your rent. HEAP benefits will assist in paying heating bills and are not intended to be the total source of payment for winter heating expenses. **Federal income guidelines are subject to change annually.**

2018 - 2019 Income Eligibility Guidelines	
Household Size	Monthly
1	\$2,391
2	\$3,127
3	\$3,863
4	\$4,598
5	\$5,334
6	\$6,070
7	\$6,208
8	\$6,346
9	\$6,483
10	\$6,621
11	\$6,918
For each additional member, add:	+\$540

When applying for HEAP, applicants must provide all required documentation verifying identification of all household members, address, income, SS#, vendor relationship and vulnerability (age or disabled).

Regular HEAP benefits open in November each year with eligibility and benefits based on income, household size, the primary heating source and the presence of a household member who is under age 6, age 60 or older or permanently disabled. An eligible household may receive one regular HEAP benefit per program year. Regular benefits for households that pay directly for heat based on actual usage are paid directly to the vendor that supplies the household's primary source of heat.

A HEAP emergency benefit component assists individuals who are facing an energy-related emergency, such as a utility termination notice or less than a quarter tank/ten-day supply of fuel. If you are eligible, a HEAP emergency benefit may be issued in addition to your regular HEAP benefit, if the regular benefit has been exhausted.



**“VOLUNTEERS BRING COLOR
TO OUR WORLD”**



**Make a
difference**

**ARE YOU LOOKING FOR A WAY
TO MAKE A DIFFERENCE?**

TRY VOLUNTEERING!

The Greene County Department of Human Services is always looking for volunteer drivers to assist Homebound Senior Citizens by delivering meals and/or providing transportation to medical appointments.

You can tell us what days and/or times you would be available and we will schedule appropriately.

You will even receive mileage reimbursement!

**INTERESTED? WANT MORE INFORMATION?
Contact Ruth Pforte, Volunteer Coordinator, (518) 719-3555**



39 Second Street, Athens

**STOP BY AND CHECK OUT
OUR FALL ITEMS**

**UNADVERTISED SPECIALS
EVERY DAY**



**PLENTY OF HALLOWEEN
AND THANKSGIVING
DECORATIONS AVAILABLE
TO GIVE YOUR HOME
THAT HOMEY FEELING**



**Greene County Department of Human Services
RSVP Recognition Committee**

\$100 Stewarts' Gasoline Raffle



**\$5.00 a chance
"Five Winners"**

5 Tickets will be drawn.
Each winner will receive one
\$100 Stewarts' gasoline gift card.

Drawing will be held on November 8, 2018

Tickets are available from
RSVP Recognition Committee Members,
at any Greene County Senior Nutrition Site
and

The Department of Human Services,
411 Main Street, Catskill.



DON'T FORGET
Thursday, October 4, 2018

41st Annual RSVP
Volunteer Recognition
Luncheon

**"VOLUNTEERS BRING
COLOR TO OUR WORLD"**



**2018 FALL
SMART DRIVER™ COURSE**

*Become a safer driver!
Reduction on your auto
insurance premium!*

COST FOR COURSE:

**\$20.00 for AARP members
\$25.00 for non-members**

Must possess valid NYS driver's license

CLASS DATES & LOCATIONS, *Must attend both days*

Wed., October 24 & Thurs., October 25
Rivertown Senior Center 39 Second Street, Athens

Wed., October 31 & Thurs., November 1
Coxsackie Senior Center Mansion St., Coxsackie

Mon., October 15 & Tues., October 16
Acra Community Center Old Rte. 23B, Acra

Wed., October 17 & Thurs., October 18
Jewett Municipal Bldg. Beaches Corners, Jewett

All classes are 1:00 p.m. - 4:30 p.m.
**To register for any of the above classes,
Call Mike Pirrone (518) 945-2122
Cell (917) 656-0425**

Wed., October 24 & Fri. Oct. 26
8:30 a.m. - 12 Noon
Robert C. Antonelli Senior Center
15 Academy St, Catskill
**To register, call Maureen Sullivan
(518) 943-3291**



NUTRITION CORNER

OCTOBER IS PUMPKIN TIME!!

Why Pumpkins? We all associate pumpkins with Halloween and Jack-O-Lanterns, but pumpkin is one of the most nutritious fruit /vegetable out there.

The pumpkin is a species of the squash family. The color orange alone is a provider of beta-carotene, a “pro-vitamin” recognized for its immune-boosting abilities.

Pumpkin is low in calories, saturated fats, cholesterol and sodium, yet has an over abundance of fiber, and vitamins which all benefit heart health, the immune system, healthy skin and eye sight.

You can make pumpkin puree with a fresh pumpkin, but canned is also a good choice. During the canning process, many of the health benefits are retained. It is best to stay clear of using the canned pie mix simply because it has many added sugars and syrups.

Pumpkin can be used in many recipes including breads, cakes, muffins, cheesecakes, pancakes, dips, soups and casseroles.

