

Senior Resource Guide

Advocacy & Action Groups

Aging In Place Resources

Caregiver Resources

Community Boards

Consumer Protection

Continuing Education

Crime Victims Assistance

Cultural & Recreational

Elder Abuse

Emergency Preparedness

Employment/Unemployment

Government Benefits

Health Care Services

Housing

Legal Resources

LGBTQ+ Resources

Long-Term Care

Pet Care Services

Police Community Councils

Senior Centers

Transportation

Veterans' Benefits

Volunteer Opportunities

& More



Provided By
Senator
Zellnor Y. Myrie

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CODES

CONSUMER PROTECTION
CRIME VICTIMS, CRIME AND CORRECTION
HEALTH
HOUSING, CONSTRUCTION AND
COMMUNITY DEVELOPMENT
JUDICIARY

NEW YORK
STATE
SENATE



SENATOR
ZELLNOR Y. MYRIE
20TH SENATE DISTRICT

ALBANY OFFICE:
ROOM 806
LEGISLATIVE OFFICE BUILDING
ALBANY, NEW YORK 12247
(518) 455-2410
FAX: (518) 426-6856

DISTRICT OFFICE:
1077 NOSTRAND AVE., GROUND FLOOR
BROOKLYN, NY 11225
(718) 284-4700
FAX: (718) 282-3585

EMAIL ADDRESS:
MYRIE@NYSENATE.GOV

Dear community members and residents of District 20,

In this document, you will find our office's first ever Senior Resource Guide. With rising inflation, skyrocketing rents, gentrification, and a public health crisis, my team and I recognize the many challenges our Brooklyn seniors face to remain safe, healthy, and in their homes right now. The good news is that there are a wide variety of programs and community organizations devoted to keeping our neighborhoods healthy, active and affordable. Our office has compiled these resources for you in the following comprehensive guide on subjects including Medicare, Medicaid, affordable housing for seniors, continuing education programs, recreational activities, and more.

I will always continue fighting for more protections for our seniors to live comfortably in their communities by championing legislation that supports tenant rights, healthcare accessibility, and consumer protection. I hope you will utilize this guide to take full advantage of the many services that are available to the seniors in our district.

Please do not hesitate to reach out to our district office at 718-284-4700 if you have any questions about what is included in this guide or if you need help applying to any of the government benefits listed here. Our office is happy to assist you however we can.

Sincerely,

A handwritten signature in black ink, appearing to read 'Zellnor Y. Myrie', written in a cursive style.

State Senator Zellnor Y. Myrie



The information in this publication is provided as a resource for older adults and their caregivers in New York City, but is not intended as an endorsement of any organization or services.

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Important Phone Numbers

Always Dial 911 in Case of Emergency

New York City Aging Connect	212-244-6469
New York State Department for the Aging Helpline.....	800-342-9871
Social Security Administration	800-772-1213
Medicare	800-633-4227
Medicaid.....	800-541-2831
Veterans Administration.....	888-838-7697
NYC Well 24 Hour Mental Health Hotline	800-543-3638

We have done our best to make this guide as comprehensive and accurate as possible. However, in a city with as many dynamic organizations and programs as ours, we know we must have missed important resources. Over time, it is common for organizations to move, phone numbers to change and programs to close or change. Please feel free to contact Senator Myrie's office at (718) 284-4700 or myrie@nysenate.gov if there are additional resources you think should be included in the next edition.

ADVOCACY & ACTION GROUPS

American Association for Retired Persons (AARP)

866-227-7442

www.aarp.org

National organization providing benefits, advocacy and resources for people 50 years and over.

JASA Advocacy

212-273-5260

<https://www.jasa.org/services/advocacy>

JASA's advocacy programs are designed for adults 55+ who want to explore interesting topics, meet peers, become activists and make an impact in their communities.

LiveOn NY (formerly Council of Senior Centers & Services of NYC)

212-398-6565

<http://www.liveon-ny.org/>

LiveOn NY has a membership base of over 100 organizations that provide more than 600 community-based programs, which range from individual community-based centers to large multi-service organizations for older adults in NYC. Its mission is to ensure that New York's older adults receive quality care by helping older adult service organizations provide superior programs through advocacy, training, innovative programming and the exchange of ideas.

Medicare Rights Center

Hotline: 800-333-4114

212-869-3850

www.medicarerights.org/get-involved

The Medicare Rights Center is the largest independent source of health care information for people with Medicare, and brings a consumer voice to the national debate on Medicare reform. It provides direct assistance to older adults and people with disabilities, as well as friends, family, caregivers and professionals who have Medicare questions or problems. They offer advocacy alerts on Medicare-related issues as well as opportunities to volunteer with the national helpline.

New York Gray Panthers

917-535-0457

www.graypanthersnyc.org

The Gray Panthers aggressively tackle the important issues of ageism. Their members advocate for progress in areas such as care and health, pushing national leaders to preserve Medicare, Medicaid and Social Security and making sure that New York State and City protect the most vulnerable.

New York StateWide Senior Action Council

800-333-4374

www.nysenior.org

Advocates for legislation of importance to older adults and for full representation among service programs to ensure and promote the well-being of the aging. Also helps older adults access benefits, understand Medicare options and provides information on patients' rights. Their New York Senior Medicare Patrol is part of a nationwide education and assistance program working to empower seniors and caregivers to prevent, detect and report Medicare fraud and waste.

AGING IN PLACE RESOURCES

(also see SENIOR CENTERS AND HEALTH CARE SERVICES)

The Actors Fund Senior Care Program

917-282-5943 (senior services)

lherzer@actorsfund.org

<http://www.actorsfund.org/services-and-programs/senior-services>

The Senior Care Program helps entertainment industry professionals 65 years old and older, as well as their families and caregivers, to address the myriad issues they may face on a daily basis. Services offered by social workers include assessment, advocacy, access to entitlements or other benefits, financial management and assistance, referrals to elder law attorneys, investigating housing alternatives and organizing homecare. The Senior Care Program works closely with the Artists Health Insurance Resource Center to provide information about health insurance, Medigap policies and prescription programs. Local home and hospital visits may be arranged if necessary.

Citymeals on Wheels

212-687-1234

www.citymeals.org

Citymeals delivers meals to seniors who are homebound, over 60 and unable to prepare their own nutritious meals. Even if you receive home care or Medicaid, you are still eligible for meal service if the homecare worker cannot prepare a meal to fit your dietary or religious restrictions, or if they are designated to assist only with other tasks. Applications are done through local case management agencies. Call or visit their website to locate the agency serving your area.

Bill Payer Program (through the Department of the Aging)

311 or a case-management agency

<https://www1.nyc.gov/site/dfta/services/bill-payer-program.page>

The Bill Payer Program is a free service that enables low-income older adults to organize their bills and ensure they are paid on time. The program partners with case management agencies to help older adults manage their household budgets. A program representative makes a one-time home visit to discuss the individual's monthly budget and complete enrollment. After that, the program reviews and processes the payment of bills each month and informs participants of discrepancies or potential fraud. To be eligible, residents must be age 60 or older, eligible for case-management services, have a yearly income of \$60,000 or less, have no other help with bill-paying tasks, have a checking account or be willing to open one, and have sufficient funds to cover expenses.

The Caring Collaborative (a project of The Transition Network) 347-735-6035

https://ttnwomen.org/content.aspx?page_id=22&club_id=481159&module_id=502815

The Caring Collaborative (CC) is a volunteer program within The Transition Network, a membership program for women ages 50 and up who support one another through life's transitions. Volunteers in the CC program assist other members when medical issues arise. They may help shop, pick up prescriptions, help with transportation to medical appointments or provide other support while a member is convalescing in periods of temporary disability.

Concerned Home Managers for the Elderly, Inc. (COHME)

212-514-7147

www.cohme.org

Provides home health aide, nursing and social work case management services to older adults and their family members. Particular expertise in caring for individuals with Alzheimer's disease and other dementias. Serving all five boroughs.

ComForCare

212-256-1933

<https://www.comforcare.com/>

Provides personalized and compassionate in-home care for older adults to help them live independently in their own home and continue to do all the things they love. Created DementiaWise, a comprehensive care approach for people with Alzheimer's disease or other forms of dementia that focuses on accentuating the positive by supporting and encouraging remaining skills and abilities. Offers an interactive, singalong program that uses the power of music to create connections and positive outlets for emotional expression. Call or visit their website to learn more.

