

# NEW HORIZONS

## York County Area Agency on Aging

Volume 26, NO. 3

Winter 2019

**Telephone:**  
(717) 771-9610 or  
1-800-632-9073

**Email:**  
aging@yorkcountypa.gov

**Website:**  
www.ycaaa.org



**President Commissioner**  
Susan P. Byrnes

**Vice President Commissioner**  
Doug Hoke

**Commissioner**  
Christopher B. Reilly

### Inside This Issue . . .

<i>From the Director</i> . . . . .	2
<i>Senior Food Box Program</i> . . . . .	3
<i>Free Workshops Lead to Healthier Living</i> . . . . .	4
<i>Mature Driver Improvement Courses</i> . . . . .	5
<i>Need Some Help with Home Repairs?</i> . . . . .	6
<i>Annual Report</i> . . . . .	7
<i>3rd Annual Diabetes Expo</i> . . . . .	8
<i>2019 Tax Year Assistance Schedule</i> . . . . .	9
<i>Who Pays What Under Part D in 2020</i> . . . . .	10
<i>APPRISE Can Help Yearlong!</i> . . . . .	11
<i>PACE and PACENET</i> . . . . .	12
<i>Be Cautious When Making Gifts</i> . . . . .	13
<i>LIHEAP</i> . . . . .	14
<i>York County Senior Centers</i> . . . . .	15
<i>Take the Time to Make a Difference</i> . . . . .	16



## Stay Safe in Cold Weather!



### Learn Why You Need to Stay Warm When It's Cold

If you are like most people, you feel cold every now and then during the winter. What you may not know is that just being really cold can make you very sick.

Older adults can lose body heat fast—faster than when they were young. A big chill can turn into a dangerous problem before an older person even knows what's happening. Doctors call this serious problem hypothermia.

#### What is Hypothermia?

Hypothermia is what happens when your body temperature gets very low. For an older person, a body temperature colder than 95 degrees can cause many health problems such as a heart attack, kidney problems, liver damage, or worse.

Being outside in the cold, or even being in a very cold house, can lead to hypothermia. You can take steps to lower your chance of getting hypothermia.

#### Keep warm inside

Living in a cold house, apartment, or other building can cause hypothermia. People who are sick may have special problems keeping warm. Do not let it get too cold inside and dress warmly.

#### Tips for keeping warm inside:

- Set your heat to at least 68–70°F. To save on heating bills, close off rooms you are not using. Place a rolled towel in front of all doors to keep out drafts.
- Make sure your house isn't losing heat through windows. Keep your blinds and curtains closed.
- To keep warm at home, wear long underwear under your clothes. Use a blanket to keep your legs and shoulders warm. Wear socks and slippers.
- Make sure you eat enough food to keep up your weight. You need some body fat to stay warm.
- When the weather is cold, avoid alcohol. It can make you lose body heat.
- When you go to sleep, wear long underwear under your pajamas, and use extra covers. Wear a cap or hat.
- Ask family or friends to check on you during

cold weather. If a power outage leaves you without heat, try to stay with a relative or friend.

#### Bundle up on windy, cool days

A heavy wind can quickly lower your body temperature. Check the weather forecast for windy and cold days. On those days, try to stay inside or in a warm place. If you have to go out, wear warm clothes.

#### Tips for bundling up include:

- Dress for the weather if you have to go out on chilly, cold, or damp days.
- Wear loose layers of clothing. The air between the layers helps to keep you warm.
- Put on a hat and scarf. You lose a lot of body heat when your head and neck are uncovered.
- Wear a waterproof coat or jacket if it's snowy.
- Change your clothes right away if they get damp or wet.

#### Talk with your doctor about how to stay safe in cold weather

Some illnesses may make it harder for your body to stay warm. Taking some medicines and not being active can also affect body heat. Your doctor can help you find ways to prevent hypothermia.

#### Tips for talking with your doctor include:

- Ask your doctor about signs of hypothermia.
- Talk to your doctor about any health problems and medicines that can make hypothermia a special problem for you.
- Ask about safe ways to stay active even when it's cold outside.

#### Warning signs of hypothermia

Sometimes it is hard to tell if a person has hypothermia. Look for clues. Is the house very cold? Is the person not dressed for cold weather? Is the person speaking slower than normal and having trouble keeping his or her balance?

Watch for the signs of hypothermia in yourself, too. You might become confused if your body temperature gets very low. Talk to your family and friends about the warning signs so they can look out for you.



Continued on page 12

# From the Director



Dear Reader:

In the blink of an eye another year comes to a close. 2019 will be a year I will certainly reflect upon in the future due to the challenges our Agency was faced with and the numerous obstacles we had to overcome. 2019 was a year in which we felt a significant impact of the growing senior population. Almost every program we provide observed an increased need from seniors in our county. Nowhere was this increased need more evident than in our in-home services programs.

In-home services include services such as personal care, home delivered meals, respite, and other services which are meant to support a senior in their home, allowing them to remain in their home if they so choose. These services are provided based on the senior's needs and are very inexpensive when compared to the cost of a nursing facility. The best part about these services is they are paid for utilizing monies from the Pennsylvania Lottery.

Pennsylvania has always devoted substantial resources to provide services for older adults. In fact, we have the only State lottery dedicated

to this purpose. Until recently, however, a very large percentage of that care was provided in nursing facilities. While nursing facilities provide a very necessary level of care, it is also more costly than serving someone in their home. There is a nationwide trend to provide care in more affordable settings which allows people to remain in their home if they so choose. So when you see the second most famous groundhog in Pennsylvania Lottery commercials telling you that lottery proceeds go to support services for seniors, they truly do.

While the lottery is a wonderful support for senior programs, it is unfortunately unable to keep up with the growing need. This year, our Agency has had to make some hard decisions about the services we provide and how we provide them. Making changes to programs is all the more difficult as our mission statement speaks to empowering older adults to maximize their independence and quality of life. Often empowering someone means you need to provide them with the tools to remain independent, and the tools that our Agency provides are in-home services.

It is my hope through advocacy and persistence we will shed light on these funding issues and how

important these services are to seniors who need them. It is often the simplest of services that allow a senior to remain at home and forgo the much more costly move to a facility. If we fail to find solutions to these issues now, the problem will only grow as we move into the New Year.

As 2019 comes to an end, the temperatures will drop, the snow will start to fall, and we will hunker down for the winter. In a blink of an eye the holidays will be upon us and we will celebrate the start of a New Year. I truly hope 2020 brings you peace and joy and I wish each of you a wonderful holiday season and a happy New Year. 2020, here we come!!!

*Mark W. Shea*



**YCAAA**

**Advisory Council**

The next York County Area Agency on Aging's Advisory Council meetings will be held at **12:30 pm** on the following dates:

**Monday, December 9, 2019**  
**Monday, February 10, 2020**

All meetings will be held at the **York County Department of Emergency Services**  
120 Davies Drive, York



## NEW HORIZONS

Published the first day of April, September and December

By

**York County Area Agency on Aging**

100 West Market Street, York, PA. 17401

Phone: (717) 771-9610

1-800-632-9073

FAX: (717) 771-9044

Email: [aging@yorkcountypa.gov](mailto:aging@yorkcountypa.gov)

Website: [www.ycaaa.org](http://www.ycaaa.org)

**Mark W. Shea**

YCAAA Director

**Ross Stanko**

Director of Operations and Outreach

**Jenny Nace**

Editor/Advertising Sales/Circulation

### Mission Statement

The primary focus of the York County Area Agency on Aging is to provide education, advocacy, and coordination of community-based services to empower older adults to maximize their independence and quality of life.

### Acceptance of Advertising

The advertisements in this newspaper are based on information supplied by the Advertisers. Inclusion in the newspaper does not imply endorsement of the product or service by YCAAA or the York County Commissioners, nor does exclusion imply disapproval. YCAAA accepts no responsibility for the quality of service provided by any organization listed.

### New Horizons Donation

The *New Horizons* is free to residents of York County, Pennsylvania. As publishing and postage costs continue to rise, donations are gladly accepted to offset the cost.

Name (Please Print Clearly) \_\_\_\_\_

Amount of Donation \_\_\_\_\_

### Please add me to the Mailing List:

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Please mail this form and make donation to:

**York County Area Agency on Aging**  
**New Horizons**

**100 West Market Street**  
**York, PA 17401**

**Winter 2019**

*Please notify YCAAA to discontinue your mailed issue.*

December 2019

**Catherine Dietz**

*APPRISE Insurance*  
*Counselor*



January 2020

**Ray Quickel**  
*Ombudsman*



February 2020

**Karen Claycombe**

*Friendly Visitor &*  
*Medical Outreach Deliveries*



March 2020

**Bill Tileston**  
*Financial Counselor*



**YCAAA Stars**

# 2019/2020 Senior Food Box Program

The Senior Food Box Program is a federal initiative designed to improve the health and nutrition of income eligible seniors. Seniors receive a box of food each month, which helps stretch their fixed incomes. York County residents age 60 and older, who meet certain income guidelines, may be eligible for a FREE Food Box. **The individual must show valid ID and proof of income at the time of certification for the program.**

The fiscal-year **2019/2020** income guidelines are shown below:

## 130 % Federal Poverty Income Guidelines

Household size	Annual Income	Monthly Income
1 person	\$16,237	\$1,354
2 people	\$21,983	\$1,832
3 people	\$27,729	\$2,311
Each additional household member, add	\$5,746	\$479

If found eligible, the senior will receive one box of food per month with an average retail value of \$50, which includes the following commodities provided through the US Department of Agriculture:

- 4 cans of vegetables
- 2 cans of fruit
- 2 bottles of juice
- 2 boxes of cereal
- 2 cartons of shelf-stable milk
- 1 can of beef stew or chili
- 1 jar of peanut butter
- 2 bags of pasta
- 1 two-pound block of cheese



For more information or to apply, call the **Senior Box Hotline at 717-846-6435 ext. 209, open Monday through Thursday from 10 am to 2 pm.** Leave your name and phone number, you will receive a call back. The York Food Bank is located at 254 W. Princess St., York.

## Medicare 2020 Premiums, Deductibles & Coinsurance

### MEDICARE PART A:

#### Hospital:

Deductible	\$1,408 (per spell of illness)
Days 61-90	\$352.00 (per day)
Days 91-150	\$704.00 (per day)

#### Skilled Nursing Facility:

Days 1-20	\$0.00
Days 21-100	\$176.00 (per day)

### MEDICARE PREMIUMS:

**Part A:** Premium is \$0 for most people

Those without enough quarters pay:  
 \$458.00 per month if less than 30 quarters  
 \$252.00 per month 30-39 quarters

### MEDICARE PART B:

Deductible	\$198.00 (per year)
Coinsurance	20%

**Standard Premium for Part B: \$144.60 per month**

Part B Premium Penalty = 10% additional for every 12-month late enrollment.