You just don't have to wait for pumpkin patch season - the grocery stores always have canned pumpkin available.

<u>Nutrition Facts</u>	<u>1 cup (1 inch cubes)</u>
Calories	30
Total Fat	1 gram
Cholesterol	0
Sodium	1 mg
Potassium	394 mg
Carbohydrate	8 gram
Fiber:	0.6 gram
Protein	1.2 gram





Friday, October 5, 2018

Swedish Meatballs

Buttered Noodles

Brussels Sprouts

**LOCAL FARM FRESH
APPLE**

from Boehm Farm, Climax



Thursday, October 18, 2018

Roast Pork w/ gravy

Applesauce

Mashed Potatoes

**w/ LOCAL FARM FRESH
ACORN SQUASH**

from Black Horse Farms in Athens

Apple Cranberry Crisp



The menu will be served at all of the county's senior nutrition sites, and delivered to all homebound meal clients. Those wishing to attend lunch are required to call the respective location at least a day in advance.

Acra Senior Service Center: Acra Community Center, Old Route 23B, Cairo 518-622-9898

Rivertown Senior Center: 39 Second St, Athens, 518-945-2700

Catskill Senior Nutrition Site: Robert C. Antonelli Senior Center, 15 Academy St., Catskill,
518-943-1343

Coxsackie Senior Nutrition Site: Town of Coxsackie Senior Center, Mansion St, Coxsackie,
518-731-8901

Jewett Senior Service Center: Jewett Municipal Building, Route 23C, Jewett, 518-263-4392

GREENE COUNTY SENIOR SERVICE CENTERS

Centers are closed on legal holidays and inclement weather.

Each site serves the noon-time menu item for the day, Monday - Friday, for a suggested donation of \$4.00. All meals include: Meat/Alternative Entrée, Vegetables & Fruit, Bread, Milk & Dessert.

Please make sure that you sign-up, at least a day in advance, if you wish to attend lunch at any of the nutrition sites. We also ask that if you have signed up and become unable to show, please call us as soon as you can to cancel. By doing this it helps us reduce our food waste.

In addition, each center offers Aging Information & Assistance/Medicare Minute each month.

CALL YOUR LOCAL SENIOR CENTER FOR ACTIVITY INFORMATION

ACRA

Acra Community Center,

Old Rte. 23B, Acra
(518) 622-9898

Sandra Sherman
Meal Site Manager

Elaine Cherrington

AGING INFORMATION
& ASSISTANCE
MEDICARE MINUTE:
2nd monthly Wednesday
11:30 a.m.

CATSKILL

Robert C. Antonelli
Senior Center
15 Academy Street, Catskill
(518) 943-1343

Martha Schilling

AGING INFORMATION
& ASSISTANCE
MEDICARE MINUTE:
2nd monthly Thursday
11:30 a.m.

JEWETT

Jewett Municipal Building

Route 23C, Jewett
(518) 263-4392

Gayle Ruvolo
Meal Site Manager

MaryAnn Brink
Carol Harnett

AGING INFORMATION
& ASSISTANCE
MEDICARE MINUTE:
4th monthly Friday
11:30 a.m.

ATHENS

Rivertown Senior Center
39 Second Street, Athens
(518) 945-2700

Shane Dillon, Acting Senior Center Manager

JoanAnn Rouse
Lana Marrone
Sebastianna Thurman

AGING INFORMATION & ASSISTANCE
MEDICARE MINUTE:
2nd monthly Monday
11:30 a.m.

COXSACKIE

Town of Coxsackie Senior Center
Mansion Street, Coxsackie
(518) 731-8901

Renee Raffiani
Meal Site Manager

AGING INFORMATION & ASSISTANCE
MEDICARE MINUTE:
3rd monthly Wednesday
11:30 a.m.

GREENE COUNTY SENIOR NUTRITION PROGRAM

ALL PERSONS AGE 60 AND OLDER ARE INVITED TO ATTEND - SUGGESTED DONATION IS \$4.00

DAILY: Whole Grain Bread (unless otherwise noted) w/Promise Spread, and 1% Milk, Coffee or Tea