DOROT

212-769-2850 (Monday-Thursday 9-5, Friday 9-4)

www.dorotusa.org

Addresses basic needs such as food and housing, health and wellness resources and life management skills. Provides social, cultural and educational activities to alleviate isolation and to foster interaction between young people and older adults. Operates a number of programs including friendly visiting, shop and escort, holiday package delivery, kosher meals for the homebound, support for caregivers and homelessness prevention.

Health Advocates for Older People, Inc.

212-980-1700

www.hafop.org

Health Advocates' Healthy Aging Program provides older adults the tools, techniques and support to age with independence and vitality in the city they love. Promotes healthy aging through wellness programs, exercise classes, cultural and museum visits, lectures and seasonal luncheons. Programming is offered both in-person and online. Visit the website or call for the monthly schedule of activities.

Health Outreach at New York Presbyterian

212-746-4351

<https://www.nyp.org/geriatrics/healthoutreach>

HealthOutreach is a free membership program for people 60 years and older that provides a centralized resource to access hospital and community programs. Certified social workers provide health and insurance information and facilitate access to social services. Health education programs, cultural events and classes are offered regularly. Once you complete a simple application to become a member, you will begin to receive program announcements of all upcoming programs and services. Call to request an application.

Jewish Home Lifecare

800-544-0304 Headquarters

212-870-4715 Manhattan Admissions Center

212-870-5000 Manhattan General Information

646-293-3382 Health and Rehabilitation Center

www.jewishhome.org

A non-sectarian organization that provides skilled nursing, home care, day care, senior housing, rehabilitation services and care coordination to older adults and people with disabilities.

Met Council on Jewish Poverty

212-453-9539

<http://www.metcouncil.org>

Met Council provides comprehensive social services to aid, sustain and empower low-income New Yorkers. The agency provides assistance and support to New Yorkers through the following programs: affordable housing for seniors, emergency crisis services, a kosher food pantry, family violence services, benefits assistance and a Holocaust Survivor program. Met Council's grassroots Jewish Community Council network provides support to families in their neighborhoods.

New York Foundation for Senior Citizens

212-962-7559 Home Sharing and Respite Care Programs

212-962-7817 Case Management Program

212-962-7559 Home Attendant Program

www.nyfsc.org

Dedicated to helping older adults continue to live and function in their own communities. Services include home sharing, Meals on Wheels, home attendants, case management, respite care, enriched housing, transportation, assistance with public benefits and affordable housing.

PSS

212-874-6633

<https://pssusa.org/>

Innovative, multi-service nonprofit agency whose mission is to strengthen the capacity of older New Yorkers, their families and communities with 9 senior centers plus PSSLifeU, which offers a growing schedule of community education presentations and workshops.

Heights and Hills

718-596-8789

81 Willoughby St., Suite 302, Brooklyn, NY 11201

<https://www.heightsandhills.org/>

Provides Brooklyn-based older adults with resources and case management to support community-focused aging in place. Heights and Hills offers social services for homebound older adults, aged 60 and up, caregiver support, and volunteer opportunities to engage with the community, alongside programming at their senior center in Park Slope.

SelfHelp Community Services

212-971-7600

www.selfhelp.net

info@selfhelp.net

Provides home care, case management services, home health aides, a Holocaust Survivor program, senior housing, an Alzheimer's resource program, community guardianship and a virtual senior center. Learn more about the Virtual Senior Center and how to join at <https://www.vscm.selfhelp.net/join>.

Services & Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders (SAGE)

212-741-2247

www.sageusa.org

Meets the unique needs of the senior gay, lesbian, bisexual and transgender communities. Holds various social events, provides social work counselors, cultural workshops and an exercise group.

Visiting Neighbors

212-260-6200

www.visitingneighbors.org

Serves residents 60 years and older living in Manhattan south of 30th Street. Visiting Neighbors provides supportive services that help older adults stay independent, including friendly visiting to relieve isolation and loneliness, health advocacy, help with errands and shopping, escorts to medical and other appointments and referrals to other needed services.

Visiting Nurse Service of New York

800-675-0391

www.vnsny.org

Provides home health care and community-based health services, ranging from skilled nursing care and help with day-to-day activities, to information on legal and financial matters.

Case Management

The case management agencies listed below provide services funded by the NYC Department of Aging to help adults age 60 and above who are in need of support and/or to age in place. Case management staff work with clients in their homes to help them access benefits and provide services, including medical escort services, psychiatric referrals, shopping escorts, housekeeping and assistance with activities of daily living, such as bathing or dressing. Each agency has a specific catchment area and may have a waiting list. The agencies below serve Central Brooklyn. To locate a case management agency in another area, visit <http://www1.nyc.gov/site/dfta/services/in-home-services.page> or call 311.

Heights and Hills – 718-596-8789

Catchment area is the neighborhoods of Bedford-Stuyvesant, Boerum Hill, Broadway Junction, Brooklyn Heights, Brownsville, Bushwick, Carroll Gardens, Clinton Hill, Cobble Hill, Crown Heights, Downtown Brooklyn, DUMBO, East Flatbush, East New York, Farragut, Fort Greene, Gowanus, Greenpoint, New Lots, Ocean Hill, Park Slope, Prospect Heights, Prospect Lefferts Gardens, Red Hook, Remsen Village, Starrett City, Sunset Park, Weeksville, Williamsburg, Windsor Terrace, and Wingate.

JASA (2211 Church Avenue location) – 347-505-3050

Catchment area is citywide, but this location is easiest to access for those living in Crown Heights, Prospect Lefferts Gardens, East Flatbush, Flatbush, Prospect Park South, Kensington, and Windsor Terrace.

Services & Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders (SAGE) –

212-741-2247

Citywide LGBTQ-affirming services.

Adult Day Programs

Adult day programs are community-based group programs designed to meet the needs of functionally and/or cognitively impaired adults through an individual plan of care. These structured, comprehensive programs provide a variety of health, social and related support services in a protective setting. The programs generally operate during business hours five days a week but some are also open evenings and/or weekends. There are two types of programs:

Social model day programs provide supervision and socialization through therapeutic group activities such as discussions, arts and crafts, games and dancing, or services, such as memory simulation exercises. Most of these programs do not have a medical component, and payment is usually private pay. Each program is different and has varying requirements.

Medical model day programs are designed for persons with medical problems who may require one or more of the following services: monitoring, nursing care, social work, occupational therapy, or physical therapy, in addition to socialization. As a result, they are more expensive than social model programs. Medicaid covers many medical model adult day programs.

The best way to be sure a program is a good fit for a person's functional ability and needs is to visit and ask many questions. Application procedures vary. A list of programs is available online at www.caring.com/senior-living/adult-day-care/new-york/new-york.

CAREGIVER RESOURCES

(also see AGING IN PLACE)

AARP Caregiving Resource Center

877-333-5885 – Caregiver Hotline

<https://www.aarp.org/caregiving/>

Offers a wide variety of resources and information on issues facing current and future caregivers.

NYC Department for the Aging (DFTA) Caregiver Support

Call 311 or 212-490-9535

<https://www.nyc.gov/site/dfta/services/caregiving.page>

Caregiver programs in each borough provide assistance in accessing entitlements and benefits, individual counseling and support groups, respite and temporary relief, supplementary services and referrals to additional resources.

Caregiver Action Network

855-227-3640

<http://caregiveraction.org/>

Offers a virtual library of educational materials including tips and guides for family caregivers, information on agencies and organizations that provide caregiver support, and workshops on communicating effectively and how to connect with other caregivers.

Health Outreach Caregivers Service, NewYork-Presbyterian Weill Cornell Medical Center

212-746-4351

<http://www.nyp.org/clinical-services/geriatrics/healthoutreach>

Dedicated to meeting the needs, challenges and concerns of family members and friends who care for older adults. It offers educational seminars, lectures, information and referral and two support groups: one specifically for caregivers of people with Alzheimer's and other cognitive impairments and the other for caregivers of anyone 60 years of age or older. It also provides strategies for stress reduction and self-care, crisis intervention and information about health care proxies, living wills and powers of attorney.