Your premium may be more if your income is above \$87,000 (single) or \$174,000 (couple).

## Winter Weather Travel Tips



Do you have places you'd like to visit but don't have a way to get there? Let us take you! Seniors 65 years of age and older are eligible for Paratransit, often referred to as "Shared Ride." Shared Ride is door-to-door bus service providing trips that are grouped together between multiple customers. Most Shared Ride destinations are within your home county; however, rabbittransit also provides regular trips to adjacent counties based on demand. There are no restrictions on the reason you may use our services, so the Senior Shared Ride Program can be used for all kinds of trips such as: medical appointments, grocery shopping, beauty salons, banking, recreation, physical therapy, visiting, fitness, Adult Day Care and more! All vehicles are ADA-accessible and, once approved, a personal care assistant may accompany you at no extra cost. There may be a co-pay each time you board the vehicle. The cost depends on many different factors. There is a required application and reservation process. Please contact the mobility planning department for more information at 1-800-632-9063. Our staff will be happy to answer your questions and help you to begin using rabbittransit for all your transportation needs!

For those planning on using our services during these colder months, rabbittransit offers the following winter weather travel tips:

- **Plan Ahead:** Extreme winter weather may cause delays in paratransit service, so please plan ahead and allow extra time for travel. This is especially important if you're making a new trip or one you are not completely familiar with. If you need to update a standing ride or cancel a trip, call our Customer Call Center at 1-800-632-9063.
- **Dress Warmly:** Remember to dress for winter conditions. Vehicles will become cold during the loading and unloading process.
- **Step Carefully:** Bus floors and steps become slippery from snow & ice. Kick the snow from your shoes before stepping on board. Use the handrails and take your time. Always maintain three points of contact—one hand and two feet or two hands and one foot—when boarding the bus.
- **Stay Informed:** In case of inclement weather, rabbittransit may have delays. Sign up for Rider Alerts to receive an email or text message about unexpected service changes. Visit [rabbittransit.org](http://rabbittransit.org) to sign up today.

## MEDICARE REMINDER

### General Enrollment Period

If you didn't sign up for Part A (if you have to buy it) and/or Part B (for which you must pay premiums) during your Initial Enrollment Period, and you don't qualify for a Special Enrollment Period, you can sign up between

**January 1 – March 31** each year.

**Your coverage won't start until July 1 of that year, and you may have to pay a higher Part A and/or Part B premium penalty for late enrollment.**

## PRE-RETIREMENT SEMINAR

A FREE Medicare Facts for New or Pre-Retirees seminar will be presented by the York County Area Agency on Aging's APPRISE program on Thursday, January 23, 2020 from 6 to 9 p.m., in the adult lounge of the York Jewish Community Center, 2000 Hollywood Drive, York.

Preregistration is required. Please call 717-771-9008 or 1-800-632-9073, or email [aging@yorkcountypa.gov](mailto:aging@yorkcountypa.gov) for more information and to register.

# Be Fire Safe! Our Turn to Take Care of You...

Reflections by: **Kraig E. Herman, IAAI-CFI**

**Public Education Specialist at Pennsylvania Office of the State Fire Commissioner**

With winter soon upon us a chilly nip will fill the air, and we may seek additional ways of heating our homes. The most popular device most will rely upon is a portable electric heater. According to the National Fire Protection Association (NFPA), **heating** is the second leading cause of U.S. home fires, deaths, and injuries. December, January and February are the peak months for heating fires and home fire deaths. In this issue of *New Horizons*, I want to share some electric portable heater fire safety tips to keep you safe from fire.

1. If you use an electric portable heater, make sure you have the unit plugged directly into a wall plug. **DO NOT** use any extension cords as the portable heater may draw too much current and cause the extension cord to fail,

causing a fire.

2. Make sure to **keep the heater at least three feet away** from anything that can burn and potentially cause a fire.
3. Remember to **turn off** portable heaters when leaving a room or going to bed.
4. Eliminate the chance of burns; make the area around the heater a **“kid free zone.”**

Most portable electric heaters will have a “fail safe switch” installed in them, so that when a heater gets knocked over, the heater will automatically shut off. If you know you have a portable heater that is not equipped with such a fail safe design, I highly recommend disposing of the heater and purchasing a unit equipped with the safety feature.

Lastly, I want to mention three additional tips:

1. **Test** your smoke alarms at least once a month.
2. **Plan and practice** a home escape plan.
3. **NEVER** use your oven to heat your home.

*If you are interested in having a Remembering When: A Fire and Fall Prevention Program for Older Adults presented for your group, please contact Kraig Herman at [krherman@pa.gov](mailto:krherman@pa.gov).*



Kraig E. Herman is also a Volunteer Firefighter/EMT at Union Fire Co. No. 1, Manchester Pa.

## I Transferred Money to My Daughter 4 Years Ago; Will I Be Penalized For Medicaid?

By: **Jeffrey R. Bellomo, Certified Elder Law Attorney**

Many people don't realize that helping out their family members could cause an issue if they later apply for Medicaid. Medicaid law imposes a penalty period if assets are transferred within five years of applying. But what if the transfers had nothing to do with Medicaid? Although difficult to do, sometimes, but not often, you can avoid a penalty.

You are not supposed to move into a nursing home on Monday, give all your money and assets away on Tuesday, and qualify for Medicaid on Wednesday. Therefore, the government looks back five years for any assets transferred without receiving fair value in return, and for all such transfers levies a penalty of a period of time during which the person transferring the assets will be ineligible for Medicaid. The penalty period is determined by dividing the amount transferred, or the value of the asset transferred (for example, real estate), by what Medicaid determines to be the average private pay cost of a nursing home in Pennsylvania, which in 2019 is about \$343 a day (this changes every year).

The penalty period can seem very unfair to someone who made gifts without thinking about the potential for needing Medicaid. For example, what if you made a gift to your daughter to help her through a hard time? If you unexpectedly fall ill and need Medicaid to pay for long-term care, the state will likely impose a penalty period based on the transfer to your daughter.

To avoid a penalty period, you will need to prove that you made the transfer for a reason other than qualifying for Medicaid. The burden of proof is on you, the Medicaid applicant, and it can be difficult to prove. The following evidence can be used to prove the transfer was not for Medicaid planning purposes:

- The Medicaid applicant was in good health at the time of the transfer. It is important to show that the applicant did not anticipate needing long-term care at the time of the gift.
- The applicant has a pattern of giving. For example, the applicant has a history of helping his or her children when they are in need or giving annual gifts to family or charity.
- The applicant had plenty of other assets at the time of the gift. Giving away all of one's assets would be evidence that the applicant was anticipating the need for Medicaid.
- The transfer was made for estate planning purposes or on the advice of an accountant.

Proving that a transfer was made for a purpose other than to qualify for Medicaid is very difficult, and the Medicaid system in Pennsylvania generally resolves any doubt in favor of the state. If you innocently made transfers in the past and are now applying for Medicaid, or if you are thinking about making gifts in near or distant future, consult with your elder law attorney.

## Free Workshops Can Lead to Healthier Living

The York County Area Agency on Aging is offering a chronic disease self-management program called **Looking Beyond My Condition: Empowerment Tools to Manage Your Health, Your Way.**

Adults age 60 and older, who are living with ongoing medical conditions such as high blood pressure, diabetes, heart disease, arthritis, COPD, stroke, cancer or others are invited to participate in the workshops. This interactive program spans six workshops, once a week for 2½ hours. The workshops will be taught by certified instructors through the agency.

Developed by the Self-Management Resource Center, formerly Stanford University Patient Education Program, this health promotion program provides tools for managing your health, dealing with difficult emotions, and breaking the symptom cycle that comes with chronic conditions. The program introduces participants to self-management tools like healthy eating, exercise, action planning and dealing with difficult emotions, among others. A companion book, *Living a Healthy Life with Chronic Conditions, 4th Edition*, and an audio relaxation tape will be provided for all participants.

**These free workshops will be held:**  
**York Township Park Building**  
**25 Oak Street, York**  
**Mondays, April 13 – May 18**  
**9:30 AM to 12 PM**

There is no charge for the workshops. Pre-registration is required by calling Megan Craley at 717-771-9610.

# Mature Drivers Improvement Courses

By Barbara L. Zortman, Director, Center for Traffic Safety

Under Pennsylvania law you may be entitled to at least a 5% discount on your entire automobile insurance policy if you are 55 or older and successfully complete a PennDOT-approved driver improvement course. Check with your insurance carrier for the specifics of their program.

There are four organizations that offer the approved Basic and Refresher Mature Driver Improvement Courses. All of these approved courses target those essential driving skills that can save your life and help to keep you driving safer, longer. They also address the specific safety needs of the mature driver by helping them to understand how aging affects driving abilities and providing insight about driving on today's roadways. You'll also learn about new laws you might not be aware of.

- There are **no** written or driving tests.
- This is **not** a course to judge your skill as a driver.

There may be course fees, but they are moderate and vary with each organization.

Note that in order to maintain the insurance discount, individuals would have to take the Refresher Mature Driver Improvement Course every three years.

## Contact the following organizations to check fees and availability:

### Northern York County Regional Police Department

717-292-3647  
[http://nycrpd.org/?page\\_id=61](http://nycrpd.org/?page_id=61)

### AAA

717-600-8700 (York)  
717-637-2400 (Hanover)

### AARP: Driver Safety Program

1-888-227-7669

### ADEPT Driver

1-855-839-9090  
[www.lifelongdriver.com/pamaturedriver](http://www.lifelongdriver.com/pamaturedriver)

### National Safety Council

1-800-775-1484  
[www.nsc.org/ddc/pa/maturedriver](http://www.nsc.org/ddc/pa/maturedriver)

### Safe 2 Drive (offers online course only)

1-800-763-1297  
[support@safe2drive.com](mailto:support@safe2drive.com)  
[www.safe2drive.com/pennsylvania.aspx](http://www.safe2drive.com/pennsylvania.aspx)

### Senior Driving Discount of America

1-888-541-5576  
[www.seniordrivingdiscount.com/state/pa](http://www.seniordrivingdiscount.com/state/pa)

### Seniors for Safe Driving

1-800-559-4880  
[www.seniorsforsafedriving.com](http://www.seniorsforsafedriving.com)

## NEW HORIZONS

York County Area Agency on Aging

*New Horizons* is available online for free, including hyperlinks, so that the reader can easily find more information. Go to [www.ycaaa.org](http://www.ycaaa.org), click on "About Us," then click on "New Horizons Newspaper" directly below.