Monday	Tuesday	Wednesday	Thursday	Friday
<p align="center">1</p> <p align="center">WORLD VEGETARIAN DAY</p> <p>VEGETABLE LASAGNA WAX BEANS ITALIAN BLEND VEGETABLES FRUIT COCKTAIL</p>	<p align="center">2</p> <p>BAKED LEMON FISH RICE PILAF SPINACH MANDARIN ORANGES</p>	<p align="center">3</p>  <p>KNOCKWURST SAUERKRAUT BOILED POTATOES CARROTS BLACK FOREST CAKE</p>	<p align="center">4</p> <p align="center">ALL NUTRITION SITES CLOSED FOR RSVP RECOGNITION LUNCHEON</p> 	<p align="center">5</p>  <p>SWEDISH MEATBALLS BUTTERED NOODLES BRUSSELS SPROUTS FARM FRESH APPLE</p>
<p align="center">8</p> <p align="center">COLUMBUS DAY DEPARTMENT & ALL NUTRITION SITES CLOSED</p> 	<p align="center">9</p> <p>ZITI w/ MEAT SAUCE BROCCOLI PEACHES</p>	<p align="center">10</p> <p align="center">NATIONAL ANGEL FOOD CAKE DAY</p> <p>PORK CHOP APPLESAUCE RED CABBAGE SWEET POTATO ANGEL FOOD CAKE w/ FRUIT</p>	<p align="center">11</p> <p>CHICKEN & BISCUITS GREEN BEANS FRESH SALAD MASHED POTATOES PEARS</p>	<p align="center">12</p> <p align="center">WORLD EGG DAY</p> <p>RED PEPPER QUICHE VEGETABLE JUICE ZUCCHINI SQUASH HASH BROWN POTATOES OATMEAL COOKIES</p> 
<p align="center">15</p> <p>CHICKEN CHOW MEIN BROWN RICE ORIENTAL MIXED VEGETABLES PINEAPPLE CHUNKS</p>	<p align="center">16</p> <p>CRAB TOPPED COD SCALLOPED POTATOES ANTIGUA MIXED VEGETABLES TROPICAL MIXED FRUIT</p>	<p align="center">17</p> <p align="center">NATIONAL PASTA DAY</p> <p>STUFFED SHELLS ITALIAN GREEN BEANS CHOCOLATE MOUSSE</p>	<p align="center">18</p>  <p>ROAST PORK w/ Gravy APPLESAUCE MASHED POTATOES FARM FRESH ACORN SQUASH APPLE CRANBERRY CRISP</p>	<p align="center">19</p> <p>CHICKEN SALAD PLATE FRESH GREENS POTATO SALAD FRESH FRUIT</p>
<p align="center">22</p> <p>CHICKEN PARMESAN PENNE SPINACH PEARS</p>	<p align="center">23</p> <p align="center">COOKS CHOICE</p> <p>CAULIFLOWER PEACHES</p> 	<p align="center">24</p> <p>BAKED FISH PARISIENNE BROWN RICE GREEN BEANS MANDARIN ORANGES</p>	<p align="center">25</p> <p>BEEF POT ROAST w/ Gravy FRESH SALAD MASHED POTATO BROCCOLI PUFF BIRTHDAY CAKE</p>	<p align="center">26</p> <p align="center">NATIONAL PUMPKIN DAY</p> <p>CHICKEN DIVAN OVER RICE FRESH SALAD CARROTS PUMPKIN PIE</p>
<p align="center">29</p> <p>SALMON w/ Dill Sauce RICE PILAF SPINACH PEARS</p>	<p align="center">30</p> <p>MACARONI & CHEESE 3 BEAN SALAD STEWED TOMATOES FRUIT COCKTAIL</p>	<p align="center">31</p>  <p>WITCHES STEW over MUMMY REMAINS (Beef Stew & Noodles) LITTLE HEADS (Brussels Sprouts) LITTLE EYES PUDDING (Tapioca)</p>		

GREENE COUNTY SENIOR NUTRITION PROGRAM

ALL PERSONS AGE 60 AND OLDER ARE INVITED TO ATTEND - SUGGESTED DONATION IS \$4.00

DAILY: Whole Grain Bread (unless otherwise noted) w/Promise Spread, and 1% Milk, Coffee or Tea