Home Care Association of New York State

518-426-8764

<http://www.hca-nys.org/>

The Home Care Association website answers all types of questions regarding home care for older adults and their caregivers. This site can help you determine what level of care is needed as well as other information regarding how to make the best decisions.

National Alliance for Caregiving

202-918-1013

<http://www.caregiving.org>

A coalition of national organizations focused on caregiving. The website provides links to over 1,000 other websites containing resources for caregivers and the elderly.

Next Step in Care

www.nextstepincare.org/

A service of the United Hospital Fund that offers guides to help family caregivers and health care providers work together to plan safe and smooth transitions for chronically or seriously ill patients. Materials include tips for family caregivers, information on caregiver support workshops and best practices for communicating effectively with other caregivers.

New York Foundation for Senior Citizens Respite Care Program

212-962-7559

<http://www.nyfsc.org/support-services/respite-care-program/>

Provides temporary relief to primary caregivers of frail older adults who are not Medicaid eligible.

NYC Caregiver

<https://www1.nyc.gov/site/dfta/services/guide-for-caregivers.page>

Maintained by the NYC Department for the Aging, NYC Caregiver offers a wealth of information, resources and links for caregivers and grandparent caregivers.

NYU Langone's Alzheimer's Disease and Related Dementias Family Support Program

646-754-2277

<http://nyulangone.org/locations/alzheimers-disease-related-dementias-family-support-program>

NYU Langone's Family Support Program assists family members and friends through education, individual and family care consultation and community support. It is offered free of charge.

PSS Circle of Care

Caregiver Hotline: 866-665-1713

<https://pssusa.org/caregivers>

Caregiver program in all five boroughs for those caring for older adults who are frail, chronically ill or showing memory loss. It provides individual and family consultations, educational training, support groups, wellness activities and temporary time off with care in or outside the home.

SAGE Caring and Preparing (SAGECAP)

212-741-2247

www.sageusa.org/resource-category/caregiving/

SAGE is the country's largest and oldest service organization dedicated to advocating for and providing services to LGBTQ older adults and their caregivers.

Share the Care

212-991-9688

www.sharethecare.org

Share the Care seeks to improve the quality of life of persons who are seriously ill, have disabilities, or are experiencing the challenges of aging, and to reduce the stress, depression, isolation and economic hardship often suffered by their family caregivers.

COMMUNITY BOARDS

Community Boards are New York City's most local level of government. There are 59 in NYC, including 18 in Brooklyn. Each Board consists of up to 50 unsalaried members appointed by the Borough President, with half nominated by the City Council Members who represent the community district. Each Board has a paid District Manager and other staff who coordinate the work of each Board, and help to resolve problems with City services. Board members are selected from active, involved people in each community, with an effort made to assure that every neighborhood is represented. Board members must reside, work or have some other significant interest in the community.

Boards meet once each month and have committees that meet more frequently. At these meetings, members address items of concern to the community. Board meetings are open to the public, and a portion of each meeting is reserved for the Community Board to hear from the public. In addition, Boards regularly conduct public hearings - on the City's budget, on land use matters, and on other major issues - to give the people of the community the opportunity to express their opinions. Contact the Borough President or your City Councilmember if you are interested in joining a Community Board.

Below is a list of Community Boards in Senate District 20. A comprehensive list of Community Boards is available at <https://www1.nyc.gov/site/cau/community-boards/community-boards.page>. All meetings are open to the public. As of January 2023, most meetings are taking place remotely. Visit each website or call for the latest details and to sign up for email newsletters.

Brooklyn Community Board #3 (Bed-Stuy)

Restoration Plaza

1360 Fulton St., 2nd floor

Brooklyn, NY 11216

<https://www.nyc.gov/site/brooklynbc3/index.page>

Meets on the first Monday of each month at 7:00pm

Brooklyn Community Board #6

(Carroll Gardens, Cobble Hill, Columbia Waterfront, Gowanus, Park Slope, and Red Hook)

250 Baltic Street

Brooklyn, NY 11201

718-642-3027

<https://www1.nyc.gov/site/brooklynbc6/index.page>

Meets on the second Wednesday of each month at 6:30pm, except in August and any changes due to holidays

Brooklyn Community Board #7

(Windsor Terrace, Sunset Park)

4201 4th Avenue

Brooklyn, NY 11232

718-854-0003

<https://www.nyc.gov/site/brooklynbc7/index.page>

Board meetings happen on the third Wednesday of every month at 6:00pm, except July and August (subject to change in the event of holidays)

Brooklyn Community Board #8

(Crown Heights, Prospect Heights, and Weeksville)

1291 St. Marks Avenue

Brooklyn, NY 11213

718-467-5574

<https://www.brooklyncb8.org>

Meets on the second Thursday of each month at 6:15pm

Brooklyn Community Board #9

(Prospect Lefferts Gardens, Crown Heights, Wingate, and North Flatbush)

890 Nostrand Avenue

Brooklyn, NY 11225

718-778-9279

<https://www1.nyc.gov/site/brooklyncb9/index.page>

Board meetings happen on the fourth Tuesday of every month at 7:00pm

Brooklyn Community Board #12

(Kensington, Sunset Park, and Midwood)

5910-13th Avenue

Brooklyn, NY 11219

718-851-0800

<https://www.nyc.gov/site/brooklyncb12/index.page>

Board meetings happen on the fourth Tuesday of the month at 7:00pm

Brooklyn Community Board #14

(Flatbush, Midwood, Kensington)

810 East 16th St.

Brooklyn, NY 11230

718-421-6077

<https://www.cb14brooklyn.com/>

Board meetings happen on the second Monday of every month at 7:00pm

Brooklyn Community Board #17

(East Flatbush, Rugby, Farragut/Hyde Park, Remsen Village, Ditmas Village, and Erasmus)

4112 Farragut Road

Brooklyn, NY 11210

718-434-3461

<https://cbbrooklyn.cityofnewyork.us/cb17/>

Board Meetings happen on the third Wednesday of every month at 7:00pm

COMPUTER TRAINING

There are numerous organizations that provide computer training for those at both beginner and advanced levels. Many are offered at no or low cost and, although classes are scheduled several times a year, they often fill up quickly. Due to the pandemic, many organizations are offering classes remotely.

NYC Parks Department Media Education Programs

<https://www.nycgovparks.org/programs/media>

Operated by the NYC Parks and Recreation Department, these media education programs offer a range of computer courses, from the basics to digital photography to video making/editing, with special attention given to those who have never used a computer. Class subjects and times vary at each center and are free with an annual senior recreational membership fee of \$25 (available to those 62+). For more information, call 212-360-2791 or email media.ed@parks.nyc.gov. The two most convenient locations for seniors residing in State Senate District 20 are below. Please check out <https://www.nycgovparks.org/facilities/media-labs> for more locations throughout the City.

St. John's Recreation Center
1251 Prospect Place
Brooklyn, NY 11213
718-771-2693

Red Hook Media Lab
155 Bay Street
Brooklyn, NY 11231
718-722-3211 or 718-722-7341

New York Public Library

The New York Public Library offers hands-on classes from the basics to internet search strategies to Microsoft Word and Excel – and much more. Register online at www.nypl.org/tech-connect or contact local branches for details.

Center @ Lenox Hill Neighborhood House

331 East 70th Street
New York, NY 10021
212-744-5022

<http://www.lenoxhill.org/center-lenox-hill-neighborhood-house>

The Center offers members free computer and technology classes, including offerings in computer basics, digital photography, email and internet communication, social networking and using tablets and smartphones. One-on-one tech help is also available remotely or in-person. For more information on classes and membership, visit www.LenoxHill.org, call 212-218-0477 or email AdultEd@lenoxhill.org.

DOROT Tech Coaching Program

917-441-3706

<https://www.dorotusa.org/our-programs/at-home/tech-coaching>

The DOROT Tech Coaching program allows older adults to practice and learn technological skills with a trained DOROT volunteer. How to use applications and features of smartphones are covered in the lessons, including help with Zoom or FaceTime. For more information, call the number above or email technologyhelp@dorotusa.org.