## Top Ten Safety Checklist for Older Adults

- 1) Install smoke and carbon monoxide alarms throughout your home.
- 2) Have an emergency escape plan and pre-arrange for a family member or caregiver to help you escape, if needed.
- 3) Keep a fire extinguisher handy in the kitchen in case of fire.
- 4) Make sure there is good lighting inside and outside your home to help prevent falls.
- 5) Make sure walking surfaces are flat, slip resistant, free of objects, and in good condition to avoid falls.
- 6) Keep ashtrays, smoking materials, candles, hot plates and other potential fire sources away from curtains, furniture, blankets and other combustibles. Never leave them unattended.
- 7) Have fuel burning appliances including furnaces and chimneys inspected by a professional every year to make sure they are working properly and not leaking poisonous carbon monoxide.
- 8) Install ground fault circuit interrupters, or GFCIs, in potentially damp locations such as the kitchen, bathroom, garage, near utility tubs or sinks, and on the exterior of the house to protect against electrocution.
- 9) Make sure all medications, matches, and lighters are stored out of children's reach. Keep all medications in child-resistant enclosures.
- 10) Set your hot water heater to no more than 120° F to help prevent burns.

Source: [www.cpsc.gov](http://www.cpsc.gov) Consumer Product Safety Commission - Publication 701

## Is the American Community Survey Legit?

By: Colleen Tressler, Consumer Education Specialist,  
Federal Trade Commission

Here at the FTC, we always tell people to use caution when someone they don't know asks them for personal information. So it's not surprising that people are asking questions about mailings and phone calls they're getting about the American Community Survey (ACS).

The ACS is a legitimate survey conducted by the U.S. Census Bureau, which is part of the Department of Commerce. Unlike the 10-year Census, this survey runs all year, every year. The survey goes to a random sample of addresses in every state, the District of Columbia, and Puerto Rico. Many federal, state, tribal, and local leaders use the answers to update their statistics.

If someone contacts you about the American Community Survey and you want to verify that the visit or phone call is legitimate, simply call your Census regional office at 1-800-262-4236.

Here's how the ACS survey process works:

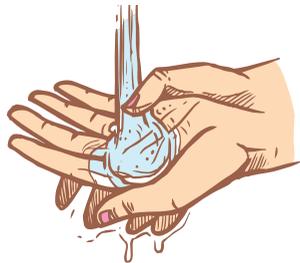
- ◇ Census sends a letter saying that your address was selected for the ACS.

- ◇ Most people then get instructions to complete the ACS online. If you don't complete the survey, Census will send a paper questionnaire in about two weeks.
- ◇ If you still haven't submitted the survey, you may get a call. You also may get a call if you completed the survey, but Census needs to clarify information.
- ◇ If Census can't reach you by phone, they may send someone to your address to complete the process in person. Interviewers may visit or call after normal business hours when it's more likely you'll be home. The Census representative must show a photo ID with the U.S. Department of Commerce seal and an expiration date. If you ask, the interviewer will give you a supervisor's contact information and/or the Census regional office phone number for verification.

For more information, please visit the U.S. Census Bureau's **ACS page** at <https://www.census.gov/programs-surveys/acs/> or call 1-800-354-7271.

# Washing Raw Poultry: Risks Outweigh the Benefits

A study from the U.S. Department of Agriculture (USDA) reveals that individuals are putting themselves at risk of illness when they wash or rinse raw poultry.



“Cooking and mealtime is a special occasion for all of us as we come together with our families and friends,” said Dr. Mindy Brashears, the USDA’s Deputy Under Secretary for Food Safety. “However, the public health implications of these findings should be of concern to everyone. Even when consumers think they are effectively cleaning after washing poultry, this study shows that bacteria can easily spread to other surfaces and foods. **The best practice is not to wash poultry.**”

The results of the observational study showed how easily bacteria can be spread when surfaces are not effectively cleaned and sanitized. The USDA is recommending three easy options to help prevent illness when preparing poultry, or meat, in your home.

1. Significantly decrease your risk by preparing foods that will not be cooked, such as vegetables and salads, BEFORE handling and preparing raw meat and poultry.
  - o Of the participants who washed their raw poultry, 60 percent had bacteria in their sink after washing or rinsing the poultry. Even more concerning is that 14 percent still had bacteria in their sinks after they attempted to clean the sink.
  - o 26 percent of participants that washed raw poultry transferred bacteria from that raw poultry to their ready-to-eat salad lettuce.
2. Thoroughly clean and sanitize ANY surface that has potentially touched or been contaminated from raw meat and poultry, or their juices.
  - o Of the participants that did not wash their raw poultry, 31 percent still managed to get bacteria from the raw poultry onto their salad lettuce.
  - o This high rate of cross-contamination was likely due to a lack of effective handwashing and contamination of the sink and utensils.

- Clean sinks and countertops with hot soapy water and then apply a sanitizer.
- Wash hands immediately after handling raw meat and poultry. Wet your hands with water, lather with soap and then scrub your hands for 20 seconds.

3. Destroy any illness causing bacteria by cooking meat and poultry to a safe internal temperature as measured by a food thermometer.

- o Beef, pork, lamb and veal (steaks, roasts and chops) are safe to eat at 145°F.
- o Ground meats (burgers) are safe to eat at 160°F.
- o Poultry (whole or ground) are safe to eat at 165°F.
- Washing, rinsing, or brining meat and poultry in salt water, vinegar or lemon juice does not destroy bacteria. If there is anything on your raw poultry that you want to remove, pat the area with a damp paper towel and immediately wash your hands.

“Everyone has a role to play in preventing illness from food,” said Administrator Carmen Rottenberg of USDA’s Food Safety and Inspection Service (FSIS). “Please keep in mind that children, older adults, and those with compromised immune systems are especially at risk. Washing or rinsing raw meat and poultry can increase your risk when bacteria spread around your kitchen, but not washing your hands for 20 seconds immediately after handling those raw foods is just as dangerous.”

The U.S. Centers for Disease Control and Prevention estimates that millions of Americans are sickened with foodborne illnesses each year, resulting in roughly 128,000 hospitalizations and 3,000 deaths.

*Have questions? Need more food safety information?* Call the USDA Meat and Poultry Hotline at 1-888-674-6854. Live food safety experts are available Monday through Friday, from 10 a.m. to 6 p.m. Eastern Time.

Source: *Press Release No. 0125.19*  
U.S. Department of Agriculture (USDA) August 20, 2019,  
[www.fsis.usda.gov](http://www.fsis.usda.gov)

## Need some help with home repairs?

GROUP Cares is a non-profit, interdenominational Christian volunteer home-repair organization based in Colorado. This local GROUP Cares Workcamp is sponsored by Eastern York Workcamp Initiative in Wrightsville, York County.



Eastern York Workcamp Initiative



Every summer, almost 25,000 young people and adults participate in 39 Workcamps in communities across the U.S. During the workcamp, teenagers and adults – all members of youth groups from around the country – volunteer a week of their time. They perform hands-on-home-repair projects for elderly, low-income, and disabled families - for free - and will be in the York County area this summer. Volunteers will be housed at Eastern York Middle School, sleeping on the floors, eating in the cafeteria, and enjoying evening programs in the gym. There will be 300-400 volunteer workers attending, including local youth groups.

**The Workcamp will occur June 21 – 26, 2020.**

E.Y.W.I, the local sponsor, **is still seeking York County senior citizens who need the following repairs done to their home:**

- Porch repair/contruction
- Weatherization
- Step repair
- Wheelchair ramp repair/construction
- Exterior painting
- Mobile home skirting
- Interior painting

**Both labor and materials are free.**

**Applications must be received  
by January 31, 2020.**

To apply to the program for home repairs, please call **717-757-3998** and ask Nadine for an application. Or, you can email Nadine at **Christchurch5main@ymail.com**.

Depending on the size of the response, some homes in outlying areas of York County may be ineligible, due to excessive travel time not allowing enough time for the actual construction. However, these seniors should feel encouraged to apply, and will be considered.

# A Look at the York County Area Agency on Aging

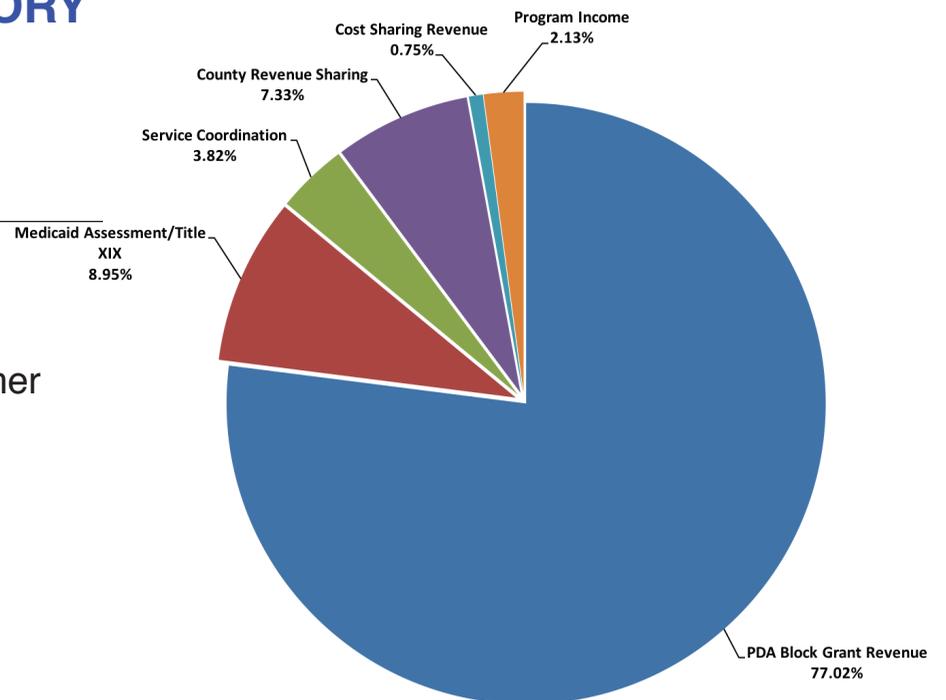
## Serving the 109,000 Older Adults in York County during Fiscal Year 2018-2019 – Facts and Figures...