Monday	Tuesday	Wednesday	Thursday	Friday
			<p align="center">1</p> PULLED PORK BROWN RICE COLESLAW BROCCOLI FRESH APPLE	<p align="center">2</p> BAKED CHICKEN w/ Gravy FRESH SALAD MASHED POTATO PEAS & CARROTS CHOCOLATE CAKE
<p align="center">5</p> CHICKEN DIVAN BEET SALAD BROWN RICE PINEAPPLE CHUNKS	<p align="center">6</p>  <p align="center">DEPARTMENT CLOSED</p>	<p align="center">7</p> BITTERSWEET CHOCOLATE & ALMOND DAY TORTELLINI w/ CHICKEN in Tomato Sauce SPINACH DARK CHOCOLATE PUDDING w/ Almond Topping	<p align="center">8</p> PEPPER STEAK FRESH SALAD BAKED POTATO CARROT COINS FRESH ORANGE	<p align="center">9</p> APPLE GLAZED PORK CHOP AU GRATIN CABBAGE SWEET POTATO OATMEAL COOKIES
<p align="center">12</p> DEPARTMENT CLOSED 	<p align="center">13</p> BAKED ZITI w/ RICOTTA ITALIAN GREEN BEANS PEACHES	<p align="center">14</p> BEEF BURGUNDY OVER NOODLES HONEY BALSAMIC BRUSSELS SPROUTS LEMON PUDDING	<p align="center">15</p>  <p align="center">THANKSGIVING MEAL</p> RELISH TRAY ROAST TURKEY w/ Gravy & Cranberry Sauce GREEN BEAN CASSEROLE MASHED POTATOES PUMPKIN PIE w/ Whipped Cream	<p align="center">16</p> SALMON w/ Dill Sauce FRESH SALAD PARSLEY BOILED POTATO BROCCOLI FRUITED GELATIN
<p align="center">19</p> SPANISH RICE w/ GROUND BEEF BROCCOLI PEARS	<p align="center">20</p> ASIAGO CHICKEN PASTA WINTER SQUASH FRESH ORANGE	<p align="center">21</p> CRAB TOPPED COD OVEN ROASTED RED POTATO SPINACH APPLE CAKE	<p align="center">22</p>  <p align="center">DEPT. CLOSED</p> 3RD ANNUAL COMMUNITY THANKSGIVING DINNER @RIVERTOWN SENIOR CENTER	<p align="center">23</p> COOKS CHOICE CAULIFLOWER CHOCOLATE MOUSSE 
<p align="center">26</p> MACARONI & CHEESE 3 BEAN SALAD STEWED TOMATOES PEARS	<p align="center">27</p> TUSCAN MEATLOAF w/ Gravy MASHED POTATO SPINACH PUFF FRUITED RED GELATIN	<p align="center">28</p> ROAST PORK w/ Gravy BROWN RICE RED CABBAGE APPLESAUCE TIRAMISU	<p align="center">29</p> LEMON HERBED CHICKEN FRESH SALAD OVEN BROWNED POTATO CARROT COINS GRAPE YOGURT PARFAIT	<p align="center">30</p> HUNGARIAN GOULASH BUTTERED NOODLES FRESH SALAD BROCCOLI FRESH BANANA



SHOPPING BUS

The Greene County Department of Human Services offers a shopping bus to Greene County residents, age 60 or older, living in the towns of Ashland, Athens, Cairo, Catskill, Coxsackie, Greenville, Hunter, Jewett, Prattsville and Windham. Seniors are picked up at their door, driven to Catskill for shopping, and then have lunch at a local Senior Center before returning home. Special trips are on a periodic basis.

MONDAY: Mountain Top/Catskill
(Windham, Ashland, Prattsville, Jewett & Hunter)

TUESDAY: Cairo/Greenville/Catskill

WEDNESDAY: Athens/Coxsackie

NOTE:

The shopping bus does not run on the following holidays:

New Year's Day	Martin Luther King, Jr. Day
Presidents' Day	Memorial Day
Independence Day	Columbus Day
Election Day (November)	Veterans Day
Thanksgiving	Christmas

In addition, during snow or ice storms, it may be necessary for us to close our senior service centers because of hazardous driving conditions. When we close the centers, we also cancel our transportation services for the day, which includes the Shopping Bus.



SPECIAL TRIPS:

GREENE COUNTY MOUNTAINTOP
"LEAF PEEPING"
WEDNESDAY, OCTOBER 3, 2018

COLONIE CENTER
3RD THURSDAY OF MONTH (\$10.00 PER PERSON)
Payment due at time of departure/boarding.
October 18 November 15 December 20



CAPITAL HOLIDAY LIGHTS - See flyer

For further information or to make a reservation
(Must be made no later than 3:00 p.m. the Monday prior to special trip)
call Janet at 518 -719-3559

Holiday Bus Trip

(Open to all Greene County residents, age 60 and older)



Sponsored by Greene County Department of Human Services

WEDNESDAY, NOVEMBER 28, 2018

WEDNESDAY, DECEMBER 5, 2018

Driver will notify in advance regarding departure time

COST: \$12.00 PER PERSON

Payment due at time of boarding

Trip includes a stop to eat - NOT included in cost

For further information or to reserve a seat,
call Janet at (518)719-3559

GREENE COUNTY DEPARTMENT of HUMAN SERVICES **CONTRIBUTIONS POLICY**



For services under the Older Americans Act and in Community Services for the Elderly and Expanded In-Home Services for the Elderly projects which propose contributions, such contributions must be used for costs allowable under applicable regulations and incurred during the budget period that contributions were received. The suggested contributions will not be more than the actual cost of the service. The purpose is to offer participants the opportunity to contribute and to increase the units of services, particularly to those in greatest need. Envelopes are provided to participants that desire to make voluntary and confidential contributions.

Services will not be denied to anyone unable or unwilling to make a contribution.

CONSULTATION and ASSISTANCE:

This includes such client assistance activities as case assistance, HIICAP, help with public benefit applications, etc.

The suggested level of contribution is \$5.00 per office visit (*Actual cost \$20.00/hour*).

IN-HOME SERVICES:

This is discussed with the client by the case manager at the time of assessment.

The suggested level of contribution is \$3.00 per hour (*Actual cost \$21.56/hour*).