SeniorTechNYC

Marlene Meyerson JCC
334 Amsterdam Avenue
New York, NY 10023
646-505-4390

<https://mmjccm.org/senior-tech>

A non-profit organization that teaches technology classes for older adults, including courses in how to use tablets, cell phones and computers (both PCs and Apple). The teachers make use of modern visual instructional aids. Classes are held in the Multimedia Room on Level L2 at the Jewish Community Center unless otherwise specified. Registration for courses is available through the website or through calling the number above. All registration is on a first-come, first-served basis. JCC members receive a discount on class fees.

Search and Care's Silver Circles of Connectivity

212-289-5300

<https://www.searchandcare.org/silver-circles/>

This program is free to community members age 65+ who would benefit from one-on-one tutoring on a computer, a tablet, a Kindle or a cell phone. The aim is to help older adults connect with family, to explore the internet, find articles of interest and locate resources online. Call if you are interested in being tutored or serving as a volunteer to help others.

AARP Senior Planet

National Tech Hotline: 888-713-3495

<https://seniorplanet.org/locations/new-york-city/>

Offers in-person and online free training courses to seniors aged 60+ for computer literacy. In-person classes are held at their Senior Planet Center in Manhattan. Online classes can be accessed through the link above. Five or 10-week training courses along with on-demand tech support are offered.

127 W. 25th St.
New York, NY 10011
(646) 590-0615

Brooklyn Public Library Technology for All

718-968-7275

10 Grand Army Plaza
Brooklyn, NY 11238

<https://www.bklynlibrary.org/calendar/list>

Brooklyn Public Library offers free one-on-one computer training for seniors at the Central branch. Check the link above or call to sign up for sessions.

CONSUMER PROTECTION

(also see *LEGAL RESOURCES*)

Consumer Rights & Complaints

AARP Foundation ElderWatch

<https://www.aarp.org/aarp-foundation/our-work/income/elderwatch/report-fraud/>

1-800-222-4444, option 2

The AARP Foundation's ElderWatch program engages hundreds of volunteers each year to help older consumers recognize, refuse and report fraud and scams. The website provides additional information and tools to help protect consumers against financial exploitation.

Do Not Call Registry

888-382-1222

www.donotcall.gov

National registry that allows consumers to opt-out of most telemarketing calls to home or mobile phones. Register by phone or online. If you have joined the Do Not Call Registry and are still receiving calls from companies with which you have no previous relationship, you can file a complaint online or by phone. Even if your number is registered, charities, political organizations and telephone surveyors may legally continue to call you. Companies with which you do business may also continue to call, unless you have asked them to stop calling you. If you have asked them to stop calling, please keep a record of the date you made the request and include that information in the comment section of any complaint you submit against that company.

Federal Trade Commission

1-877-FTC-HELP (382-4357)

1-877-IDTHEFT (438-4338)

www.ftc.gov

The Federal Trade Commission (FTC) website offers practical information on a variety of consumer topics. The www.identitytheft.gov website offers information on what to do if you are the victim of identity theft. In partnership with 16 other agencies, the FTC operates the www.onguardonline.gov website which is designed to help people be safe and responsible online.

NYC Department of Consumer and Worker Protection

Call 311

<http://www1.nyc.gov/site/dca/index.page>

Enforces NYC's Consumer Protection Laws and provides mediation services for residents who believe they have been cheated by deceptive or unfair trade practices related to the sale, lease, rental or loan of consumer goods or services. Complaint forms and educational materials are available on the website or by calling 311.

NY State Division of Consumer Protection

800-697-1220 or 518-474-8583

www.dos.ny.gov/consumer-protection

Advocates for and works to empower New York consumers through education and direct assistance. The state agency responds to individual consumer complaints by working to settle disputes between consumers and businesses through voluntary mediation. Complaint forms and a variety of educational materials are available on the website.

NY State Attorney General Consumer Frauds Bureau

800-771-7755

<https://ag.ny.gov/bureau/consumer-frauds-bureau>

The Attorney General's Bureau of Consumer Frauds and Protection investigates and prosecutes businesses and individuals engaged in fraudulent, misleading, deceptive or illegal trade practices. The Bureau also mediates some complaints from individual consumers. As part of its mission, the Bureau provides information to consumers and seeks to ensure a fair and vigorous marketplace.

Due to jurisdictional reasons, the NY City and State consumer agencies, as well as the State Attorney General's office, can only take complaints regarding certain types of businesses and institutions. Complaints regarding other companies must be directed to the following:

Attorneys

Judicial Department Attorney Grievance Committees

212-401-0800 (based in New York and Bronx)

718-923-6300 (based in Brooklyn, Queens, and Staten Island)

<https://www.nycourts.gov/attorneys/grievance/complaints.shtml>

Banks

State-chartered Institutions:

NY State Department of Financial Services (800-342-3736)

<https://www.dfs.ny.gov/complaint>

Federal Financial Institutions:

Federal Office of the Comptroller of the Currency (800-613-6743)

<https://www.helpwithmybank.gov/index.html>

Consumer Financial Protection Bureau (855-729-2372)

<https://www.consumerfinance.gov/>

Cable and Telephone

NY State Public Service Commission (800-342-3377)

Hotline: 800-342-3355

www.dps.ny.gov/complaints

Car Repairs

NY State Department of Motor Vehicles Safety (518-474-8943)

<https://dmv.ny.gov/contact-us/report-problem-dmv-regulated-automotive-business>

Cell Phone Service

Federal Communications Commission (888-225-5322)

<https://consumercomplaints.fcc.gov/hc/en-us>

Credit Card Companies

NY State Attorney General's Office Consumer Hotline (800-771-7755)

<https://ag.ny.gov/consumer-frauds/Filing-a-Consumer-Complaint>

Consumer Financial Protection Bureau (855-729-2372)

<https://www.consumerfinance.gov/>

Doctors

NY State Health Department Office of Professional Medical Misconduct (800-663-6114)

<https://www.health.ny.gov/professionals/doctors/conduct/>

Insurance Companies

NY State Department of Financial Services (800-342-3736)

<https://www.dfs.ny.gov/complaint>

Moving Companies

NY State Department of Transportation (518-457-6512)

<https://www.dot.ny.gov/divisions/operating/osss/truck/moving>

Plumbing and Electrical Work

NYC Department of Buildings (call 311)

Product Safety Recalls

U.S. Consumer Product Safety Commission (800-638-2772)

<https://www.cpsc.gov/>

Brooklyn District Attorney Frauds Bureau

718-250-2340

<http://www.brooklyn.da.org/frauds/>

The Brooklyn DA's Frauds Bureau investigates a wide variety of cases dealing with scams regarding immigrants, homeowners, healthcare, and schemes that defraud public programs.

Mobilization for Justice Consumer Rights Project

212-417-3881

<https://mobilizationforjustice.org/projects/consumer-rights-project/>

Mobilization for Justice offers representation and counsel to low income individuals who are victims of consumer frauds, including credit card fraud, identity theft, medical fraud, and other financial scams. They also organize and bring class action lawsuits under consumer protection laws.

Financial Protection for Consumers

Consumer Financial Protection Bureau (CFPB)

855-411-2372

<http://www.consumerfinance.gov/>

Federal agency that provides consumers with information to make educated financial decisions. The CFPB has various online resources to help answer questions consumers might have about their rights or situations they face. The agency handles consumer complaints about financial products and services, including mortgages, money transfers, debt collection, credit cards, bank accounts and services, vehicle and other consumer loans, payday loans, student loans, credit reporting and virtual currency. Complaints can be submitted online or by phone.

The **Office for Older Americans** is a special office within the CFPB's Division of Consumer Education and Engagement dedicated to helping people aged 62+ make sound financial decisions.

Credit Freeze

People who believe they are the victims of identity theft can place a free security freeze on their credit files. This prohibits credit reporting agencies from releasing the contents of their credit reports or scores so new credit accounts cannot be issued until the freeze is lifted. To activate the freeze, consumers must contact each of the three individual credit reporting agencies listed below by mail, phone, or internet. Each agency must be contacted again to lift the freeze.

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
888-397-3742
www.experian.com/freeze

TransUnion Security Freeze

P.O. Box 2000
Chester, PA 19016
888-909-8872
<https://freeze.transunion.com/>

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
800-349-9960
<https://www.equifax.com/personal/credit-report-services/>

Free Credit Reports

877-322-8228
www.annualcreditreport.com

While there are many companies that charge people to obtain copies of their credit reports, federal law entitles everyone to receive one free credit report every 12 months from the three national credit bureaus at www.annualcreditreport.com. You are also entitled to a free report if a company denies your application for credit, insurance or employment. Through December 31, 2023, you can get a free credit report each week from all three major credit bureaus due to the pandemic.

