

I assist with linking and referring seniors to services in the community that help them remain living independently in their homes. Some of what I assist with are: transportation, Medicaid, Medicare, other health insurance programs, home care, Meals On Wheels, social day programs, weatherization, HEAP, Senior Nutrition, nutrition counseling, shopping services, senior companion programs . . . the programs and services are endless - really :-) I also assist with completing the applications, paper work, and phone calls to set these programs and services in place. I love my role at PEACE, Inc. and PEACE, Inc. is like a second family in many special ways. . .

Dedicated to PEACE, Inc. since 2014.

Get 7-8
hours of
Sleep
at night

Jessica Ponti
PEACE, INC. NEIGHBORHOOD ADVISOR



I REALLY enjoy networking . . I love to write in general and really enjoy emails. If you have something to share with me, too, please reach out. I'd love to chat for a bit.

Why did you join PEACE, Inc.?

PONTI: Because I love to help others in need in the community and that's what PEACE, Inc. is all about. I have a soft spot for seniors and feel that working and communicating with seniors is a strength of mine. I love to hear stories of experiences they've had and to learn about what makes them thrive in their daily lives. I saw an opening and applied. The thought of assisting someone to become more secure, confident, stable, and happy is very rewarding. I was thrilled to have the chance to once again apply skills I learned from years of working in skilled nursing in therapeutic programs - and also from my educational experiences and internships at SUNY Oswego while earning a degree in wellness management and health science.

Are you the same you, you were when you started working for PEACE, Inc.?

PONTI: Oh no. I feel I've changed for the better. I've been able to explore new areas of the county I never knew about before. Great learning experiences have occurred.

What can those you serve do to help you serve them?

PONTI: I think it is important for the clients I serve to realize honesty is important when discussing their needs. The information they share is confidential and it helps me to get as many services in place for them that are available in the community.

Please share some memorable moments.

PONTI: The first time I had the chance to work with a client through a phone interpreter service - it was so educational and eyeopening. During past Office for Aging in-services and trainings, senior support staff members, which include myself, have learned about available translation and interpreter services. Still, it was just recently - in early 2018 - that I had my first experience with the services. I assisted a client who was deaf with setting up assisted transportation to a medical procedure. Another memorable moment happened late last year, I had an in-office new client appointment with an elderly woman and her son to assist with giving information on HEAP, weatherization, and other energy assistance services. As my new client entered my office with her son, he asked "Mom, what does that painting on the wall say?" and he pointed to a framed Japanese writing. His mom replied, "Jessica." It really made my heart smile. That painting was made for me as a child by a friend of my father. I knew that it said my name, but many times over the last couple years clients would ask what it said. This time felt so different - having someone tell me what it said was really amazing. The woman who read my name, Miss Judy, grew up in Japan. There was a very comforting connection I believe for both of us in those few moments following her son's question.

What is something you think is important for people to know?

PONTI: I think it is important for people to know that I REALLY enjoy networking at conferences, meetings, and trainings. I enjoy learning about new programs and services - and sharing what I learn with the clients I serve through PEACE, Inc. and staff throughout the agency, who can then share the information with their clients. I love to write in general and really enjoy emails. If you have something to share with me, too, please reach out. I'd love to chat for a bit.