LEGAL SERVICES

The suggested level of contribution is \$10.00 per attorney consultation (*Actual cost \$149.00/hour*).

NUTRITION:

Senior Congregate Meal or Home Delivered Meals:

The suggested level of contribution is \$4.00 (*Actual cost \$12.01/meal*).

Nutrition Counseling

Clients requesting diet counseling from the Registered Dietitian are provided with an opportunity to contribute.

The suggested level of contribution is \$5.00. (*Actual cost \$65.00/hour*).

TRANSPORTATION:

Shopping Bus:

This door-to-door service is provided directly by the Department.

The suggested level of contribution is \$3.00 round trip (*Actual cost \$15.08/one way*).

Senior Center Transportation:

The suggested contribution is \$1.00 for round trip (*Actual cost: \$7.34/one way*).

Medical (Homebound) Transportation:

All tolls are to be paid directly by the passenger.

The suggested contribution for this service is a sliding scale based on mileage

0 – 10 miles	\$3.00 round trip
11 – 20 miles	\$5.00 round trip
21 – 40 miles	\$9.00 round trip
41+ miles	\$15.00 round trip

(*Actual cost is \$29.62 one-way trip, maximum mileage*)

Remember to make checks payable to Greene County Department of Human Services & note in memo the service.

News From the Greene County Youth Bureau

GREENE COUNTY YOUTH BUREAU 2019 FUNDING

We are requesting proposals for the Greene County Youth Bureau Funding for youth programs sponsored by any 501(c)(3) (Non-profit tax-exempt charitable organization per IRS).

The deadline for this RFP is Monday, October 15, 2018.

The application must include a list of current Board members with contact information and employer noted, and those board members or staff who are authorized to sign claims, OCFS-5001 Program Application (*Municipalities are to be signed by Chief Elected Official*), OCFS-5002 Program Profile, OCFS-5003 Program Components and OCFS-5005 Program Budget. All OCFS forms are available on the website, <http://greenegovernment.com/departments/human-services/youth-resources>

Any past applicants who will not have changes to their application packet, can send an email stating their wish to “recycle” their 2018 grant. We will require Form OCFS-5001 with an original signature mailed to: Greene County Human Services (Youth Bureau), 411 Main Street, Catskill, NY 12414. Response must be made to

aging@discovergreene.com.

Please call (518) 719-3555 for assistance.

GREENE COUNTY CHILDREN, YOUTH & COMMUNITY ADVISORY BOARD

Last month, we introduced you to one of the three youth members on the Board, Aizlyn O’Connell of Catskill. This month, we conclude the introductions with William O’Connor of Acra.



Will is a life-long resident of Greene County and is in his second year at Columbia-Greene Community College. Growing up in the area, he has gotten to see how amazing Greene County is and how great the residents of the county are. Living here has allowed him to see the possibilities there are for youth. While a student at Greenville Central School, he had the honor of getting to know others from the county through his volunteer work. As an Advisory Board member, he hopes to continue the Board’s success by making Greene County an amazing place for our youth.

NEW YORK STATE ATTORNEY GENERAL ISSUES WARNING ABOUT SCAM TARGETING GRANDPARENTS

New York Attorney General Barbara Underwood issued a recent alert to New Yorkers about the “grandparent scam,” a common phone scam that targets senior citizens with calls from fraudsters that pose as a grandchild of the victim. “Stealing from seniors by exploiting their love for their grandchildren is despicable,” Underwood said in a press release. “I urge New Yorkers to be on the alert for this scam, and protect yourself and your family by following our tips.” Underwood offers the following tips to protect against the grandparent scam:

- Be suspicious of anyone who calls unexpectedly asking you to send money.
- Never purchase pre-paid debit cards or gift cards for the purpose of transferring money.
- Develop a secret code or "password" with family members that can be used to verify the identity of family members over the phone.
- Ask a question that only the real grandchild would know the answer to, such as, “What was the name of your first pet?”
- Verify any supposed emergency by calling friends and family before sending money.

Underwood also shared a public service announcement featuring the “Grandkids Against the Grandparent Scam” initiative, in which high school students are enlisted to warn their parents and grandparents about the scam. The PSA features television personality Dr. Ruth Westheimer, who shares her experience about almost falling victim to the scam.

In 2017, the Federal Trade Commission received 18,912 complaints of individuals impersonating family members and friends, up from 15,076 in 2016, the release said. New Yorkers who have been targeted by this scam are urged to call the Attorney General's consumer helpline at 1-800-771-7755.

Source: http://www.pressrepublican.com/news/lifestyles/a-g-issues-warning-about-scam-targeting-grandparents/article_47c855c8-bcce-5141-be49-c1df863b3640.html

TWIN COUNTY recruitment expos

Monday, October 8, 2018
9:00 a.m. - 1:00 p.m.
Columbia-Greene Community College

Meet with job recruiters at the Expo!



