

# Action for Older Persons

*Information you can count on ~ Assistance you can trust*

609 East Main Street, Suite 11

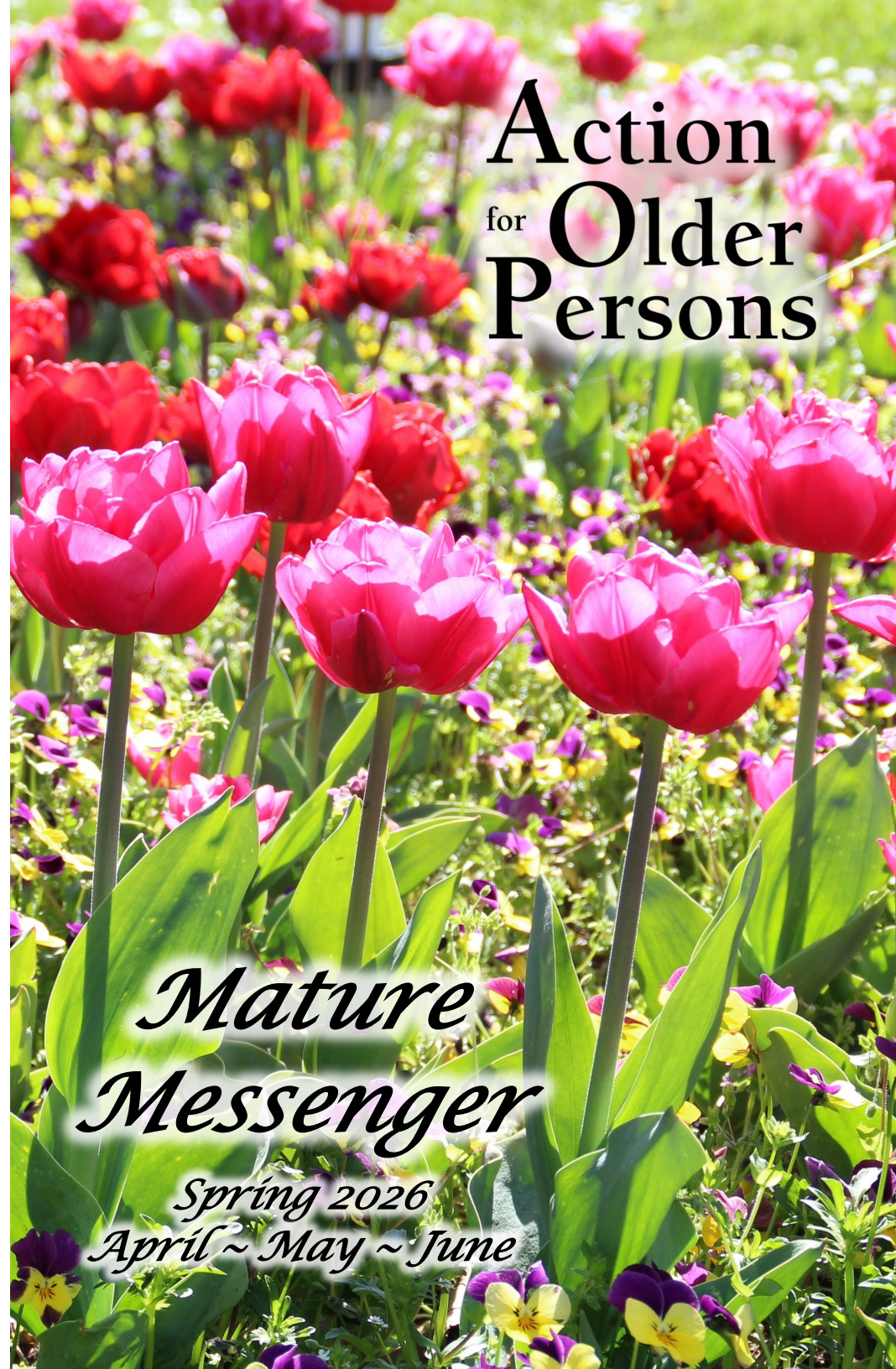
Endicott, NY 13760

607-722-1251

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# Action for Older Persons

## *Mature Messenger*

*Spring 2026  
April ~ May ~ June*

# New Staff Spotlight



Hello! My name is Heather Cron, and I have more than two decades of experience working in healthcare. Most of my experience has been in long-term care settings. I have worked as a Certified Nurses Assistant, Home Health Aide, Medication Technician, and a Dietician's Clerk.

In every position I have worked in, and in every setting, I have done my best to advocate for those in my care. I have loved my career journey in healthcare and have found it to be very rewarding. I am thankful for the opportunities I have had to learn from and to serve the seniors I have worked with over the years. I look forward to the opportunity to learn and advocate as an Ombudsman.

On a personal note, my husband is my best friend. I have five fantastic kids, two beautiful grandchildren, and one character of a cat named Jake. In my spare time I enjoy spending time with my family, watching old films, reading books, listening to music, and I love trips to the ocean.



*Introducing*

Angela has spent the past 10 years working with various nonprofit organizations in the community, supporting individuals in overcoming barriers to achieve their personal goals. She has a BS degree from SUNY Oneonta and took extensive coursework in gerontology while at SUNY Oneonta. She brings significant experience in intensive case management and is well-versed navigating health insurance programs and helping individuals access the services and supports they need in the community. She is passionate about empowering others and guiding them through complex systems with confidence and understanding. Outside of her professional work, Angela enjoys spending time in nature and making meaningful memories with her child.



*Introducing*

# Action for Older Persons 2026 Proxy Form

Let it be known that the undersigned, being a current member of Action for Older Persons, Inc. in the year 2026, does hereby grant to \_\_\_\_\_

(Print Proxy's name)