<b>Nutritional Support</b> 240,874 Home Delivered Meals 189,502 Congregate Meals
<b>Transportation</b> 50,344 rabbittransit Trips
<b>Level of Care Determination</b> 3,030 Assessments
<b>Personal Care</b> 34,700 Hours of Care
<b>Home Support</b> 4,222 Hours of Care
<b>Older Adult Protective Services</b> 1,163 Elder Abuse Investigations
<b>Volunteer Service</b> 152 Volunteers 8,613 Hours \$219,029 Value
<b>New Horizons Newspaper</b> 28,000 Households Receive
<b>Farmers Market Nutrition Program</b> 9,304 Vouchers 2,326 Seniors
<b>Information and Assistance</b> 12,697 Contacts 34,742 Website & Facebook Visits
<b>Medicare Presentations</b> 1,979 Attendees
<b>Assisted by APPRISE Program</b> 5,038 Client Contacts
<b>York County Senior Games</b> 800 Participants & Volunteers

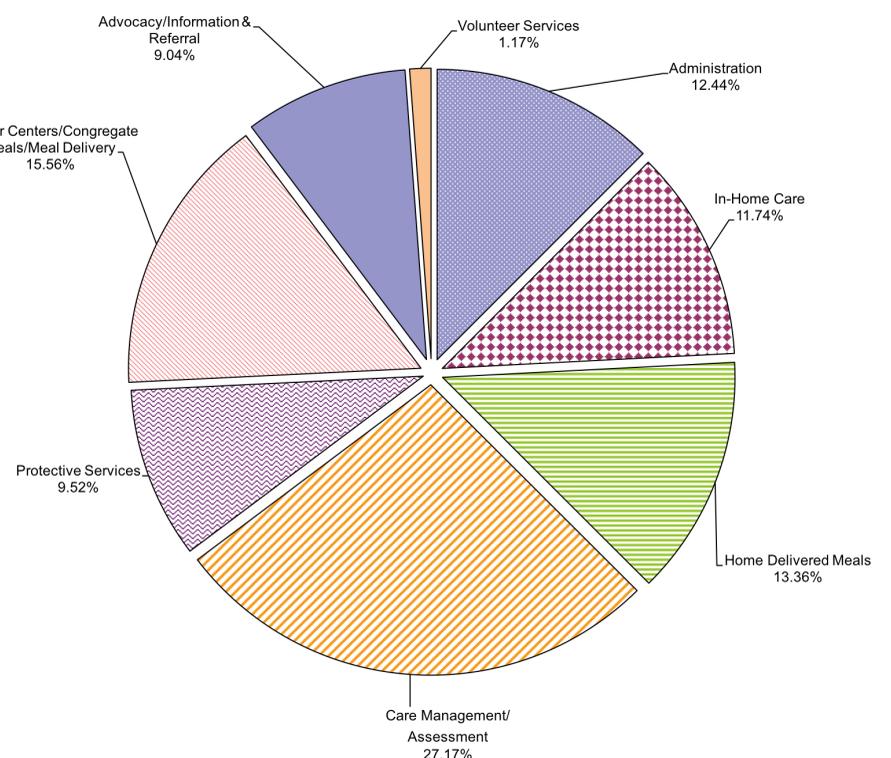
### YCAAA ADVISORY COUNCIL MEMBERS 2018 - 2019

- Tami Barley
- Diane R. Berkheimer
- Debra Daniels
- Patricia Egger
- Sharon Eyster
- Richard Farr
- Robert Fawcett, **Vice-Chair**
- Joni Griffin
- Jacquelin Harrington
- Susan Heinle  
*(Retired 4/25/19)*
- Robert Jensenius, **Chair**
- Dr. Sardari Khanna
- William Long  
*(Retired 6/11/19)*
- Carol Lyons, **Secretary**
- Kimberly Maglaughlin
- John Manley
- Paige Payne
- Staci Rogers
- Phyllis Seelig
- Sherry Welsh

Revenue by Category FY 2018/2019



Expenditures by Category FY 2018/2019



### OUR MISSION

The primary focus of the York County Area Agency on Aging is to provide education, advocacy, and coordination of community-based services to empower older adults to maximize their independence and quality of life.

# Volunteers Provide Free Tax Preparation

AARP Tax-Aide volunteers will be available to assist you in completing your income tax returns at sites throughout York County, beginning in February. Select a site convenient for you and call to schedule an appointment. The volunteers can assist with most forms and returns.

## Federal Income Tax Return

You **must or should** file a return if any of the following situations apply to you:

1. Your gross income exceeds the threshold for your age and filing status.
2. You had net earnings from self-employment of more than \$400.
3. You received a Premium Tax Credit as part of the Affordable Care Act.
4. You received a Health Savings Account distribution.
5. You owe a penalty for an early distribution from a retirement account.
6. You had taxes withheld or made estimated tax payments.
7. You are eligible for the Earned Income Credit.

## State Income Tax Return

Many persons who do not have to file a Federal return still must file a Pennsylvania return. If you have \$33 or more of income from things like wages, interest, dividends, capital gains, or life annuity distributions, you need to file a Pennsylvania return. The AARP volunteer will determine whether you qualify for our state's "tax forgiveness" rules, which can reduce or eliminate any state income tax owed.

## Property Tax/Rent Rebates

If you meet income and age guidelines,

Property Tax and Rent Rebate forms will be completed. Please bring proof that you paid property taxes in 2019 if you own your home or, if you rent, the state's rent certificate form signed by your landlord or other proof of rent paid.

## No Need to File

If you know you do not need to file an income tax return and want to complete only a Property Tax or Rent Rebate application, please state that when you call for an appointment. You may be given an appointment time for a rebate-only return.

If you are not sure you need to file a federal or state return, please bring all your documents to one of our sites. We will review them and help you make that determination.

## WHAT SHOULD YOU BRING TO YOUR TAX APPOINTMENT?

After you make an appointment the next step is to **make sure that you are prepared** before the appointment. It is important that you bring with you all the information and documents needed to complete the tax returns and other forms.

### Bring any of the following:

1. **All tax forms** that you received through the mail or you printed from the internet.
2. A copy of **last year's** federal, state and local income **tax returns**, and Property Tax/Rent Rebate returns.
3. Your picture identification cards, such as a drivers' license, and your and any dependents' Social Security cards.
4. Verification of all employment income you received during the year,

e.g., wages (W-2) or self-employment (1099-MISC).

5. 1099 forms for interest, dividends, capital gains, unemployment payments, IRA distributions, pensions, Social Security benefits, etc.
6. Brokerage statements.
7. Affordable Care Act Form 1095-A.
8. Record of gambling and lottery winnings and proof of gambling losses.
9. If you want to itemize deductions, totals for medical expenses, charitable contributions, property taxes, mortgage interest, and volunteer and medical mileage.
10. 2019 property tax receipts for both County and School, with the tax collectors "Paid" stamp on them. If you don't have those, bring your cancelled checks or mortgage statement if paid through escrow.
11. Rent certificates completed by landlord (for rent rebate applicants).
12. A copy of a check or other document that displays bank account number and bank name for direct deposit of any refund.

It is important that you come fully prepared. This will allow the volunteers to assure that you receive all benefits that are rightfully yours and will usually eliminate the need for you to make a second trip.

Homebound individuals should schedule an appointment at a site and have a designated representative take your paperwork to the appointment.

**For questions, please call our voicemail line at 717-640-5006 or email us at [yorkaarptaxaide@gmail.com](mailto:yorkaarptaxaide@gmail.com).**

## Mark Your Calendars!



The 2020 Senior Games will be held June 22nd through June 26th featuring over 40 different events. Any York County resident, age 50 or older by 12/31/20, is eligible to participate. All 2019 participants will automatically receive a registration booklet in April of 2020. More information will be provided in the Spring/Summer issue of *New Horizons*, as well as on our website at [www.ycaaa.org](http://www.ycaaa.org).

The Senior Games are made possible by the financial support of local businesses, organizations, and individuals. Sponsors and donations are always accepted, as they continue to support the Games and ensure future success. Contact us at [aging@yorkcountypa.gov](mailto:aging@yorkcountypa.gov) for more information on sponsorship opportunities.

Volunteers are also needed for many different aspects of the Senior Games. Have just as much fun as the participants! Interested volunteers should call 717-771-9001 or email Megan at [MMCraley@YorkCountyPA.gov](mailto:MMCraley@YorkCountyPA.gov).

## 3rd Annual Diabetes EXPO

**When:** Saturday, March 21st, 9 AM – 1 PM

**Location:** YMCA of York and York County  
90 North Newberry St., York

**Target Audience:** For adults at-risk for or diagnosed with diabetes and their families.

**Cost:** FREE!

**Registration:** Open event, no registration needed.

**Door prizes and free food!**

**Community resources and vendors.**

**Presentations will be provided by a Periodontist and Registered Dietician.**

**Free health screenings include:**

A1C • Blood pressure • BMI • Gait and balance testing • Fall risk

*For more information, please contact Amber at 717-456-0565 or [ykdiabetescoalition@gmail.com](mailto:ykdiabetescoalition@gmail.com).*



# 2019 Tax Year Assistance Schedule

Free tax assistance for adults age 50 and older is available at the sites listed below from January 31 to April 15, 2020. All Federal and State income tax forms are prepared and filed electronically. Also, local earned income and state property tax/rent rebate forms can be prepared for you to mail.

**Appointments are required for all locations.**

For an appointment at the following six sites, **please call the York County Area Agency on Aging if you are 60 years and older, ON OR AFTER Tuesday, January 21, 2020 at 717-771-9042.** For those between the ages of 50 to 59, please call 717-640-5006.