ADULT LEARNING INSTITUTE (ALI)

The Adult Learning Institute has announced its program for October 2018.
 All are held at Columbia - Greene Community College
 4400 NY RT 23, Hudson, NY.
 Please call the ALI Office @ 518-828-4181, ext. 3431
 or email ali@sunycgcc.edu to register.

All classes held in Faculty/Staff Lounge, 1:30 p.m. - 4:00 p.m., unless otherwise noted.

Monday, October 1 and 15	Open Pinochle Group		
Tuesday, October 2, 9, 16, 23* and 30	Bridge Group	* 10/23 follows the Fall Festival	
Wednesday, October 3, 10 and 24	Mahjongg		
Wednesday, October 16 - 18	Family History/Local History		Room 318
10/16/18: 11:30 a.m. - 12:30 p.m.	OR 1:00 p.m. - 2:00 p.m.		
10/17/18: 11:30 a.m. - 12:30 p.m.	OR 2:30 p.m. - 3:30 p.m.		
10/18/18 11:30 a.m. - 12:30 p.m.	OR 1:00 p.m. - 2:00 p.m.		
Thursday, October 11	Pearl Harbor - The Day of Infamy Part I	10:30 a.m. - 12 Noon	Room 318
Thursday, October 25	Pearl Harbor - The Day of Infamy Part II	10:30 a.m. - 12 Noon	Lounge
Monday, October 15	Chair Yoga	2:00 p.m. - 2:45 p.m.	Room 505
Wednesday, October 17	The Best of TED Talks	1:00 p.m. - 2:00 p.m.	Room 511
Tuesday, October 23	Fall Festival & Game Day	1:00 p.m. - 4:00 p.m.	

GREENE COUNTY SENIOR CITIZENS CLUBS



ATTENTION ALL CLUBS:

Do you have anything to announce about your club?

Put it in print in the Roundtable News!

Contact Maureen at the Department of Human Services



Calling All Seniors!

ATHENS:

ATHENS SENIOR CITIZENS

2nd & 4th monthly Monday

1:15 p.m.

Rivertown Senior Center

CAIRO:

CAIRO GOLDEN AGERS

2nd & 4th monthly Wednesday

1:30 p.m.

Acra Community Center

CATSKILL

CATSKILL SILVER LINING SENIORS

2nd monthly Thursday

1:00 p.m.

Robert C. Antonelli Senior Center

COXSACKIE:

COXSACKIE AREA SENIORS

2nd & 4th monthly Wednesday

1:30 p.m.

Van Heest Hall @ Bethany Village

SENIOR CITIZENS of COXSACKIE

1st & 3rd monthly Monday

2:00 p.m.

Coxsackie Senior Center

GREENVILLE:

GREENVILLE GOLDEN YEARS

1st monthly Wednesday

1:30 p.m.

American Legion Hall

MOUNTAIN TOP:

MOUNTAIN TOP GOLDEN AGERS

4th monthly Thursday

1:30 p.m.

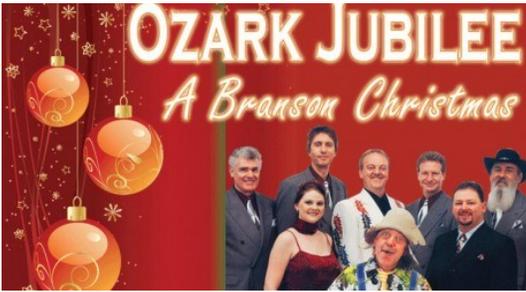
Tannersville Village Hall

W-A-J-P-L GOLDEN AGERS

1st & 3rd Monday

1:30 p.m.

Hensonville Town Bldg.



MOUNTAIN TOP GOLDEN AGERS BUS TRIP
BRANSON COUNTRY CHRISTMAS & VETERANS SHOW
"THE OZARK JUBILEE"
LOG CABIN BANQUET IN HOLYOKE, MA

TUESDAY, NOVEMBER 20, 2018

\$60 PER ADULT
INCLUDES TRANSPORTATION,
LUNCH AT THE LOG CABIN
& AN AFTERNOON OF MUSIC & LAUGHTER
WITH THE OZARK JUBILEE FEATURING FIDDLER DOOFUS DOOLITTLE

FOR FURTHER INFORMATION OR TO MAKE A RESERVATION, CALL CHRISTOPHER AT 518- 589-5815

On September 9 - 12, 2018, a group from the **MountainTop Golden Agers** visited Ocean City, Maryland. Part of the trip was a visit to Assateague Island, a barrier island bordered by the Atlantic Ocean on the east and the Sinepuxent Bay on the west. Its two miles of ocean beaches offer swimming, beachcombing, sunbathing, surfing and fishing. The bayside offers visitors the chance to explore secluded coves by canoe or kayak. The marsh areas have a variety of wildlife, including deer, waterfowl and feral horses.