New Economy Project

212-680-5100
Financial Justice Hotline: 212-935-4929
<http://www.neweconomynyc.org/>

A nonprofit advocacy and education organization that works to eliminate predatory economic practices and improve consumer protections. Provides a comprehensive list of resources and fact sheets on issues such as community banking and finance, credit reports, debt collection, identity theft, foreclosure prevention and predatory lending available on their website.

The New Economy Project operates the **NYC Financial Justice Hotline**, which provides information and referrals for low-income residents regarding issues with unfair debt collection practices, tax refund loans, payday loans and credit repair. The hotline can be reached at 212-925-4929 on Mondays from 4pm-6pm and Tuesdays, Wednesdays and Thursdays from 12pm-2pm.

NYC Financial Empowerment Centers

Call 311
<https://www1.nyc.gov/site/dca/consumers/get-free-financial-counseling.page>

The NYC Office of Consumer and Worker Protection operates Financial Empowerment Centers which provide free one-on-one financial counseling by professional counselors. Counselors can help with budget and debt management, debt collection, difficulties with credit repair agencies,

eligibility for government benefits and opening bank accounts. Appointments are available via the website or by calling 311.

NY State Department of Financial Services

Consumer Hotline: 800-342-3736 or 212-480-6400

External Appeals: 800-400-8882

<http://www.dfs.ny.gov/>

Regulates financial services and insurance companies in New York. Protects users of financial services from unscrupulous and predatory products and services. It also seeks to educate consumers regarding financial matters. Provides resources for consumers to file complaints against financial institutions and insurance companies.

Tips to Avoid Scams and Protect Your Identity

- Any caller who asks you to give your Medicare number, Social Security number, mother's maiden name, birthdate, birthplace, username, password, credit card information, billing information and/or other identifying information is a fraud. Never give your personal information through a phone call, email, mail, or in-person service.
- Do not send money or give credit card or online details until you have checked the credentials of the company that you are dealing with.
- Do not give in to pressure to make a decision immediately. Scammers usually will try to get you to answer or send money right away. Hang up the phone and do your research before you make a decision to do anything.
- Do not answer calls from unknown numbers. If you do pick up and learn it is a scam call, do not engage. Hang up immediately.
- Do not respond to any questions on the phone, especially those that can be answered with "Yes" or "No."
- Beware of unusual payment methods. Scammers often ask for payment by wire transfers, gift cards and even Google Pay, Steam, iTunes cards or Bitcoin.
- Do not open suspicious texts, pop-up windows or emails — delete them. If an email appears suspicious, do not open attachments or click on links in the text. If unsure, verify the identity of the contact through an independent source such as a phone book or online search. Don't use the contact details provided in the message sent to you.
- Beware of any requests for your details or money. Never send money or give credit card numbers, online account details or copies of personal documents to anyone you don't know or trust. Don't agree to transfer money or goods for someone else.
- Choose your passwords carefully. Choose passwords that would be difficult for others to guess and update them regularly. A strong password should include a mix of upper and lower case letters, numbers and symbols. Don't use the same password for every account.
- Cover or block the Point of Service/ATM keypad when you enter your PIN.
- Carry only the identification, checks, credit cards or debit cards you really need.
- Use direct deposit for paychecks, tax refunds, benefit payments, etc.
- Shred documents with personal/financial information before disposing of/recycling them.
- Review financial statements and bills monthly and identify/correct errors.
- Review your credit report annually and identify/correct errors.

CONTINUING EDUCATION

College Programs at the City University of New York (CUNY)

CUNY Senior Colleges (4 year): When space is available, people age 60 plus can audit courses tuition-free at any of the four-year CUNY colleges. Students do not take tests or receive academic credit. Administrative fees may apply.

CUNY Community Colleges (2 year): When space is available, tuition-free courses are offered at community colleges. Students may participate fully in classes, doing homework, taking tests, and receiving grades and academic credit. Administrative fees may apply.

Medgar Evers College

718-270-4900

<https://www.mec.cuny.edu/>

1650 Bedford Avenue
Brooklyn, NY 11225

Brooklyn College

718-951-5000

<http://www.brooklyn.cuny.edu/web/home.php>

2900 Bedford Avenue
Brooklyn, NY 11210

Kingsborough Community College

718-368-4600

<https://www.kbcc.cuny.edu/>

2001 Oriental Blvd
Brooklyn, NY 11235

New York City College of Technology

718-260-5500

<https://www.citytech.cuny.edu/>

300 Jay St
Brooklyn, NY 11201

Center for Learning and Living

212-644-3320

<http://www.clandl.org/>

A lifelong learning organization offering programs for adults age 55+. The wide-ranging courses are available year-round with outstanding instructors. Course duration and fees may vary. All programs are currently being offered online.

CUNY Lifelong Peer Program

212-817-AISI

<https://www.gc.cuny.edu/About-the-GC/Provost-s-Office/Office-of-Academic-Initiatives-and-Strategic-Innovation/Lifelong-Peer-Learning-Program>

Continuing Education programming for older adults, structured like a college course with a peer-learning model. Each student designs and teaches their peers, while combining learning and socializing.

Pace University's Active Retirement Center (PARC)

212-346-1244

<http://cps.pace.edu/lifelong-learning/senior-programs-parc/>

PARC is a lifelong learning program for adults age 55 and over. PARC provides a range of opportunities, such as a lecture series, access to the Pace University library and computer labs, intergenerational computing assistance, campus tours, a film series with post-movie discussions led by a Pace University professor, and more. Yearly membership costs \$100.

Quest Lifelong Learning Community

212-925-6625 ext. 229

<http://www.questcontinuingednyc.org/>

Part of the City College of New York, the Quest program offers more than 30 college-level courses each semester specifically designed for those who are retired and semi-retired. Quest members design their own curriculum and do all the teaching. Quest courses meet Monday through Thursday from 10:30am to 2:30pm during the academic year. Membership for the year is \$550 and includes participation in three semesters. Reduced rates are available depending on the time of year you choose to join. Call or see the website for details.

Teachers & Writers Collaborative (formerly Elders Share the Arts)

212-691-6590

<http://www.twc.org>

Community-based arts program run by professional artists that offers programs in three disciplines: Living History Arts, Intergenerational Arts and Arts in Dementia Care for adults 55 years of age and older. Sites are located throughout the five boroughs and Long Island.

Senior Planet

127 West 25th St., New York, NY 10001

10:00am - 5:00pm

646-590-0615

<https://seniorplanet.org/>

Visitors can explore resources, events, and commentary through educational programs at Senior Planet. Senior Planet shares information and resources by helping people stay engaged and active in the digital age. Their events calendar is emailed to older adults and caregivers across the City. Special events and video conferences promote community among older adults from a wide range of backgrounds. Programs are currently being held online and in-person.

Sundays at JASA

212-273-5304

<https://www.jasa.org/>

Sundays at JASA is a one-of-a kind, college level continuing education program for adults 55+, offering a wide range of courses and lectures held at various locations in Manhattan. Instructors include luminaries from the worlds of politics, the arts, media and more. Fees vary. Virtual and in-person courses are available.

CRIME VICTIMS ASSISTANCE

Crime Victims Treatment Center (CVTC)

212-523-4728

212-683-0605 (legal helpline)

<http://www.cvtcnyc.org/>

CVTC provides therapeutic crisis intervention services, individual therapy and support groups, as well as legal advocacy, psychiatric evaluation and alternative therapy for survivors of sexual assault, intimate partner violence, childhood sexual abuse, human trafficking, community violence and other violent crimes. Rape Crisis and Domestic Violence Advocates provide remote support at CVTC partner Emergency Departments by phone and via video conference. Sexual Assault Forensic Examiners continue to respond in person to provide medical care to survivors of sexual assault.

Brooklyn District Attorney's Victim Services Unit

<http://www.brooklynnda.org/victim-services-unit/>

Provides resources for victims, witnesses of crime, and their families that include crisis counseling, safety planning, court escorts, and physical and mental health referrals.