a proxy vote on behalf of the undersigned at the Annual Meeting on June 18, 2026 at 8:00 am and said proxy holder is entitled to attend said meeting on my behalf and enter my vote through proxy.

During the pendency of the proxy, all rights to the vote shall be held by the proxy holder and shall not be voted by the undersigned, provided the undersigned may revoke this proxy at any time.

\_\_\_\_\_  
Print Your Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Day Time Phone

Please Mail Proxy by June 11, 2026

## *AOP's Long-Term Care Ombudsman and Nursing Home Staffing*



Office of the State  
Long Term Care  
Ombudsman

Long-Term Care Ombudsmen are advocates for residents of nursing homes, adult care facilities and family type homes. Ombudsmen provide information and assistance to long-term care residents and their families in an effort to attain quality care.

They are specifically trained to investigate complaints and resolve problems. Action for Older Persons in Endicott, NY contracts with New York State for the Regional Long-Term Care Ombudsman Program in this local area. This locally based program provides Ombudsman services to approximately 44 facilities in Broome, Chenango, Delaware, and Tioga Counties.

Nursing Homes are required by New York State Public Health Law and Regulations to meet minimum staffing standards. These minimum standards require every nursing home to maintain daily staffing hours equal to 3.5 hours of care per resident per day by a certified nurse aide, licensed practical nurse, or registered nurse. Of the 3.5 hours required, at least 2.2 hours of care per resident per day must be provided by a CNA and at least 1.1 hours of care per resident per day must be provided by a licensed nurse.

Compliance with the minimum nursing staff requirements is determined on a quarterly basis using the most recent data available from the federal Centers for Medicare and Medicaid Services (CMS) Payroll Based Journal (PBJ). Nursing homes that fail to adhere to the minimum staffing standards are subject to civil penalties.

If you or a loved one resides in a nursing home and staffing has become a concern, AOP's LTCOP is here to help. Contact us at (607)722-1251 or [dlabare@actionforolderpersons.org](mailto:dlabare@actionforolderpersons.org).