LONG TERM CARE COMMUNITY COALITION

Advancing Quality, Dignity & Justice

Free Resources & Educational Series

Nursing Home Family & Ombudsman Engagement, Education, and Empowerment

With funding from the New York State Health Foundation, LTCCC is undertaking a special project to provide support for nursing home families and those who work with them. Our goal is to help families and ombudsmen understand residents' rights and how to organize and sustain effective family councils.

When Are The Programs? The third Tuesday of the month at 1pm.

September 18: Intro to the Project: Supporting Nursing Home Family Knowledge & Advocacy

October 16: Nursing Home Care & Quality of Life Standards

November 20: Making Your Voice Heard in the Nursing Home...and Beyond

December 18: Staffing: How to Find Out About Staffing in Your Facility & What it Means for Your Resident's Care & Quality of Life

Attend in Two Easy Ways:

1) To join the online meeting, go to: <https://join.freeconferencecall.com/richardmollot>.

2) To participate by phone, at the time of the program call (712) 770-4010. When prompted, enter the Access Code, 878277, followed by the pound (#) key.

Note: All program materials will be posted in the Learning Center at www.nursinghome411.org. To view the recording of the program, click on the YouTube button on our homepage.

NY State LTC Ombudsmen: With your supervisor's permission, attendance at these programs can count toward your annual in-service training requirements. In order for us to notify your supervisor that you attended, you must take a short survey within one week of the program date. The survey is available at <https://www.surveymonkey.com/r/ltccc-ltccop1>. Please check with your supervisor about receiving credit for a program.

Families & Ombudsmen: Please join us to receive information & resources tailored to support your advocacy for your residents. Email sara@ltccc.org or call 212-385-0355.

SUPPORT GROUP MEETINGS

alzheimer's  association®

the compassion to care, the leadership to conquer®

1st monthly Wednesday, 3:00 p.m.
The Pines, Jefferson Heights, Catskill

3rd monthly Thursday, 6:00 p.m.
Heermance Memorial Library, 1 Ely Street, Coxsackie

www.alz.org



Seniors Helping Seniors

The Greene County Aging Services Foundation, Inc. raises funds to support some of the essential programs of the Department of Human Services.

The Foundation reimburses the kind, generous volunteers who transport local seniors to medical appointments. With cutbacks at all levels of government, the County is in need of our support more than ever.

Volunteers provide this essential benefit out of goodness of their hearts, but very few of these wonderful people can afford to carry out this effort without some reimbursement for vehicle costs.

We, as seniors, recognize the value that such programs bring to our communities. Let us remember that many of our loved ones, friends and families have received personal benefits from this important service.

Would you consider joining the Foundation as a Director?

The Foundation is managed by nine (9) Directors, eight (8) members at large and the Executive Director of the Greene County Department of Human Services. Potential directors should have qualities that enable them to function effectively. They should be able to recognize older adults' needs in the community and take an active role in working toward building a continuum care systems.

Important personal qualifications include leadership, ability to positively interact with others, commitment to representing the interests of older adults, and a willingness to devote time and effort to the Foundation's goals. Terms of office are three years, but directors can be re-elected twice.

Please contact the Department of Human Services, 518-719-3555, to make a contribution to the Aging Services Foundation or if interested in becoming a Director.



Weatherization Works In Greene County!

**Weatherization Assistance Program is a free program
for income eligible home owners.
We follow the same income guidelines as HEAP.**

2017-2018
WEATHERIZATION PROGRAM
INCOME THRESHOLD

Household Size	Monthly Income	Annual Income
1	\$ 2,318	\$ 27,816
2	\$ 3,031	\$ 36,372
3	\$ 3,744	\$ 44,928
4	\$ 4,457	\$ 53,484
5	\$ 5,170	\$ 62,040
6	\$ 5,883	\$ 70,596
7	\$ 6,343	\$ 76,120
8	\$ 7,063	\$ 84,760
9	\$ 7,783	\$ 93,400
10	\$ 8,503	\$ 102,040

Each additional person add \$693

**If your home has never been weatherized
by the Community Action Weatherization Program,
call for an application.**

**Insulation, Air Sealing, Ventilation, Light Bulbs, Refrigerator,
Smoke Detectors and CO Detectors are just some of the things that
the Weatherization Assistance Program may be able to do for your
home.**

Call 518-943-9205 for an application today.



ENHANCED STAR INCOME VERIFICATION PROGRAM (IVP) IS NOW MANDATORY

Beginning with the 2019-2020 school year, all new Enhanced STAR applicants are **required** to participate in the IVP. The New York State Department of Taxation and Finance will annually review applicants' income to determine their eligibility for the Enhanced STAR exemption.

In the first year, the assessor will verify eligibility based on the income information applicants provide. Subsequently, the Tax Department will also review applicants' income to confirm eligibility. In the following years, the Tax Department will verify income eligibility, and applicants **will not** need to reapply for the exemption or provide copies of their tax returns to the assessor.