General Information: 718-250-2340

Elder Abuse: 718-250-5299

Family Justice: 718-250-5111

Labor Fraud: 718-250-3770

Immigrant Affairs: 718-250-3333

Domestic Violence: 718-250-3300

Hate Crimes: 718-250-4949

Human Trafficking: 718-250-2770

New York State Office of Victim Services

718-923-4325 or 1-800-247-8035

<https://ovs.ny.gov/>

Provides reimbursement for crime-related expenses to crime victims, administers the federal Victims of Crime Act (VOCA) Victim and Witness Assistance funds across the state, and advocates for victims' rights, needs and interests in New York State.

Safe Horizon

24-Hour Hotline: 800-621-4673

www.safehorizon.org

Safe Horizon's mission is to provide support, prevent violence and promote justice for victims of crime and abuse, their families and communities. Safe Horizon programs include: Hotlines, Community Programs (schools, shelters, community offices), Criminal Court Programs, Family Justice Centers, Immigration Law Project, Counseling Center and the Crime Victim Assistance Program.

HOTLINES:	Domestic Violence	800-621-4673
	Crime Victims	866-689-4357
	Rape, Sexual Assault & Incest	212-227-3000
	TDD machine for hearing impaired clients for all hotlines	866-604-5350

67th Precinct Clergy Council

<https://67clergycouncil.org/>

646-779-6767

The 67th Precinct Clergy Council, also known as The Godsquad, is a community organization of clergy men and women who facilitate violence prevention programs and serve as a liaison between law enforcement and the community.

Safe Horizon

<https://www.safehorizon.org/>

General Inquiries: 212-577-7700

Domestic Violence Hotline: 1-800-621-HOPE

Crime Victims Hotline: 1-866-689-HELP

Rape and Sexual Assault: 1-212-227-3000

Safe Horizon advocates and provides support resources for survivors of abuse and violence. They offer hotlines to discuss safety and healing practices, legal support, community and crime victim assistance programs. Safe Horizons also operates many physical safe spaces for survivors including shelters for domestic violence victims, a child advocacy center, family justice center, a counseling center, and more.

CULTURAL & RECREATIONAL ACTIVITIES

IDNYC

Call 311

<http://www1.nyc.gov/site/idnyc/index.page>

All New York City residents are eligible to sign up for the IDNYC card - simply fill out an application, schedule an appointment at an enrollment center and bring proof of City residency. IDNYC cards can be renewed online. The IDNYC card offers residents a wide variety of benefits, including free annual memberships to a number of museums and cultural institutions and various entertainment discounts. A full list of benefits is available online.

Museums

New York City is home to a rich variety of museums catering to every interest and displaying a vast range of art. Most offer discounted senior admission and many have special free or pay-what-you-wish hours. Below, you will find a far from comprehensive list of major Brooklyn museums and museums in the district that offer free or reduced cost entrance. Opening days and hours listed below are accurate as of December 2022 but may change. Check with each institution before visiting for the latest hours and whether timed-entry tickets are required. Timed-entry tickets are available on each museum's website.

Brooklyn Museum

200 Eastern Parkway

Brooklyn, NY 11238

718-638-5000

<https://www.brooklynmuseum.org>

All admission to the Brooklyn Museum is pay what you wish. The suggested admission price is \$10 for Adults 65+. Some exhibits require tickets at an additional cost. Open Wednesday - Sunday from 11am to 6pm.

Brooklyn Botanic Garden

150 Eastern Parkway

Brooklyn, NY 11225

718-623-7260

<https://www.bbg.org/>

Admission for Adults 65+ is \$12. Hours vary depending on the season, so check their website or call ahead. The Garden is open from Tuesday-Sunday.

Old Stone House of Brooklyn

336 3rd St.

Brooklyn, NY 11215

718-768-3195

<https://theoldstonehouse.org/>

Suggested donation of \$3 for entry. The museum is open Friday from 3:00pm to 6:00pm, Saturday and Sunday from 11:00am - 6:00pm.

New York Transit Museum

99 Schermerhorn St.
Brooklyn, NY 11201
718-694-1600

<https://www.nytransitmuseum.org/>

Admission for Adults 62+ is \$5. The museum is open Thursdays through Sundays, 10:00am to 4:00pm.

Brooklyn Children's Museum

145 Brooklyn Avenue
Brooklyn, NY 11213
718-735-4400

<https://www.brooklynkids.org>

The museum is open Wednesday-Sunday, 10am-5pm. Reservations for timed-entry admission are required and general admission is \$13.

Jewish Children's Museum

792 Eastern Pkwy.
Brooklyn, NY 11213
(718) 467-0600

jcm.museum

The Jewish Children's Museum is open Mondays-Thursdays, 10am-4pm and Sundays, 10am-5:30pm. Regular admission is \$15/person, while adults 65+ can enjoy discounted admission at \$12/person.

Weeksville Heritage Center

158 Buffalo Avenue
Brooklyn, NY 11213
718-756-5250

<https://www.weeksvillesociety.org>

General admission is \$6; however, the fee is waived for residents of the 11213 zip code. The museum is open Tuesday and Wednesday from 9:30am to 5:30pm, Friday from 9:30AM to 5:00PM and Saturday from 11:00am to 5:00pm.

Music, Dance & Theater

Music, dance and theater of all types are presented at a wide variety of cultural, educational and religious institutions throughout the City. A small selection of the many venues are listed below that offer special discounts for older adults or free tickets. Call, write or check their websites for schedules. Check with other institutions of interest to you to see if they offer reduced or free entrance programs.

In District:

Brooklyn Conservatory of Music

58 7th Avenue
Brooklyn, NY 11217
718-622-3300

<https://bkcm.org/>

Brooklyn Conservatory of Music offers accessible music classes to individuals of all ages and hosts over 150 performances for the community every year. These performances are often offered at little or no cost, with discounts available for seniors.

In Central Brooklyn

The Billie Holiday Theatre

1361 Fulton St.
Brooklyn, NY 11216
718-636-6900

<https://thebillieholiday.org/>

Located on the Restoration Plaza campus in Bed-Stuy, The Billie Holiday Theatre hosts dance, music, and dramaturgical performances that center and celebrate Black art and artists. The theater is also involved in the NOVA. They often offer senior discounts on tickets. Check their website or call for more information.

Brooklyn Academy of Music

30 Lafayette Avenue
Brooklyn, NY 11217
718-636-4100 ext. 1

<https://www.bam.org/>

BAM is a multi-disciplinary arts center that offers programming in theater, music, dance, film, opera, and more. They offer special senior initiatives such as Senior Cinema, a monthly free program that invites seniors 65+ to watch a movie with a complimentary popcorn and drink. Other initiatives include senior socials, senior rush tickets, and discounted membership rates.

Throughout all of NYC

Lincoln Center

61 West 62nd Street (front entrance is on Broadway)
New York, NY 10023
212-875-5000

<https://www.lincolncenter.org>

Lincoln Center is home to many performing arts spaces including the Metropolitan Opera, the NY Philharmonic, the NYC Ballet, Film at Lincoln Center, Juilliard, Jazz at Lincoln Center and the NY Public Library for the Performing Arts. A wide variety of free events are available online anytime at <https://www.lincolncenter.org/lincoln-center-at-home>.

Film Society of Lincoln Center

70 Lincoln Center Plaza (entrance on 65th Street between Broadway & Amsterdam)
New York, NY 10021
212-875-5610

<https://www.filmlinc.org>

The Film Society was founded to celebrate American and international cinema, to recognize and support new filmmakers and to enhance awareness, accessibility and understanding of art among a broad and diverse filmgoing audience. Offers virtual cinema, as well as in-person events at limited capacity.

Juilliard School Performances

60 Lincoln Center Plaza
New York, NY 10023
212-799-5000

<https://www.juilliard.edu/stage-beyond/performance/calendar>

The Juilliard School offers dance, drama, and music (classical and jazz) performances featuring Juilliard students, faculty, and special guest artists. Almost all of these events are free and open to the public; some carry a nominal charge. Visit the website for the latest calendar.