## York Alliance Church

501 Rathton Road, York  
Fellowship Hall behind church  
**Wednesdays 8:30 AM – 12:30 PM and Saturdays, March 7 & March 28**

## Messiah United Methodist Church

1300 N. Beaver Street, York  
Downstairs Parish Hall - entrance in rear  
**Tuesdays 8:30 AM – 12:30 PM**

## Crispus Attucks

620 South George Street, York  
**Mondays, February 10; March 2 & March 30 8:30 AM - 12:30 PM**

## St. Matthew Evangelical Lutheran Church

839 West Market Street (rear), York  
**Mondays, February 17; March 9; April 6 8:30 AM - 12:30 PM**

## Union Fire Company

201 York Street, Manchester  
**Fridays, January 31; February 14 & 28; March 13 & 27; April 10 8:30 AM – 12:30 PM**

## Aldersgate U.M. Church

397 Tyler Run Road, York  
**Saturdays, February 29 & March 21 8:30 AM – 12:30 PM**

**Please call the following locations directly on or after Tuesday, January 21, 2020 (at the call times if indicated) to schedule your appointment:**

## Dover Area Community Library

3700 Davidsburg Road, Dover  
**Thursdays 8:30 AM – 12:30 PM**  
For Dover Community Library call  
Mondays and Wednesdays Noon – 6 PM  
**717-292-6814**

## Golden Connections Community Center

20C Gotham Place, Red Lion  
**Thursdays 8:30 AM – 12:30 PM**  
**717-244-7229**

## Hanover Church of the Brethren

601 Wilson Avenue, Hanover  
**Mondays 8:30 AM – 12:30 PM**  
For Hanover Brethren call Council of Churches  
Monday – Friday 9 AM-1 PM  
**717-633-6353**

## Shrewsbury Grace United Methodist Church

473 Plank Road, New Freedom (Shrewsbury)  
**Mondays 8:30 AM – 1 PM**  
For Stewartstown Senior Center call  
Monday - Friday 9 AM – 1 PM  
**717-993-3488**

## Windy Hill on the Campus

1472 Roth's Church Road, Spring Grove  
**Tuesdays 8:30 AM – 12:30 PM**  
For Windy Hill on the Campus call  
Mondays and Fridays 9:30 AM – 1:30 PM  
**717-225-0733**

## Red Land Senior Center 717-938-4649

736 Wyndamere Road, Lewisberry  
**Fridays, February 7 & 21; March 6; April 3 9 AM – 1 PM**

## Eastern Area Senior Center 717-252-1641

243 Hellam Street, Wrightsville  
**Wednesdays 8:30 AM – 12:30 PM**

## Wrightsville Hope UMC 717-252-1641

404 Hellam Street, Wrightsville  
**Thursdays, February 27; March 12 & 26; April 2 & 9 9 AM – 12:30 PM**

## Dillsburg Senior Center 717-432-2216

1 North 2nd Street, Dillsburg  
**Friday, March 20 8:30 AM - 12:30 PM**

**The following locations schedule for their members, and those age 60 or older with limited mobility. Please call them directly on or after Wednesday, January 15, 2020 to schedule your appointment.**

## White Rose Senior Center

27 South Broad Street, York  
**Mondays, February 24; March 23; April 13 8:30 AM – 11:30 AM**  
**717-843-9704**

## Delta Senior Center

5 Pendyrus Street, Suite 1, Delta  
**Call for details.**  
**717-456-5753**

## Northeastern Community Center

131 Center Street, Mt. Wolf  
**Friday, March 20 717-266-1400**

**For other questions, please call our voicemail line at 717-640-5006 or email us at [yorkaarptaxaide@gmail.com](mailto:yorkaarptaxaide@gmail.com).**



**A MATTER OF BALANCE**

MANAGING CONCERNS ABOUT FALLS

Fear of falling can be just as dangerous as falling itself. People who develop this fear often limit their activities, which can result in severe physical weakness, making the risk of falling even greater. Many older adults also experience increased isolation and depression when they limit their interactions with family and friends. *A Matter of Balance* can help people improve their quality of life and remain independent.

*A Matter of Balance* is designed to reduce the fear of falling and increase activity levels among older adults. Participants learn to set realistic goals to increase activity, change their environment to reduce fall risk factors, and learn simple exercises to increase strength and balance.

The York County Area Agency on Aging is offering *A Matter of Balance: Managing Concerns About Falls* and urges older adults to register for one of these sessions:

## York Township Park Building

25 Oak Street, York  
February 24 to March 18, 2020  
Mondays & Wednesdays, 10:00 AM-12:00 PM  
**\*\*Snow dates are March 23 and March 25\*\***  
Register by calling Faye: 717-771-9610

## Northeastern Senior Community Center

131 Center Street, Mt. Wolf (Otterbein United Methodist Church)  
March 2 to March 30, 2020  
**\*\*Snow dates are April 3 and April 6\*\***  
Mondays & Fridays, 9:30 AM – 11:30 AM (No class on Friday, March 20)  
Register by calling the Senior Center at 717-266-1400

## Rent-A-Kid

**An intergenerational program bringing youth and older adults together**

The Rent-A-Kid Program allows older adults to hire local youth to assist with various chores. To be eligible for the program you must be a York County resident, 60 years of age or older, and agreeable to reimbursement of a minimum of \$5/ hour or a negotiated rate based on the job.

The various indoor and outdoor chores and other odd jobs can include snow shoveling, computer and electronic device support, light housekeeping, holiday decorating and much more!

**Arrange for help before you need it.**  
**Call the Rent-A-Kid Coordinator at 717-771-9103 or 1-800-632-9073 or email [aging@yorkcountypa.gov](mailto:aging@yorkcountypa.gov).**

# A Second Chance to Switch Medicare Advantage Plans



## WHO PAYS WHAT UNDER PART D IN 2020



A new opportunity to switch Medicare Advantage/Part C plans is happening right now. The annual Medicare Advantage Open Enrollment Period (MA OEP) runs from Jan. 1 to Mar. 31 and offers anyone enrolled in a Medicare Advantage plan an opportunity to:

- Switch from one Part C plan to another, or
- Switch from a Part C plan to Original Medicare and add Part D prescription drug coverage.

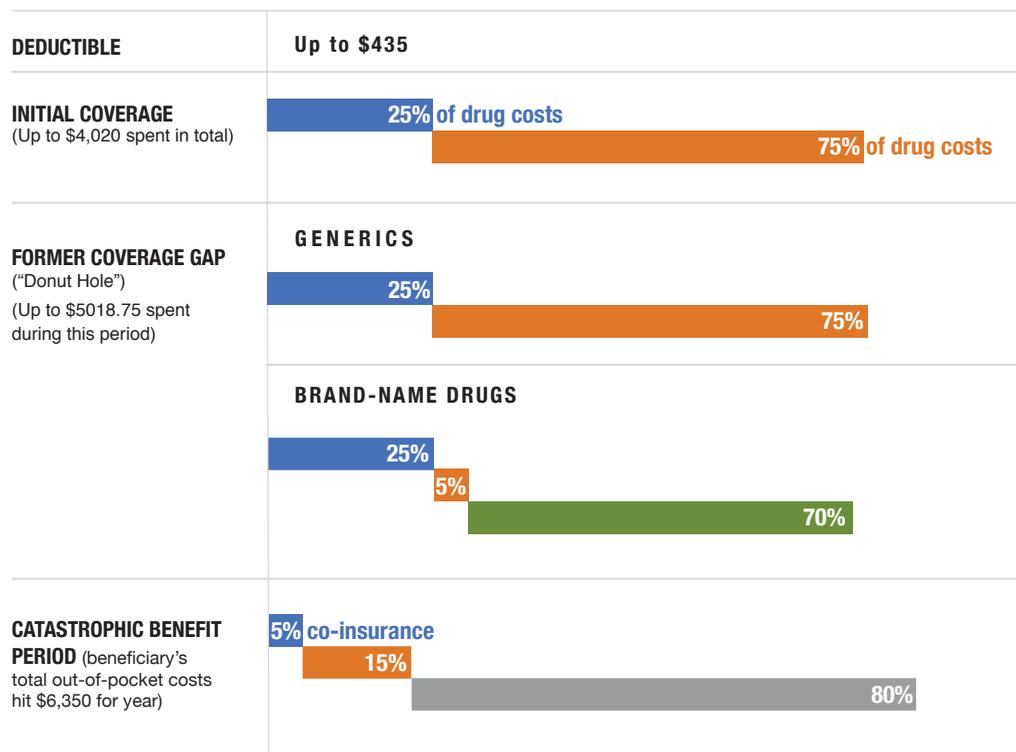
Think of the Medicare Advantage Open Enrollment Period as an exchange period. Instead of having to keep a Part C plan you chose during the Annual Election Period (Oct. 15 – Dec. 7) for a full year, you can switch immediately after your new plan becomes effective on Jan. 1. Your new plan then goes into effect one month later. You are only allowed to switch one time during the annual MA OEP.

Many circumstances may warrant the use of the MA OEP. You may realize the doctor you want to see is not in-network for the plan you chose, or your out-of-pocket costs are higher than expected. Maybe you want freedoms not offered by Medicare Advantage plans like visiting any Medicare-approved doctor regardless of network coverage. Whatever the reason, you now have an opportunity to do so without facing any penalties. If you decide to switch to Original Medicare and enroll in a Medigap plan, check with your State Health Insurance Assistance Program for Medigap enrollment information.

### Two Opportunities

The Medicare Advantage Open Enrollment Period consists of two separate periods in which you can exchange plans. The previously discussed annual Medicare Advantage Open Enrollment Period (MA OEP) runs from Jan. 1 to Mar. 31. There's also an individual Medicare Advantage Open Enrollment Period that starts and ends depending on when you first enroll in Medicare. The difference between the two periods is:

- The annual Medicare Advantage Open Enrollment Period, Jan. 1 – Mar. 31, is for anyone already enrolled in a Medicare Advantage plan at the start of the year (Jan. 1) and would like to change coverage.
- The individual Medicare Advantage Open Enrollment Period is only for new Medicare beneficiaries who enroll in a Medicare Part C plan



during the first three months they have Medicare. These individuals have an opportunity to enroll in another Part C plan or return to Original Medicare and a stand-alone Medicare Part D plan.

Both periods offer the same enrollment options, either switch from one Part C plan to another, or switch from a Part C plan to Original Medicare and add Part D prescription drug coverage. The only difference is when you're allowed to do so.

If you have any questions or need assistance searching for a new Medicare Advantage plan, please call APPRISE at 717-771-9008 or email [aging@yorkcountypa.gov](mailto:aging@yorkcountypa.gov).

Source: NCOA, My Medicare Matters® Team | 3.1.2019

<https://www.ncoa.org/blog/second-chance-switch-medicare-advantage-plans/>

## Create an Account for a Personalized Medicare Plan Finder Experience

When you create an account, you can:

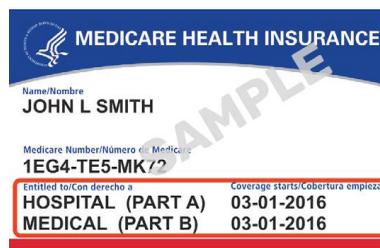
- Build a better drug list. We'll make suggestions based on prescriptions you filled within the last 12 months.
- Modify your drug list and save changes.
- Compare benefits and costs in your current plan to other plans available in your area.
- See prices based on any help you get with drug costs.

### Create your new account

If you want access to personalized information and features, you'll need to create an account. Visit [www.Medicare.gov/plan-compare](http://www.Medicare.gov/plan-compare) and click "Log in or create account."

Have the following information ready (for yourself or the person you're helping):

1. Medicare Number – You can find this on your red, white, and blue Medicare card. If you're new to Medicare and don't have your Medicare card yet, you can get your Medicare number on the letter you get from Social Security after you enroll.
2. Last name
3. Date of birth
4. Current address with ZIP code or city
5. Part A or Part B coverage start date (find this on your Medicare card)



Once you add this information and select "Next," you can create a username and password and use your new Medicare account. You can write your username and a password hint below. Just remember to keep this sheet in a safe place to protect your privacy.