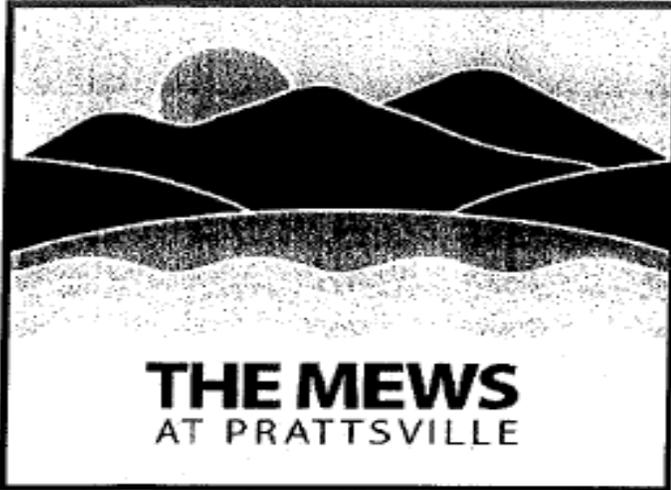
Property owners who were previously participating in the IVP **do not** need to submit any information to assessors. The Tax Department will notify existing IVP participants if:

- they need additional information to determine eligibility, **or**
- they determine participants are not eligible for the exemption.

As a result of the IVP changes, property owners receiving the senior citizens exemption will no longer automatically receive the Enhanced STAR exemption. To receive both exemptions, they will have to apply for each one separately.

To help explain the changes to property owners, pamphlets are available at the Greene County Department of Human Services. In addition, information is available at www.tax.ny.gov and search: IVP

5456 Washington Street, Prattville NY 12468



YOUR NEXT HOME COULD BE HERE!

The Mews offers apartments with rental assistance to both families & seniors 62 and over. In addition there are several apartments available to qualified families (see table for qualifying earnings)

Your family size	With rental assistance you can earn up to:	Without rental Assistance you can earn up	Example of Rental Assistance: 1 person earning \$22,000 per year qualifies for a rent of \$550, which is equal to 30% of the households monthly income
1 person	\$23,650	\$28,230	
2 person	\$27,000	\$32,400	
3 person	\$30,400	\$36,480	
4 person	\$33,750	\$40,500	
5 person	\$36,450	\$43,740	
6 person	\$39,150	\$46,980	

The Mews has a total of 44 rental units. The senior building consists of 32 one-bedroom apartments, all of which come with rental assistance & 4 two-bedroom affordable apartments for seniors 62 and over. All senior apartments are one floor with no stairs, and the senior building has an elevator. There are also several fully handicap accessible units available.

In separate buildings there are 4 two-bedroom and 4 three-bedroom apartments for families of any age.

Community Amenities include an on-site superintendent, multiple activity rooms, a health and fitness room, energy-efficient appliances, and on site laundry.

DOWNLOAD AN APPLICATION TODAY

WWW.RUPCO.ORG

OR CALL 845-331-2140 EXT 237

This housing opportunity is also posted on NYSHousingSearch.gov



Homes and Community Renewal



KEARNEY
GROUP

Strengthening Homes
Communities
And Lives



THIS IS A PAID ADVERTISEMENT.

MVP Health Care® is here for you!

Gladys Peña
Medicare Products Advisor

MVP Health Care
625 State Street, Schenectady, NY 12307
518-388-2370

gpena@mvphealthcare.com





GREENE COUNTY ROUND TABLE NEWS
is published monthly by
GREENE COUNTY DEPARTMENT of HUMAN SERVICES
411 Main Street, Catskill, NY 12414
(518) 719-3555 Toll Free (877) 794-9266
aging@discovergreene.com

EXECUTIVE DIRECTOR - THÉRÈSE MCGEE WARD

BUSINESS MANAGER: Ken Brooks

AGING DEPARTMENT COORDINATORS:

Aging Services - Connie Bentley

Nutrition - Tezera Pulice

Volunteer Services - Ruth Pforte

Staff:

CASE MANAGERS: Cortney Carlson Carol Provost Danielle Wade

BETHANY VILLAGE CASE MANAGER: Andrea Benjamin-Legg

ADMINISTRATIVE ASSISTANT: Maureen Murphy

AGING SERVICES SPECIALIST: Nicole Noll

AGING SERVICES AIDE: Rose Bundy

RECEPTIONIST: Mary Jean Pomilla

SHOPPING BUS DRIVER: Janet Osborn

NUTRITION VAN CHAUFFEURS: Patrick Murphy Dave Mokszycki

YOUTH BUREAU CASE WORKER: Carrie E. Wallace

The office is open 8:30 a.m. - 5:00 p.m. Monday thru Friday, though staff are unavailable to be seen between 12 Noon and 1:00 p.m.

Agency staff specialize in a variety of subjects. **While walk-ins can sometimes be seen, staff who can best assist you may be unavailable at times. We recommend you call ahead for an appointment.**