## *Medicare Savings Program & Recertifications*

The Medicare Savings Program (MSP) helps pay for Medicare costs. The MSP pays the Part B premium (\$202.90 per month) that is taken out of your Social Security. It also qualifies you for the Extra Help program which pays for a drug plan up to \$58.80 per month and lowers your drug copays to \$5.10 for a generic medication and \$12.65 for a brand name medication.

**The Medicare  
Savings Program can  
save you at least  
**\$2,430 a year!**  
**Do you qualify?****



The MSP looks only at income, not savings or investments. The monthly income limits for 2026 are \$2,494 for single individuals and \$3,375 for married individuals. If you are within \$100 of these income limits, call us as we may be able to help you qualify. The application is free and can be submitted at any time. Call AOP at (607) 722-1251 for help with the MSP application, MSP recertifications, or for any of your other Medicare questions.

# Struggling with Utility Bills?

The Town of Union, New York Community Development Block Grant (CDBG) Emergency Utility Assistance Program is designed to provide up to three (3) months of utility assistance to low-to-moderate income residents who have been struggling with the unprecedented increase in energy costs and unable to make timely and full payments.

This program will only be available to applicants who reside in the Town of Union including, the Village of Johnson City, the Village of Endicott, and Endwell, once the Town of Union Board and HUD have provided approval.

For more information, contact the Town of Union at:  
607-786-2985

## *Managing High-Cost Meds Under the new Medicare Caps*

- **The \$2,100 Cap:** Once your combined deductibles and copays for covered drugs hits this limit, your drug costs drop to zero
- **Prescription Payment Plan:** You can use the Medicare Prescription Payment Plan to spread drugs costs across the remaining months
- **Insulin Stability:** Insulin remains capped at \$35 per month with no deductible applied



Tam and Diane Pham  
Bernadette Poppert  
Richard and Carol Powell  
Amie Reilly  
Gary and Joni Sanders  
Ed and Susan Sarzynski  
Annette Schrader  
Barbara Slocum  
Constance Smith

Mary and Duane Spilde  
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Jessie Stone He  
Bruce and Mary Theobald  
Meg and John Urda  
Debra and Dean Warrick  
Bruce and Diane Yager  
Lawrence and Patricia Zimmerman  
Lisa Zuccolo



*This listing reflects gifts received through March 18, 2026.  
If we have made an error or omission, please let us know!*

## *Thanking our Wonderful Supporting Members and Donors*

*The listing below acknowledges the special commitment of our supporting members and individual donors who have contributed \$75 or more during our 2026 Annual Membership Campaign. If you have not already, we hope you will renew your membership in 2026 to help AOP continue its vital mission.*

Edward and Nancy Anderson  
William and Martha Artim  
Mary Atkinson  
St. Thomas Aquinas Church  
Sandra J Bradley  
Susan and Mark Bretscher  
Edward and Julie Brower  
Pat Burns  
Sandra Cacialli  
Colleen Carnevale  
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Beth Norton  
William and Nancy Orr  
Dorothy and James Paoletti  
Michael and Margaret Paoletti  
Peter and Marcia Papastrat  
Bruce and Debra Parmelee  
Darlene Pennay

## *WORLD ELDER ABUSE AWARENESS DAY IS JUNE 15TH*

World Elder Abuse Awareness Day (WEAAD) was launched by the International Network for the Prevention of Elder Abuse and the World Health Organization at the United



Nations. The purpose of WEAAD is to provide an opportunity for communities around the world to promote a better understanding of abuse and neglect of older persons by raising awareness of the cultural, social, economic and demographic processes affecting elder abuse.

WEAAD is in support of the United Nations International Plan of Action acknowledging the significance of elder abuse as a public health and human rights issue.

In a society that values the just treatment of all people, WEAAD reminds us that elder abuse has implications for all of us, so it's important to find the right solutions to reduce and prevent it. WEAAD serves as a call-to-action for individuals, organizations, and communities to educate each other about how to identify, address, and prevent abuse.