My Username:	My Password Hint:
--------------	-------------------

### Forgot your username or password?

If you have an existing account, but forgot the username or password, click "Trouble signing in?" under the Username box on the log in page. You'll need this information:

1. Medicare number
2. Last name
3. Date of birth

Source: Centers for Medicare & Medicaid Services (CMS)

# APPRISE Can Help Yearlong!



APPRISE is the State Health Insurance Assistance Program which provides counseling for people with Medicare in Pennsylvania. It was created by the Pennsylvania Department of Aging to help Pennsylvanians understand Medicare and their other health insurance benefits. **Locally, this program is offered by the York County Area Agency on Aging.**

APPRISE counselors are specially-trained volunteers who have direct access to state and federal Medicare resources. They are able to answer questions about Medicare, Medicaid, Medigap, Medicare Advantage plans and the prescription drug program. They can help you to:

- Understand your Medicare benefits by explaining which services are covered under Part A and B and your Medicare Summary Notice.
- Make informed choices about Medicare coverage options, including Medicare appeals process and assist with appeals paperwork.
- Select a Medigap insurance policy.

## APPRISE counselors also:

- Explain financial assistance programs that may be available to assist in paying for your Medicare premiums, deductibles and coinsurance, as well as your prescription drug needs.
- Explain the Medicare prescription drug benefit.
- Make presentations on Medicare to your organization.

In our local York APPRISE Program, we have wonderful volunteers who assist in the office, as well as in the community at numerous sites. **To schedule an appointment for one-on-one counseling call the APPRISE Help Desk at 717-771-9008 or 1-800-632-9073.** The monthly APPRISE counseling sites from January through September are as follows:

- **Delta Senior Center**  
5 Pendyrus Street, Suite 1, Delta  
First Thursday of the month
- **Spring Garden Township Office**  
340 Tri Hill Road, York  
First Thursday of the month

- **Golden Connections Community Center**  
20-C Gotham Place, Red Lion  
Second Monday of the month
- **Windy Hill on the Campus**  
1472 Roth's Church Road, Suite 103,  
Spring Grove  
Second Wednesday of the month
- **Manchester Township Municipal Office**  
3200 Farmtrail Road, York  
Second Thursday of the month
- **Yorktown Senior Center**  
509 Pacific Avenue, York  
Third Tuesday of the month
- **Springettsbury Township Municipal Office**  
1501 Mt. Zion Road, York  
Third Wednesday of the month
- **Windy Hill on the Campus**  
1472 Roth's Church Road, Suite 103,  
Spring Grove  
Fourth Monday of the month
- **West Manchester Township Municipal Office**  
380 East Berlin Road, York  
Fourth Wednesday of the month

*Find the site near you, and call us at 717-771-9008 for an appointment.*

## Tips for Using Your New Medicare Drug Coverage

If you've just joined a Medicare Prescription Drug Plan (Part D) for the first time, or you switched to a new Medicare drug plan, there are some things you can do to make sure your first visit to the pharmacy goes smoothly.

The first time you use your new Medicare drug plan, you should come to the pharmacy with as much information as possible. Here's what you need to bring to the pharmacy:

- Your red, white, and blue Medicare card
- Photo ID (like a state driver's license or passport)
- Your plan membership card

If you don't have a plan membership card, you should also bring these to the pharmacy:

- An acknowledgement or confirmation letter from the plan, if you have one
- An enrollment confirmation number from the plan, if you have one (**Note:** Only confirmation numbers from the plan will work, not those from Medicare's Online Enrollment Center at Medicare.gov.)
- The name of the Medicare drug plan you joined (**Note:** If you have not received a plan membership card or any plan enrollment materials, letting your pharmacist know the name of your plan can help them confirm your plan enrollment and get the information they

need to bill your plan. The pharmacist may have to search for your plan information, and it may take extra time for them to fill your prescription.)

### If you have both Medicare and Medicaid or qualify for Extra Help

If you have both Medicare and Medicaid or qualify for Extra Help with drug plan costs, you should also bring proof of your enrollment in Medicaid or proof that you qualify for Extra Help with you to the pharmacy. This is to help make sure you pay the right amount for your drugs.

#### Proof of Medicaid may include:

- Your Medicaid card
- A copy of your current Medicaid award letter
- A copy of your yellow automatic enrollment letter from Medicare

#### Proof of Extra Help may include:

- A copy of your Medicaid card
- A copy of your **purple, yellow, orange, green, tan, or blue** Extra Help letter from Medicare
- A copy of your Extra Help "Notice of Award" letter from Social Security
- A copy of your Supplemental Security Income (SSI) award letter
- Other proof that you qualify for Extra Help (like a "Notice of Award" letter from a state Medicaid program)

You don't need to have all of these items, but anything you can bring will help the pharmacist confirm your Medicare drug plan enrollment and/or that you qualify for Medicaid or Extra Help, to make sure you pay no more than the right amount to fill your prescriptions.

### What if the pharmacist can't confirm my drug plan or Extra Help status?

In some rare cases, the pharmacist may not be able to confirm your plan enrollment or that you qualify for Medicaid or Extra Help. If this happens, your doctor may be able to give you a sample of your drug to help until your coverage is confirmed. You can also pay out-of-pocket for the drug. You should save the receipts and work with your new Medicare drug plan to get paid back for the drugs that would normally be covered under your plan.

If you paid for drugs out-of-pocket before you were enrolled in a Medicare drug plan but after you qualified for both Medicare and Medicaid or Supplemental Security Income (SSI), you may be able to get paid back for those costs. Call Medicare's Limited Income NET Program at **1-800-783-1307** to see if you qualify. TTY users should call **711**.

## Stay Safe in Cold Weather

*Continued from page 1*

### Early signs of hypothermia:

- cold feet and hands
- puffy or swollen face
- pale skin
- shivering (in some cases the person with hypothermia does not shiver)
- slower than normal speech or slurring words
- acting sleepy
- being angry or confused

### Later signs of hypothermia:

- moving slowly, trouble walking, or being clumsy
- stiff and jerky arm or leg movements
- slow heartbeat
- slow, shallow breathing
- blacking out or losing consciousness

**Call 911 right away if you think someone has warning signs of hypothermia.**

### Tips for what to do after you call 911

- Try to move the person to a warmer place.
- Wrap the person in a warm blanket, towels, or coats – whatever is handy.
- Give the person something warm to drink, but avoid drinks with alcohol and caffeine, such as regular coffee.
- Do not rub the person's legs or arms.
- Do not try to warm the person in a bath.
- Do not use a heating pad.

Source: *National Institute on Aging, www.nia.nih.gov*

## Medicare Summary Notice (MSN)

The Medicare Summary Notice (MSN) is a summary of health care services and items you have received during the previous three months. The MSN is not a bill. The contractor that processes your claims for Medicare will send you the MSN, so it may have the name and address of a private company on it.

MSNs are usually mailed four times a year (quarterly) and contain information about charges billed to Medicare, the amount that Medicare paid, and the amount you are responsible for. Note that you may receive additional MSNs if you receive reimbursement for a bill you paid.

It is important to know that if you have not received health care services during a particular quarter, you will not receive an MSN. If you have received services but have not received an MSN, call 1-800-MEDICARE or access your MSN online at [www.mymedicare.gov](http://www.mymedicare.gov) (however, you should still request a paper copy for your records).

In addition to the health care services you received in a given quarter, your MSN lists:

- The amount providers billed Medicare for those services (Note: The "Amount Charged" field does not show your costs.)

- The amount Medicare paid providers for each service.
- The amount you may need to pay directly to providers (indicated in the "You May Be Billed" field). Note that you will receive a bill from providers and do not need to pay anything until you have received a bill.
- Any non-covered charges. This field shows the portion of charges for services that are denied or excluded (never covered) by Medicare. A \$0.00 in this field means that there were no denied or excluded services. A charge in this field means you are responsible for paying it. If you disagree with a non-covered charge, you should file an appeal.
- In many instances, Medicare forwards your MSN to your secondary insurer, which may help with some or all of the remaining costs.

Try to save your MSNs. You might need them in the future to prove that payment was made if a provider's billing department makes a mistake or if you claimed a medical deduction on your taxes. If you have lost your MSN or you need a duplicate copy, call **1-800-MEDICARE** or go to your account on [www.mymedicare.gov](http://www.mymedicare.gov).



Source: *The Medicare Rights Center, www.medicareinteractive.org*  
**National Helpline 1-800-333-4114**

## PACE and PACENET

### Pennsylvania's Pharmaceutical Assistance Program for Older Adults

#### PACE

PACE and PACENET offer comprehensive prescription coverage to older Pennsylvanians. They cover most prescription medications, including insulin, syringes and insulin needles.

These programs do not cover over-the-counter medicines, medical equipment or doctor, hospital, dental or vision services.

There is no application fee to enroll in the program.

#### PACE

To be eligible for PACE you must be 65 years of age or older, a Pennsylvania resident for at least 90 consecutive days, not receiving Medicaid (Medical Assistance) and meet the income requirements. Eligibility is determined by your previous calendar year's income. For a single person, your total income must be \$14,500 or less. For a married couple, your combined total income must be \$17,700 or less. Social Security Medicare Part B premiums are excluded from income.

Once you are enrolled in the PACE program, a benefit card will be sent to you, and you will pay no more than \$6 for each generic prescription



medication and no more than \$9 for each brand-name prescription at your pharmacy. These copayments are based on a 30-day supply.

#### PACENET

To be eligible for PACENET, you must also be 65 years of age or older, a Pennsylvania resident for at least 90 consecutive days, not receiving Medicaid benefits and meet specific income limits.

PACENET's income limits are slightly higher than those for PACE. Eligibility is based on the previous calendar year's income. A single person's total income can be between \$14,501 and \$27,500. A couple's combined total income can be between \$17,701 and \$35,500. Once you are enrolled in the PACENET program, a benefit card will be sent to you. Social Security Medicare Part B premiums are excluded from income.

**PACENET cardholders who do not enroll in a Part D plan:** When you first use your PACENET card, and in the months that follow, you will have to pay a monthly deductible that is equal to the regional benchmark premium for Part D, which is \$37.03 for 2019. After you pay this deductible at the pharmacy, you will pay the PACENET copays for your medications, \$8 for generics and \$15 for

name brand medications.

**PACENET cardholders enrolled in one of the program's partner Part D plans** will have to pay the Part D plan's premium at the pharmacy. You will never be charged more than the cost of the medication at one time. Therefore, if the cost of your medication is less than the amount of premium you owe, you only pay the cost of the medication and the remaining amount of the premium you owe will be carried over until you need another medication filled (that same month or the next month.)