Metropolitan Opera Company

30 Lincoln Center Plaza
New York, NY 10023
212-362-6000

www.metopera.org

Offers a Rush Ticket program that provides a select amount of \$25 opera tickets for all regular Monday through Saturday performances. Rush tickets are offered online on the day of the performance beginning at noon for Monday-Friday evening performances, 2 pm for Saturday evening performances and four hours before curtain for matinees.

New York Philharmonic

10 Lincoln Center Plaza
New York, NY 10023
212-875-5656

www.nyphil.org

Has several special programs for older adults. *Senior Rush* tickets are \$18 plus fees for selected concerts and are available the day of the performance through the David Geffen Hall Box Office. Call the day of the performance to see if Senior Rush tickets are available.

Shakespeare in the Park presented by the Public Theater

212-539-8500

<https://publictheater.org/>

Stages free plays by Shakespeare and other playwrights during the summer months at the Delacorte Theater in Central Park. There is a limit of two tickets per person and a limit of two visits per production. There are separate ticket lines to accommodate people with disabilities and adults aged 65 or older (proof of age or disability is required). Visit the website for information on current ticket distribution options. To find the theater, enter Central Park at 5th Avenue and 79th Street or Central Park West and 81st Street and follow the footpaths to the Theater.

York Theatre Company

The Theatre at Saint Jeans (temporary location)
150 East 76th Street, between Lexington and Third Avenue
212-935-5820

www.yorktheatre.org

Presents new musicals. There are also free readings of new musicals throughout the year. To find out about upcoming readings, join their invite list through the website. Online performances/events are also available on the website.

Theater Discount Programs

Theater Development Fund (TDF)

212-912-9770

<http://www.tdf.org/>

TDF's discount ticket services are available to make theater, music and dance affordable and accessible. TDF obtains special seating for theatergoers who are hard of hearing or deaf, low vision or blind, who cannot climb stairs or who require aisle seating or wheelchair locations. People who are low vision or blind can order ticket locations closer to the stage and/or seating to accommodate a guide dog.

Athletic & Recreational Facilities

Major R. Owens Health & Wellness Community Center

1561 Bedford Avenue

Brooklyn, NY 11225

718-971-9202

info@majorowenscenter.com

<https://majorowenscenter.com/>

The Major R. Owens Health and Wellness Community Center is a multi-purpose recreation facility located in Crown Heights. The Center includes a soccer pitch, swimming pool, basketball courts, and studios for yoga, dance, and fitness. Standard membership starts at \$30/month, while residents of Community Board 9 can access discounted membership at \$10/month.

LeFrak Center at Lakeside

171 East Dr.

Brooklyn, NY 11225

718-462-0010

<https://lakesidebrooklyn.com/>

Located in Prospect Park, the LeFrak Center hosts an array of seasonal and year-round activities from skating to boating, classes and events.

NYC Parks and Resources for Seniors

<https://www.nycgovparks.org/seniors>

NYC Parks offers a variety of programs for older adults to keep active, healthy, social and engaged in the community. Discounted rates for adults 62 and older for recreation centers and indoor pools. Other free or low-cost programs include fitness programs designed for people with limited mobility, adapted aquatics, and fitness, tennis and yoga classes. Seniors can receive memberships to NYC Parks Recreation Centers for \$25/year.

St. John's Recreation Center is located within the district in Crown Heights and features an indoor swimming pool, basketball courts, and a fitness center.

St. John's Recreation Center

1251 Prospect Pl.

Brooklyn, NY 11213

718-771-2787

For a full list of centers, please visit <https://www.nycgovparks.org/facilities/recreationcenters>.

NYC Tennis Courts

<http://www.nycgovparks.org/facilities/tennis>

The NYC Parks Department operates tennis courts throughout the City from early April through mid-November. Annual permits for adults 62 years of age and older are \$20 and must be purchased in person or by mail. There is an application form online.

Lincoln Terrace Park

Outdoor only

Buffalo Ave. and Rochester Ave.

718-804-7077

Prospect Park Tennis Center

Outdoor with Indoor bubble season

Parkside Avenue at Parade Ground

718-436-2500

South Oxford Park

Outdoor only

197 S. Oxford St.

Shape Up NYC

<https://www.nycgovparks.org/programs/recreation/shape-up-nyc>

Shape Up NYC is a free, drop-in fitness program with locations across the five boroughs. Classes such as aerobics, yoga, Pilates, Zumba, and more are offered. Online registration is required.

Silver Sneakers

866-854-7389

<https://www.silversneakers.com>

Silver Sneakers is a free fitness program for older adults enrolled in certain Medicare plans. It offers free access to participating fitness centers in its network. Check the website for locations and to see if your health insurance plan participates. Offering online and in-person classes.

YMCA of Greater New York

<https://ymcanyc.org/locations?type&amenities>

The YMCA of Greater New York offers adult sports teams, fitness centers with personal trainers, and pilates classes. The YMCA has several locations in Central Brooklyn, each with different offerings and membership prices.

Park Slope Armory

361 15th St.

Brooklyn, NY 11215

212-912-2580

\$59/month for Adults 65+

Prospect Park

357 9th St.

Brooklyn, NY 11215

718-768-7100

\$71/month for Adults 65+

Bedford-Stuyvesant

1121 Bedford Ave.

Brooklyn, NY 11216

718-789-1497

\$54/month for Adults 65+

ELDER ABUSE

Elder abuse can take many forms. Please seek help if you are a victim of abuse or suspect that someone you know may be a victim. In an emergency, always call 911.

Elder Abuse Facts

Mistreatment of the elderly is a problem affecting all segments of society regardless of socioeconomic status, living environment, race, ethnicity, or physical or cognitive status. Elder abuse can include any or all of the following forms of abuse:

- **Physical:** The infliction of physical pain, injury, physical coercion or confinement against someone's will. Examples include hitting, sexual abuse and physical restraint.
- **Psychological:** The infliction of mental or emotional anguish. Examples include name calling, insulting, ignoring, threatening and isolating.
- **Financial:** The illegal or unethical exploitation or use of an elderly person's funds without their consent.
- **Neglect:** The refusal or failure to fulfill a caretaking obligation. Examples include abandonment, and non-provision of food or health-related services.
- **Sexual:** Any unwanted sexual contact or forced exposure to sexually explicit materials or situations.

Elder Abuse Laws

All 50 states and the District of Columbia have enacted laws addressing domestic or institutional abuse of the elderly. In New York State, Adult Protective Services workers must report any instances in which they believe a client has been the victim of a crime. Workers in public health care facilities also must report abuse of patients receiving care or services in their facilities.

Adult Protective Services (APS)

Brooklyn APS Office: 718-722-4812

<http://www1.nyc.gov/site/hra/help/adult-protective-services.page>

APS is a state-mandated case management program run by New York City that arranges for services and support for physically and/or mentally impaired adults who are at risk of harm.

Eligibility

APS is available to persons 18 years of age and older without regard to income, who:

- Are mentally and/or physically impaired; and
- Due to these impairments, are unable to manage their own resources, carry out the activities of daily living, or protect themselves from abuse, neglect, exploitation or other hazardous situations without assistance from others, and
- Have no one available who is willing and able to assist them responsibly.

Carter Burden Network - Community Elder Mistreatment & Abuse Prevention Program

917-409-1261 ext. 463

<http://www.carterburdennetwork.org/cemapp>

Services include safety planning, crisis intervention, court advocacy, legal guidance, community education programs, coordination with police and a safe place to talk.

Jewish Association for Services for the Aged (JASA) Pearce Help Center

212-273-5272

<http://www.jasa.org/community/elder-abuse#.XU2wc-hKiUk>

JASA attorneys and social workers help people aged 60+ who are victims of elder abuse including psychological, emotional, verbal, financial and physical abuse. Services include individual and family counseling, entitlements and benefits advice, orders of protection, legal and medical services, home safety items, support groups, emergency shelters and safety planning.

Mobilization for Justice Nursing Home Residents Project (NHRP)

Intake: 855-444-6477 Tuesdays 10am-5pm

<http://mobilizationforjustice.org/projects/nursing-home-residents-project/>

The NHRP project provides information, advice and advocacy for nursing home residents and their families. The NHRP also provides legal representation in areas such as abuse and neglect, civil rights violations, improper discharge planning and unfair consumer practices.