## Action for Older Persons

### Giving Nursing Home Residents a Voice

Long-Term Care Ombudsmen provide a “regular presence” in long-term care facilities and because of this, are able to get to know residents, their needs, and those things that make a difference in their everyday lives. Ombudsmen are another set of eyes in facilities. For those residents without any family or loved ones, Ombudsmen may be their only socialization from outside the facility and the only advocate they can truly count on. The Ombudsman becomes a “voice for the voiceless” and a lifeline for those who need assistance when they feel like they have nobody to turn to.

LTCOP volunteer Ombudsmen bring compassion and understanding to the residents of long-term care facilities in our community. They serve residents not because they have the time, but because they have the “heart.” If you are interested in becoming a “voice for the voiceless,” contact Danielle LaBare (607)722-1251 or

[dlabare@actionforolderpersons.org](mailto:dlabare@actionforolderpersons.org)

for more information.



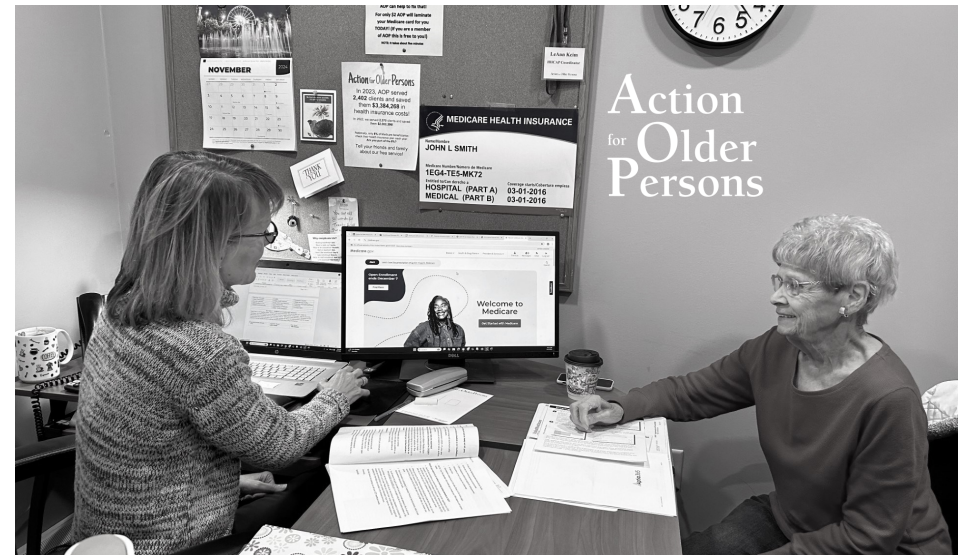
Office of the State  
Long Term Care  
Ombudsman

### Medicaid Long-Term Care Options

If you, a spouse, a parent, or other loved one needs long-term care, whether in a nursing facility or in your own home, we will review the eligibility criteria for Medicaid to pay for these services. Topics will include an introduction to financial guidelines, the five-year lookback, and spousal impoverishment laws. You will also learn about Medicaid Managed Long-term Care (MLTC) plans that can provide community based long-term care services and support in your home.

**Tuesday, April 21 from 1:00 to 2:00 pm**

**Tuesday June 9 from 1:00 to 2:00 pm**



### Advanced Planning for End of Life

Join us for a introductory seminar on advanced directives. You will learn how to select and assign a health care proxy, complete a living will, and broach the subject of end of life decisions with your family. All participants will receive the necessary documents for free.

**Friday, May 8 from 10:00 to 11:00 am**

# *Seminar Series*

Space is limited; *Registration is Required*

Call AOP to Reserve your spot

607-722-1251

## Long-Term Care Insurance

Join us for a comprehensive seminar on various ways to plan for and pay for long-term care. You will learn eligibility guidelines, affordability, and risk factors as well as various options to offset costs.