#### APPLICATION PROCESS

The same application can be used for both PACE and PACENET. You can complete the application online at <https://pacecares.magellanhealth.com> or pick up an application at the York County Area Agency on Aging and most State Legislative Offices. For assistance with the application process, call PACE/PACENET Cardholder Services toll free at **1-800-225-7223**, or the PACE Application Center (Benefits Data Trust) at **1-800-866-1807** or the **York County APPRISE Program at 717-771-9008 or 1-800-632-9073**. Completed applications can be faxed to 1-888-656-0372.

# Need Help Staying Warm this Heating Season?

## There is Help Available!

If you or someone you know is without utility service, or has received a utility shut-off notice, **first call your local utility company for help! Most utility companies have Home Energy Assistance Programs available to assist customers in need.** Your utility company will work with you and explain programs that may help you depending on your income or hardship situation.

*The Public Utility Commission requires utilities to have programs and protections that help low-income customers keep their utility service. These programs may help you to pay utility bills or lower the amount of electricity or natural gas you use.*

*The local electric or natural gas company may call them by different names, but each company has the following programs listed below. Here are some tips to help you stay warm, lower your heating bills, and tell you who to call when you need help.*

**Budget Billing:** All residential customers may contact their electric or natural gas company to request budget billing at any time. This form of billing is based on the customer's past 12 months of energy usage to arrive at a fixed "average" amount to bill each month. The utility company can adjust this average four times a year higher or lower depending on the customers' usage.

**Customer Assistance Programs (CAP):** This program is set up between the utility company and a low-income, payment troubled customer

to pay utility bills that are based on household size and gross household income. CAP customers agree to make regular monthly payments, which are usually less than the current bill, in exchange for continued utility service.

**Customer Assistance Referral and Evaluation Program (CARES):** The CARES program will help customers with special needs. Special needs customers are consumers who are experiencing family emergencies, divorce, unemployment, or medical emergencies. The program's goal is to provide support and direction to help customers pay their utility bill.

**Low-Income Usage Reduction Program (LIURP):** LIURP helps low-income residential customers lower the amount of electricity or natural gas used each month. The utility company may provide free home weatherization. A utility company representative may come to your home to install energy saving features to help reduce your monthly bill.

**Low-Income Home Energy Assistance Program (LIHEAP):** LIHEAP provides financial assistance to low-income households to pay energy bills. LIHEAP is a federal program administered by the Pennsylvania Department of Human Services (DHS) and consists of (3) components:

- **Cash Benefits:** Helps low-income customers pay their home energy bill.
- **Crisis:** Helps low-income customers meet home

emergency situations and restore services if their service has been shut off.

- **Weatherization:** Helps qualified low-income customers reduce their energy consumption through home improvements.

**NOTE:** Low-income customers who qualify for Cash and Crisis can receive both.

For more information on LIHEAP see page 14, or contact the York County Assistance office at (717) 771-1100 or 1-800-991-0929, or DHS at 1-866-857-7095.

**Hardship Funds:** Utility company hardship funds provide cash assistance to utility customers to help them pay their utility bills. Hardship funds provide assistance grants to customers who "fall through the cracks" of other financial assistance programs, or to those who still have a critical need for assistance after the other resources have been exhausted. The fund makes payments directly to companies on behalf of eligible customers. For further information, contact your local utility company.

**NOTE: You must meet certain income limits and be payment troubled to qualify for CAP, CARES, LIURP, LIHEAP and the hardship fund. Call your local utility company for more details to see if you qualify.**

For more information call **The Pennsylvania Public Utility Commission at 1-800-692-7380.**

Source: *Pennsylvania Public Utility Commission, Office of Communications*  
[www.puc.state.pa.us](http://www.puc.state.pa.us)

## BE CAUTIOUS WHEN MAKING GIFTS

**By: Robert Clofine, Certified Elder Law Attorney, practicing in York**

One of the most frequent questions that clients ask is "What are the rules on making gifts?" While it's a very simple question, the answer is actually quite complicated. Below are a couple of considerations.

Perhaps the most significant tax advantage of making gifts is that the federal estate tax will be reduced because the gifted property is no longer part of your estate. However, only the very wealthiest need to currently worry about this tax. You see, in 2019, the federal estate tax will only apply if your estate exceeds \$11.4 million. This amount will increase slightly in 2020. If your estate exceeds this threshold, you are well advised to adopt a pattern of giving for this reason alone. Giving also serves to reduce Pennsylvania inheritance tax provided you survive the gift for a period of one year. In order for the gift to be removed from your estate for both federal estate tax and Pennsylvania inheritance tax purposes, the gift must be irrevocable and you must give up all control over the gifted property.

There are also federal gift tax rules to navigate. The basic gift tax rule is that anyone can give up to \$15,000 (for many years, this used to be \$10,000) in money or other property each year to any number of parties with no gift tax. This \$15,000 per year, per recipient rule is known as the annual gift tax exclusion. If the gifts you make fall within these limits, there is no gift tax and you need not file any gift tax return. This exclusion doesn't, however, mean that you can't make larger gifts. In fact, if over your lifetime the amount you give in excess of the annual exclusion is less than \$11.4 million, you might be required to file a gift tax return, but you will not pay any gift tax at all.

While gifting has its advantages, gifts can create problems if you or your spouse enter a nursing home and apply for Medicaid benefits. Medicaid is the program that pays for nursing home if you meet certain financial eligibility requirements. Under the current Medicaid law, there is a strict 5-year lookback. That is, when you apply for Medicaid, you will be asked if you have made

any gifts within the prior 5 years and they complete a thorough review of your finances to determine whether you have made gifts or have any unexplained cash transactions. If you have made gifts, you will be ineligible for Medicaid. While there are some gifts that do not create a Medicaid penalty, the exemptions are very limited and all gifts must be timed correctly to pass muster if you or your spouse ever need Medicaid. **Most importantly, you should recognize that the \$15,000 annual gift tax exclusion that applies for tax purposes, does not apply to the Medicaid program.** As such, an annual gifting program is typically a very poor way to protect assets from nursing home expenses.

The decision to make almost any gift involves a number of considerations. Since even the smallest gift can make you ineligible for Medicaid, older adults should be speaking with a qualified adviser to determine whether it truly is better to give than to receive.

# Tax Prep Volunteers Needed for Spring 2020 Tax Season

Do you have experience doing your own taxes? Are you interested in learning about the new tax laws? Are you looking for an opportunity to give back to your community?

The AARP Tax-Aide Foundation Program is expanding its team of volunteers in York County for the upcoming tax season. Tax-Aide is a program that offers free tax filing help for those who need it most, especially adults 50 and older, during tax season. AARP membership is not required.

We are looking for capable, motivated, compassionate and friendly volunteers to join our team for the upcoming tax season. AARP Foundation Tax-Aide volunteers receive training and continued support in a welcoming environment. There are a variety of roles for individuals at every level of experience who want to make a difference in someone else's life. Volunteer tax preparers complete tax preparation

training and IRS certification prior to working with taxpayers. There is also a need for grassroots leadership, on-site greeters, and interpreters who can provide language assistance.

Last year in York County, nearly 100 AARP Foundation Tax-Aide volunteers filed more than 4,100 Federal, PA and local tax returns throughout York County. The program is offered at 18 locations in: York, Hanover, Delta, Dillsburg, Dover, Lewisberry, Manchester, Mt Wolf, Red Lion, Shrewsbury, Spring Grove and Wrightsville.

For more information on how to get started as a volunteer, contact Dick Hershey at 717-741-1868 or [yorkaarptaxaide@gmail.com](mailto:yorkaarptaxaide@gmail.com).



## SNAP

SNAP, short for the Supplemental Nutrition Assistance Program, helps eligible individuals and families in Pennsylvania to increase purchasing power at the grocery store, giving them access to more nutritious foods.

Benefits are provided monthly through an Electronic Benefit Transfer card, which recipients use to purchase foods at their local grocery stores and farmers markets.

These benefits are not cash, and can only be used on food purchases.

Eligibility is based on factors such as household size, monthly income, and if a member of your household is 60-years-old or older, or has a disability.

Household Size	Gross Monthly Income	Gross Monthly Income for Household with Person(s) 60 and Older or Disabled
1	\$1,666	\$2,082
2	\$2,255	\$2,819

Guidelines effective through September 30, 2020.

The best way to determine if you are eligible is to apply for SNAP. If you are unsure, you may still apply. There are several ways to apply:

- By phone call the Central Pennsylvania Food Bank's Helpline at 1-877-999-5964.
- File an application at York County Assistance Office, 130 N. Duke St., York, PA, or call 1-800-991-0929.
- Apply online at [www.compass.state.pa.us](http://www.compass.state.pa.us).

Source: *Central PA Food Bank*  
[www.centralpafoodbank.org](http://www.centralpafoodbank.org) and PA DHS

## LIHEAP

### Low-Income Home Energy Assistance Program

The 2019-2020 LIHEAP program began accepting applications on November 1, 2019, and will close on April 10, 2020.

LIHEAP helps families living on low incomes pay their heating bills.



#### To receive help...

- You don't have to be on public assistance.
- You don't need to have an unpaid heating bill.
- You can either rent or own your home.
- You must meet **income guidelines**.

#### How does LIHEAP work?

LIHEAP offers both cash and crisis grants. Families may apply for:

##### 1) Cash Grants

Cash grants help families pay their heating bills. The one-time payment is sent directly to your utility company or fuel provider, and will be credited on your bill. (In some cases, the check may be mailed to you directly.) Cash grants range from \$200 - \$1,000 and are based on household size, income, and fuel type.

##### 2) Crisis Grants

Crisis grants may be available if you have an emergency and are in jeopardy of losing your heat. You can receive more than one crisis grant, as necessary, during the season until reaching the maximum benefit of \$600.

#### Crisis situations include:

- Broken heating equipment or leaking lines that must be fixed or replaced
- Lack of fuel
- Termination of utility service
- Danger of being without fuel (less than a 15-day supply) or of having utility service terminated (received a 60-day shutoff notice).

If you have a heating emergency please call the York County Assistance Office at 717-771-1100 or toll-free 1-800-991-0929.

#### How to Apply:

1. Apply online by using COMPASS at [www.compass.state.pa.us](http://www.compass.state.pa.us).
2. Request an application by calling the Statewide LIHEAP Hotline at 1-866-857-7095 or call PA Relay at 711 for the hearing impaired.
3. Applications are available at the York County Assistance Office, 130 N. Duke Street, York, PA

#### To apply, you will need:

- Names of people in your household
- Dates of birth for all household members
- Social Security Numbers for all household members
- Proof of income for all household members
- A recent heating bill



#### Who is eligible?

You may qualify for a LIHEAP grant if your income meets the following income guidelines:

#### INCOME GUIDELINES 2019-2020 LIHEAP (For Homeowners and Renters)

Household Size	Maximum Income
1	\$18,735
2	\$23,365
3	\$31,995
<b>Each Additional Person Add:</b>	<b>\$6,630</b>

After your application is processed, you will receive a written notice that will tell you if you qualify. If eligible, it will tell you the amount of your grant.

