



**Pro Action Yates Office for the Aging Directory of Services**  
 417 Liberty Street, Suite 1116  
 Penn Yan, NY 14527  
 315-536-5515  
 ycofa@proactioninc.org  
 Zachary Housworth, Director



Welcome to the Pro Action Yates Office for the Aging. Our mission is to help Yates County residents, 60 years of age and older remain independent in their homes while maintaining their dignity and quality of life. Please see the following directory for our list of services and who, of our helpful staff members, you may contact if you have any questions or needs. Our hours of operation are Monday-Friday 8:30am-4:30pm. You may reach all of our staff by calling 315-536-5515 unless otherwise indicated or at their email address listed below.

<b>PROGRAM</b>	<b>PROGRAM DESCRIPTION</b>	<b>CONTACT PERSON</b>
Grapevine Express	OFA's bi-monthly newsletter informing Yates County seniors of OFA and local programs and events as well as educational articles.	Becky Bennett-Tears bennett-tearsb@proactioninc.org
Information and Referral/Yates NY Connects Choices for Long Term Services and Supports	Offers information about OFA programs and referral to the appropriate contact person. NY Connects is available to all ages for information and referral regarding long term care choices	Becky Bennett-Tears bennett-tearsb@proactioninc.org Ashley Beach tillmana@proactioninc.org
Transportation Transportation Companion Program	Provides trips for medical appointments in and out of Yates County, as well as social trips for shopping, errands, special events, etc.	Terri Becker beckert@proactioninc.org
Home Energy Assistance Program (HEAP)	Assists low income households with energy financial assistance to help meet high energy costs.	Office for the Aging 315-536-5515 ycofa@proactioninc.org
Health Insurance Information and Assistance	Information and counseling regarding questions related to Medicare, long-term care insurance, pharmaceutical coverage programs, Medicare Savings and Medicare Extra Help	Ashley Beach tillmana@proactioninc.org Becky Bennett-Tears bennett-tearsb@proactioninc.org
Prevention and Wellness	Offers community evidence based health promotion classes to increase physical activity and maintain independence.	Pam Swarhout strongp@proactioninc.org
Tax Assistance	Preparation of tax forms from February-April 15.	Call Office for the Aging 315-536-5515 to schedule an appointment
Volunteer Program	Many different opportunities to volunteer with seniors. One time, or on-going opportunities, we will work with your schedule and interests	Becky Bennett-Tears bennett-tearsb@proactioninc.org
Elder Abuse	Public education regarding physical and financial abuse, mistreatment or neglect.	Amy Canfield canfielda@proactioninc.org

Legal Services	Referrals provided to Legal Assistance of the Finger Lakes for individuals to have access to representation on rights, benefits, and issues regarding civil law.	Ashley Beach tillmana@proactioninc.org Becky Bennett-Tears bennett-tearsb@proactioninc.org
Nutrition Counseling	Consultation with a Registered Dietician is available by appointment to discuss diet and nutrition, including special needs diets.	Mimi Litsche litschem@proactioninc.org
Personal Emergency Response (Fall Assistance Program)	A device to wear which offers immediate access to emergency assistance when button is pressed.	Terri Becker beckert@proactioninc.org
Project Lifesaver (Wandering Locator System)	A water-resistant personalized wristband transmitter worn by individuals who have a tendency to wander that emits a unique tracking signal every second, 24 hours a day for location.	Terri Becker beckert@proactioninc.org
Long Term Care Options Counseling	Advice and counseling on in-home services and residential options.	Ashley Beach tillmana@proactioninc.org Becky Bennett-Tears bennett-tearsb@proactioninc.org
Home Delivered Meals	Nutritious meals delivered to your home for short or long periods of time depending on your need.	Deb Fox 315-536-6038 foxd@proactioninc.org
Caregiver Support Program	Offers guidance, respite and support to those who provide assistance to loved ones.	Amy Canfield canfielda@proactioninc.org
Consumer Directed In-Home Services	Enables an individual who needs personal care assistance at home to have a choice in selecting and managing the way they receive care and who provides the care to them.	Amy Canfield canfielda@proactioninc.org Brenda Gilbert gilbertb@proactioninc.org
Expanded In-Home Services for the Elderly (EISEP)	For frail individuals needing help with housekeeping, personal care, shopping, laundry, etc.	Amy Canfield canfielda@proactioninc.org Brenda Gilbert gilbertb@proactioninc.org
Case Management	Helps to identify needs of individual, plan care, Arrange and monitor services.	Amy Canfield canfielda@proactioninc.org Brenda Gilbert gilbertb@proactioninc.org
Telephone Reassurance (Phone Friends)	A phone call to home-bound seniors to check on well-being and to encourage social interaction.	Brenda Gilbert gilbertb@proactioninc.org
Private Care Registry	A list of private duty aides, nurses, housekeepers companions, etc.	Amy Canfield canfielda@proactioninc.org