**Tuesday, May 19 from 1:00 to 2:00 pm**

## Medicare 101

This is a comprehensive seminar on Medicare. We'll cover eligibility, enrollment rules, and all Medicare options. We will also talk about savings programs that are available to help defer Medicare costs and preventive benefits that can enhance and preserve your health.

**Tuesday, April 21 from 9:00 to 11:00 am**

**Tuesday, May 19 from 9:00 to 11:00 am**

**Tuesday, June 9 from 9:00 to 11:00 am**

**National  
Volunteer  
Week 2026  
April 19-25**



**We Love  
Our  
Volunteers!**



**HIICAP: Empower ~ Educate ~ Assist**

Our Health Insurance Information, Counseling and Assistance Program (HIICAP) offers one-on-one assistance, counseling and education to help Medicare beneficiaries, their families, and caregivers make informed decisions about their health care and benefits.



**Health Insurance  
Information, Counseling  
and Assistance Program**

Because of the complexity of Medicare, volunteers are required to complete training and pass a state certification exam prior to counseling. We currently have a team of 16 volunteers assisting Broome County residents.

If you are looking for an extremely rewarding volunteer opportunity and would like to join our team, give us a call to learn more about becoming a HIICAP volunteer. Contact LeAnn Keim at 607-722-1251 or at [lkeim@actionforolderpersons.org](mailto:lkeim@actionforolderpersons.org).



# Independent Consumer Advocacy Network

Action for Older Persons' **ICAN program** can help you navigate the process of obtaining long-term care services through Medicaid.



We can help with:

- **Medicaid eligibility and enrollment**
- Obtaining a long-term care assessment through the New York State Independent Assessor Program
- Choosing a long-term care plan that's right for you
- ***Help you appeal a denial or reduction of services from your health plan through informal advocacy and formal appeal processes***
- Report to the NY State Department of Health complaints about Medicaid Managed Long-Term Care Plans
- **Provide educational outreach to inform New Yorkers about their long-term care options and rights through Medicaid**

***If you or a loved one needs more care than you can provide?***

***A Medicaid Long-Term Care Plan could help!***



## *2026 Annual Meeting & Breakfast Banquet*

*June 18, 2026*

*8:00 to 10:30 AM*

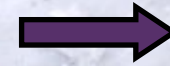
*Phelps Mansion Museum*

***Action for Older Persons' Board of Directors and staff invite you to join us on June 18th at the historic Phelps Mansion Museum for our 2026 Annual Meeting. You will enjoy a delicious breakfast as we celebrate our accomplishments of 2025, and look forward to what's to come in 2026.***

## *Get your tickets now!*

***Tickets are \$25 each -To order tickets, visit [www.actionforolderpersons.org](http://www.actionforolderpersons.org), call our office at 607-722-1251 or click on the QR code.***

***Deadline for tickets is June 11, 2026***



***If you are a current member but cannot attend, please consider sending in a proxy form (located at the back of the newsletter) and return it to our offices at:  
609 E. Main Street, Suite 11, Endicott, NY 13760***

***If you have not yet renewed your membership for 2026***

***please visit our website at***

***[www.actionforolderpersons.org](http://www.actionforolderpersons.org)***

***or call 607-722-1251***

***for membership levels and benefits.***

# Action for Older Persons

Your membership to AOP helps support these valuable programs, Thank You!!

**ICAN, the Independent Consumer Advocacy Network** Advocates for individuals with Medicaid who need long-term care services in order for them to remain in their homes and communities.



**HIICAP, the Health Insurance Information Counseling & Assistance Program** provides free, unbiased help with health insurance questions and concerns often saving seniors hundreds of dollars a year on their insurance!

**LTCOP, the Long-Term Care Ombudsman Program** is dedicated to enhancing the quality of life for residents of long-term care facilities. AOP's Ombudsmen visit facilities regularly to assist residents and advocate on their behalf.