# YORK COUNTY SENIOR CENTERS

Senior centers are a place for socialization, health promotion, learning, and a gateway to fun, friends and fulfillment! York County residents age 60 and older are welcome to visit a center in their area and enjoy the many activities available to them. Listed below is the contact information for York County senior centers:

## CRISPUS ATTUCKS ASSOCIATION

605 South Duke St., York  
 Director: Robin Beatty-Smith  
 Phone: 717-848-3610  
 Hours: Monday-Friday, 9:00 AM - 3:00 PM  
 Website: [www.crispusattucks.org](http://www.crispusattucks.org)

## DELTA AREA SENIOR CENTER, INC.

5 Pendyrus St., Suite 1, Delta  
 Director: Kim Maglaughlin  
 Phone: 717-456-5753  
 Hours: Monday- Friday, 7:00 AM -2:00 PM  
 Website: [www.deltaseniorcenter.net](http://www.deltaseniorcenter.net)

## DILLSBURG SENIOR ACTIVITY CENTER, INC.

1 North Second St., Dillsburg  
 Director: Scott Shughart  
 Phone: 717-432-2216  
 Hours: Monday- Friday, 9:00 AM- 2:00 PM

## GOLDEN CONNECTIONS COMMUNITY CENTER, INC.

20-C Gotham Place, Red Lion  
 Director: Heather Goebeler  
 Phone: 717-244-7229  
 Hours: Monday-Friday, 8:30 AM-2:30 PM  
 Website: [www.gcccenter.com](http://www.gcccenter.com)

## HERITAGE SENIOR CENTER, INC.

3700-4 Davidsburg Road, Dover  
 Director: Emma Crossley  
 Phone: 717-292-7471  
 Hours: Monday- Friday, 8:00 AM- 3:00 PM  
 Website: [www.heritagesrcenter.org](http://www.heritagesrcenter.org)

## NORTHEASTERN SENIOR COMMUNITY CENTER

P.O. Box 386  
 131 Center St., Mount Wolf  
 Director: Deb Davis  
 Phone: 717-266-1400  
 Hours: Monday-Friday, 8:00 AM -2:00 PM  
 Website: [http:// www.mtwolf.org/SeniorCenter/](http://www.mtwolf.org/SeniorCenter/)

## RED LAND SENIOR CENTER, INC.

736 Wyndamere Road, Lewisberry  
 Director: Jen Washburn  
 Phone: 717-938-4649 or 717-938-4640  
 Hours: Monday - Friday, 8:30 AM -3:00 PM  
 Website: [www.redlandseniorcenter.org](http://www.redlandseniorcenter.org)

## SEPTEMBER HOUSE SENIOR CENTER

1251 West King St., York  
 Director: Susan K. Jones  
 Phone: 717-848-4417  
 Hours: Monday-Friday, 8:00 AM- 4:00 PM

## SOUTH CENTRAL YORK COUNTY SENIOR CENTER, INC

150 East Main St., New Freedom  
 Director: Sandy Wehr  
 Phone: 717-235-6060  
 Hours: Monday- Friday, 8:15 AM-2:15 PM  
[www.southcentrallyorkcountysrctr.webs.com](http://www.southcentrallyorkcountysrctr.webs.com)

## STEWARTSTOWN SENIOR CENTER, INC.

26 South Main St., Stewartstown  
 Director: Rosie Horton  
 Phone: 717-993-3488  
 Hours: Monday-Friday, 8:30 AM-3:00 PM  
 Website: [www.stewsenior.org](http://www.stewsenior.org)

## SUSQUEHANNA SENIOR CENTER, INC.

2427 Craley Road, Wrightsville  
 Director: Trena Howard  
 Phone: 717-244-0340  
 Hours: Monday-Friday, 8:00 AM - 2:30 PM  
 Website: [www.susquehannaseniorcenter.org](http://www.susquehannaseniorcenter.org)

## WHITE ROSE SENIOR CENTER, INC.

27 South Broad St., York  
 Director: Lisa Krout  
 Phone: 717-843-9704  
 Hours: Monday-Friday, 8:00 AM- 4:00 PM  
 Website: [www.whiteroseseniorcenter.org](http://www.whiteroseseniorcenter.org)

## WINDY HILL ON THE CAMPUS, INC.

1472 Roth's Church Road, Suite 103, Spring Grove  
 Director: Tammy Miller  
 Phone: 717-225-0733  
 Hours: Monday-Friday, 8:30 AM- 2:30 PM  
 Website: [www.windyhillonthecampus.org](http://www.windyhillonthecampus.org)

## YORKTOWN SENIOR CENTER, INC.

509 Pacific Avenue, York  
 Director: Kelly Frey  
 Phone: 717-854-0693  
 Hours: Monday- Friday, 7:30 AM- 2:30 PM  
 Website: [www.yorktownseniorcenter.org](http://www.yorktownseniorcenter.org)

## Windy Hill Wednesdays



### Are you 55 years of age or older?

Ask about the Guthrie Memorial Library's program for seniors, every Wednesday from 10 AM – 2 PM in the Bare Center!

Participate in fun activities, health and wellness workshops and much more!

**Reserve your free lunch one week in advance.**

Guthrie Memorial Library  
 2 Library Place  
 Hanover, PA 17331  
 717-632-5183



## Wise Choices: Protecting Your Brain Health



Good overall health can help you maintain your brain health. These tips can help you stay active and healthier physically and mentally:

- ✓ Choose healthy foods whenever possible.
- ✓ Drink enough fluids.
- ✓ Limit your use of alcohol.
- ✓ Don't smoke or use tobacco products.
- ✓ Get enough sleep.
- ✓ Make physical activity part of your routine. (See page nine and attend a Matter of Balance class - learn exercises to decrease your fall risk.)
- ✓ Keep your mind active with learning, teaching, and volunteering. (See page 16 for volunteer opportunities.)
- ✓ Stay connected with loved ones, friends, and your community. (Visit a senior center in your community; their contact information is on this page.)
- ✓ Manage chronic health problems like diabetes, high blood pressure, and high cholesterol. (See page four and attend a free workshop to empower your health.)

Source: *NIH News in Health*, October 2019;  
<https://newsinhealth.nih.gov/>

# Take the Time to Make a Difference

The York County Area Agency on Aging offers a variety of flexible volunteer opportunities that fit into any schedule. If you love to socialize with others, someone is always in need of a friend to talk to. If you are missing the workforce, there are programs to help older adults. From financial counselors for timely budgeting, to an APPRISE insurance counselor to answer questions about Medicare issues, there is always work to help others in need. Take the time to consider volunteering and make a difference for yourself and others.



Please see the listing of volunteer opportunities below and consider volunteering.

## **Friendly Visitors:**

Trained volunteers are assigned on a one-to-one basis to visit an older adult who is homebound and in need of a friend. The volunteer visits at least once a week, bringing companionship, information, and sharing of activities.

## **Financial Counselors:**

The Volunteer Financial Counselor visits an older adult on a regular basis to assist with budgeting, interpreting, and processing household bills and applications for senior benefits and exemptions. The Volunteer Financial Counselor works closely with the consumer's YCAA care manager.

## **Volunteer Ombudsman:**

Trained volunteers assist the York County Area Agency on Aging's Ombudsman Program by providing a visible presence in long-term care facilities and promoting an enhanced quality of life for the residents. They objectively assess and identify residents' problems and concerns, encourage self-advocacy, and aid in the resolution of problems.

## **APPRISE Insurance Counselors:**

APPRISE is a free health insurance counseling program designed to help adults with Medicare and other insurance issues. Counselors are specially trained volunteers who provide objective information about Medicare, Medicare Supplement Insurance, Medicare Advantage Plans, and Prescription Drug Coverage. Pre-scheduled appointments at various sites throughout the County allow the volunteer to work within a flexible timeframe.

## **Judicial Center Tour Guides:**

Trained volunteers provide guided tours of the York County Judicial Center for community and school groups. This volunteer position affords an opportunity to learn the court system and to share your learned knowledge of York County history and government.

## **Delivery Drivers:**

Delivery volunteers assist in the delivery of the agency newspaper *New Horizons* to designated public locations. Volunteer drivers also assist in the distribution of agency literature to medical offices and other public locations.

## **General Office Assistant:**

Trained volunteers assist the Agency staff with record keeping, data entry, phone calls, preparing packets, scheduling tax appointments, assisting with the Rent-a-Kid Program, and other office work.

## **Special Events:**

Special Event volunteers assist in a supportive role at a variety of special events and activities, including seminar and event registration, distribution of the Farmers Market Nutrition Vouchers, Senior Games, holiday gift deliveries and other activities.

**York County Area Agency on Aging**  
100 W. Market Street  
York, PA 17401  
(717) 771-9610

PRESORTED  
STANDARD  
U.S. POSTAGE PAID  
HARRISBURG, PA  
PERMIT NO. 75

## **Telephone Reassurance:**

Trained volunteers make regular telephone calls to assigned homebound or isolated senior citizens in need of a friendly voice and/or regular contact.

## **Matter of Balance Coach:**

A Matter of Balance is a structured evidence based program designed to help people manage concerns about falls and increase physical activity. A Coach leads 8 two hour sessions comprised of no more than 15 people through a variety of activities to address physical, social and cognitive factors affecting fear of falling and to teach fall prevention strategies.

## **Healthy Steps for Older Adults**

Healthy Steps for Older Adults is a structured, evidence-based program designed to bring about awareness of falls and fall risks, prevent falls and increase activity level among older adults. The program is held for 2 hours, one day for two weeks. The program covers the fear of falling, cognitive restructuring, fall risks and engages participants in low-impact exercises.

## **“10 Keys”™ to Healthy Aging - Health Ambassador:**

The “10 Keys”™ to Healthy Aging is a structured program designed to educate, equip and empower participants to successfully manage their health and improve quality of life. A Health Ambassador will facilitate one class per week for five consecutive weeks. Each “10 Keys”™ to Healthy Aging will last 2-3 hours and covers a variety of topics.

## **Healthy Steps In Motion**

Healthy Steps In Motion is a structured, evidence-based program designed to prevent falls and increase activity levels among older adults. The program is held for 1 hour, twice weekly for 4 weeks. The program includes low-intensity exercising, and discusses home safety, medication safety, working with your healthcare professional and causes of falls while placing the main focus of the program on staying active.

For more information, please contact Hope Eberly at 717-771-9610 or 1-800-632-9073, or by email at [aging@yorkcountypa.gov](mailto:aging@yorkcountypa.gov).