

## **What is an example of a company that is Consumer Directed Personal Assistant Service Provider?**

Consumer Directed Choices is such a company. Here is a link to their Frequently Asked Questions page:

<https://www.cdchoices.org/our-services/consumer-faqs/https://www.cdchoices.org/our-services/consumer-faqs/>

And here is a link to information the state provides on Consumer Directed Personal Assistant services:

[https://www.health.ny.gov/health\\_care/medicaid/program/longterm/cdpap.htm](https://www.health.ny.gov/health_care/medicaid/program/longterm/cdpap.htm)

**“From the goodness of my heart, I help many elderly as an independent person. I am scared if some trip happens and he/she falls, how can I be safe from being sued by a smart lawyer?”**

Unfortunately, in our legal system one can always be sued. People who work for an agency have protection under the agency’s liability insurance. Although the likelihood that you might be sued is small, you can also take out liability insurance, but it is not inexpensive for each year’s coverage. Here is some information on the cost (which varies by state):

Insurance for persons providing home care. <https://www.bizinsure.com/professional-liability-insurance-cost/>

**“To me, I feel like the program was targeted to suburban Clifton Park seniors who have surplus money to pay for aging services.”**

It is true that everything is much more difficult when you are in reduced circumstances. We don’t have a good answer for how to afford the needed services, but here are some resources to check into to see if you are taking advantage of all the resources that can be available to you:

<https://benefitscheckup.org/> is a service developed and maintained by the National Council on Aging. The site is a comprehensive web-based service that matches benefits programs to seniors with limited income and resources.

<https://aging.ny.gov/get-assistance> This site explains the services available in New York State and how to access them.

<https://www.nyconnects.ny.gov/aboutus> This site explains how to use [NYConnects.gov](https://www.nyconnects.ny.gov/) to explore more about available services and resources.

**“Great job in talking about meeting physical needs of aging people; what about emotional needs when so any aging people live in denial and resist services they need, putting themselves in jeopardy?”**

This can be very frustrating and heartbreaking when the person resisting services is someone you love and care for. Here are a few resources to look at that explore having these really difficult discussions:

Accepting help

<https://www.nationalchurchresidences.org/blog/how-to-talk-to-elderly-parents-about-accepting-help/>

<https://opensystemshealthcare.com/elderly-parents-refuse-help/>

<https://www.aplaceformom.com/caregiver-resources/articles/parents-wont-listen>

<https://www.arborcompany.com/blog/18-tips-for-dealing-with-stubborn-aging-parents>

**“How do I tell where Flex (bus services) picks up in Clifton Park? I know where they drop off.”**

You will need to call CDTA for this information. Their phone number is 518-482-8822. Below is a link to their “rack card” with general information.

[https://www.cdta.org/sites/default/files/pdfs/flex\\_rackcard\\_mech.pdf](https://www.cdta.org/sites/default/files/pdfs/flex_rackcard_mech.pdf)

**“How do I access the Quarterly Data Report for NY Connects?”**

Here are links to reports for each quarter:

NY Connects Quarterly Reports

- [NY Connects Beneficiary Contact Report: 4th Quarter 2022](#) (October 1, 2022 to December 31, 2022)
- [NY Connects Beneficiary Contact Report: 3rd Quarter 2022](#) (July 1, 2022 to September 30, 2022)
- [NY Connects Beneficiary Contact Report: 2nd Quarter 2022](#) (April 1, 2022 to June 30, 2022)
- [NY Connects Beneficiary Contact Report: 1st Quarter 2022](#) (Jan. 1, 2022 to March 31, 2022)
- [NY Connects Beneficiary Contact Report: 4th Quarter 2021](#) (Oct. 1, 2021 to Dec. 31, 2021)

**“I don’t see an email to access the NYS Office for the Aging”**

Here is contact information for the Saratoga County office of NYS Office for the Aging:

Saratoga County Office for the Aging  
152 West High Street, Ballston Spa, NY 12020  
PHONE [\(518\) 884-4100](tel:5188844100)  
FAX [\(518\) 884-4104](tel:5188844104)

**“[What is] the cost of Home Instead care? Payment to “CarePro” workers?”**

The Home Instead website provides a survey of general costs, but has you contact the local franchise for more information because rates vary across the country. Here is a link to their website:

[www.homeinstead.com](http://www.homeinstead.com)

And here is a phone number for the local office: (518) 900-8270

**“What is the membership fee for Umbrella?”**

The cost varies depending on your income, the size of your house or apartment, whether it is a one-person or two-person household, and whether it is on one or multiple floors. Here is a link to their price list by those categories:

<https://www.dropbox.com/s/qrtc5jedko1zrxh/Enrollment Rate Chart 2023.pdf?dl=0>