**Facilitated Enrollment for the Aged, Blind and Disabled Program.** FE-ABD is a New York State-sponsored public health insurance application assistance program for people who are aged, blind, or disabled.



Additional programs and services include the E-MDT and A-MDT programs which safeguards victims of abuse, Advanced Planning for End of Life, monthly educational seminars, and more!



## Facilitated Enrollment Aged, Blind & Disabled

**Do You Need Health Insurance ?**  
**If you are 65 or older, blind or disabled and need assistance applying for health insurance, our facilitated enrollers can assist you!**



**We can help you apply for:**

- ◆ **Medicaid**
- ◆ **Medicaid for Nursing Home or Long-term Care**
- ◆ **Medicaid Excess Income / Resource Programs**
- ◆ **Medicaid Buy in for Working People with Disabilities**
- ◆ **Medicare Savings Program**

**Call 607-722-1251 to make an appointment.**

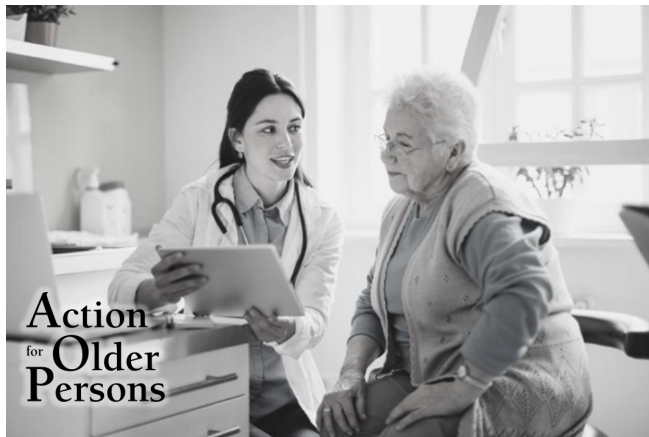
**CSS** Community Service Society

**Action for Older Persons**

AOP's FE-ABD program serves Chenango, Cortland, Otsego and Delaware Counties.

## *Medicare Part B Preventive & Screening Services*

Did you know that Medicare covers many preventive services to help beneficiaries remain healthy? CMS Publication (#10110) titled Your Guide to Medicare Preventive Services details all these services offered and how frequently they can be accessed. This guide states, “Preventive services can find health problems early, when treatment works best, and can help keep you from getting certain diseases. Preventive services include exams, shots, lab tests and screenings. They also include programs for health monitoring, counseling, and education to help you take care of your own health.”



If you want a copy of this publication, you can order it by going to [www.medicare.gov](http://www.medicare.gov), then typing order publication 10110 in the search bar or by calling Medicare at 1-800-Medicare. You may also get this publication at AOP.

Call us at (607) 722-1251

## *The Following Services Are Covered Under Medicare*

- Abdominal aortic aneurysm screening
- Alcohol misuse screenings and counseling
  - Mammograms (screening)
  - Cardiovascular disease screenings
- Cardiovascular disease (behavioral therapy)
  - HIV screening
  - Colorectal cancer screenings
  - Depression screenings
  - Diabetes screenings
- Diabetes self-management training
  - Glaucoma tests
- Hepatitis B Virus (HBV) infection screening
  - Hepatitis C screening test
- Cervical and vaginal cancer screening
  - Lung cancer screening
- Bone mass measurements (bone density)
  - Nutrition therapy services
- Obesity screenings and counseling
  - Pneumococcal shots
  - Prostate cancer screenings
- Sexually transmitted infections screening and counseling
  - Tobacco use cessation counseling
  - “Welcome to Medicare” preventive visit
    - Yearly "Wellness" visit
- Shots: COVID-19 vaccines ~ Flu shots ~ Hepatitis B shots  
Pneumococcal shots ~ Shingles shots