Brooklyn District Attorney's Elder Abuse Unit

718-250-5299

<http://brooklynda.org/elder-abuse>

The Elder Abuse Unit of the Kings County District Attorney's Office investigates and prosecutes crimes involving victims ages 60 and older. Services include: investigation and prosecution of crimes against the elderly; assistance in obtaining an order of protection and emergency housing; consultation in order to determine whether a criminal investigation and prosecution is warranted; social service referrals to agencies that provide a variety of services to older adults; and review by the Narcotics Eviction Program for possible evictions of drug dealers from an older adult's residential or commercial premises.

New York City Department for the Aging Elderly Crime Victims Resource Center

Call 311 from 9:00am - 5:00pm, Monday - Friday

<https://www1.nyc.gov/site/dfta/services/elder-abuse-crime.page>

The Elderly Crime Victims Resource Center provides direct resource and referral, elder abuse prevention activities and counseling and supportive services to victims of elder abuse. After hours calls will be rerouted to Safe Horizon's hotline for 24/7 assistance.

New York City Elder Abuse Center Helpline

212-746-6905

Helpline: 844-746-6905

<https://nyceac.org/>

For concerned family members, friends or neighbors of an elder abuse victim. The Elder Abuse Helpline for Concerned Persons is a non-emergency service for concerned persons that provides information, support and resources. Services are free and confidential.

New York State Department of Health's Nursing Home and Adult Care Abuse Hotlines

To file a complaint regarding Certified Adult Care Facilities, including abuse, contact:

Adult Home Complaint Hotline: 1-866-893-6772

Home Care/Hospice Hotline: 1-800-628-5972

Nursing Home Abuse Hotline: 1-888-201-4563

Please note that federal and State regulations require the reporting of alleged violations of abuse, mistreatment and neglect immediately to the facility administrator and to the Department of Health.

The Harry and Jeanette Weinberg Center for Elder Justice

Information Hotline: 1-800-567-3646

<https://theweinbergcenter.org>

The Weinberg Center is the Nation's first elder abuse shelter serving eligible individuals 60 years and older. The Center provides emergency short-term housing, healthcare services, legal advocacy and support services to victims of elder abuse.

EMERGENCY PREPAREDNESS

Community Emergency Response Teams (CERTs)

<https://www1.nyc.gov/site/em/volunteer/nyc-cert.page>

CERTs are composed of community volunteers who educate members of their communities about preparedness and, in the event of a disaster, handle initial recovery efforts until first responders arrive. Teams are trained in basic response skills needed for fire safety, light search and rescue, community disaster support, disaster medical operations and traffic control. Older adults are welcome as volunteers but physical requirements apply. To find an existing CERT, contact your local Community Board.

Disaster Preparedness for Seniors Guide (American Red Cross in Greater New York)

<https://www.redcross.org/get-help/how-to-prepare-for-emergencies/seniors.html>

The Disaster Preparedness for Seniors Guide helps older adults develop a plan of action in the event of a house fire, power outage, hurricane or attack on the community.

Notify NYC

311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115)

<http://www.nyc.gov/notifynyc>

This program will alert you if there is an emergency in your area. Notify NYC messages are available through many formats, including email, text messages, telephone, the Notify NYC website, RSS, Twitter and American Sign Language videos.

Ready New York for Seniors and People with Disabilities Guide

311

<http://www1.nyc.gov/site/em/ready/disabilities-access-functional-needs.page>

This guide addresses issues specific to older adults and people with disabilities in the event of an emergency. The guide is available in multiple languages and as an audio guide.

Emergencies can present additional challenges for older adults and people with disabilities. When a disaster occurs, your personal needs, such as replacing medications and equipment, may not be met right away. By planning ahead, you will feel more confident about protecting yourself in any emergency, whether it is a house fire, power outage, hurricane, or terrorist attack.

Here is just a sample of suggestions from the NYC Office of Emergency Management:

- Keep spare sets of your keys.
- Have copies of important documents, such as information about medication and dosage, equipment and other needs.
- If you receive home-based care, include caregivers in developing an emergency plan and familiarize yourself with your homecare agency's emergency plan.
- If you rely on home-delivered meals, always stock nonperishable food at home in case meal deliveries are suspended during an emergency.
- Have a plan with your doctor to get emergency prescription refills.
- If you receive dialysis or other medical treatments, find out your provider's emergency plan, including where your back-up site is located.
- If you rely on medical equipment that requires electric power:

- Contact your medical supply company for information regarding a back-up power source; and
- Ask your utility company if the medical equipment qualifies you to be listed as a life-sustaining equipment customer.

EMPLOYMENT AND UNEMPLOYMENT

Employment & Job Search Programs

The Actors Fund Work Program

212-221-7300 ext. 259

<http://www.actorsfund.org/services-and-programs/career-center>

Assists entertainment industry professionals to find meaningful work that either complements their industry career or uses their creative skills for a new career. Services open to union members in good standing or those who meet industry earnings eligibility. Services include career counseling, job training and job development. Special workshops are offered for job seekers over 55.

GoodTemps

212-986-9566

<https://www.goodtemps.org>

staffing@goodwillny.org

Places a wide variety of employees, from laborers to lawyers and administrative assistants to accounting professionals, in long- and short-term temporary assignments in the public and private sectors. Regularly recruiting for job seekers with office skills and office experience, and for those seeking entry-level or unskilled positions who are job-ready and available for work.

New York City Department for the Aging Senior Employment Services

212-602-6958 or 311

<https://www1.nyc.gov/site/dfta/services/senior-employment.page>

The Department for the Aging Career Centers offer workshops and preparation to improve employment prospects and access to career advice, skills and job training.

New York State Department of Labor

518-457-9000

<https://labor.ny.gov/unemploymentassistance.shtm>

Offers a variety of classes, workshops, job fairs, job clubs, hiring events and informational sessions. Businesses throughout the State list many job openings on the NYS Job Bank, available online at <https://newyork.usnlx.com/>. Many businesses use the Department of Labor's Career Centers to conduct recruitments and on-site interviews. Visit <https://statistics.labor.ny.gov/career-zone/career-calendar.shtml> for details.

Professionals for NonProfits

212-546-9091

<https://pnpstaffinggroup.com>

PNP Staffing Group, aka Professionals for NonProfits, specializes in executive search, direct hire and contract staff exclusively for nonprofits. They provide temp, interim, and contract services, temp-to-hire, direct hire and executive search services and consulting services to organizations in the nonprofit sector. Nonprofit organizations often have a need for development and finance professionals, as well as workers with strong IT, administrative and office skills.

ReServe

212-727-4389

www.reserveinc.org

Matches educated older adults with paying jobs in non-profit organizations. Non-profit partners include the Hebrew Home for the Aged, the Center for Court Innovation, the After School Corporation, the Burden Center on Aging and a number of museums.

Senior Community Service Employment Program Finder

877-872-5627

<https://www.careeronestop.org/LocalHelp/EmploymentAndTraining/find-older-worker-programs.aspx>

A U.S. Department of Labor program that places unemployed, low-income older adults, age 55 or older, in subsidized, part-time, paid employment with community service organizations.

Stage2Startups

info@stage2startups.org

<http://www.stage2startups.org>

Stage2Startups focuses on motivating and supporting startup companies created by “grownups.” Offers monthly events featuring entrepreneurs and non-profit founders for those interested in learning more about startup life, the challenges of being an entrepreneur/founder, legal issues and other topics of interest. Attendees also obtain access to a platform to connect with other startups.

VISIONS Workforce Development and Training Program

212-625-1616

<https://www.visionsvcb.org/what-we-do/job-placement/job-placement-adults/>

Work readiness, soft skills, adaptive computer training and job placement for legally blind older adults age 55 and over.

Brooklyn Public Library Business and Career Services

718-969-7275

<https://www.bklynlibrary.org/business>

Brooklyn Public Library offers classes, information sessions, and programs to help individuals build the skills needed to find a new job and transition careers. They also offer one-on-one sessions to review and craft resumes and provide tailored tips for individual job searches. To find a full list of upcoming sessions, please visit <https://www.bklynlibrary.org/calendar/list/career>.

Unemployment Benefits and Worker Rights

New York State Department of Labor

888-209-8124

<https://labor.ny.gov/unemploymentassistance.shtm>

To apply for Unemployment Insurance benefits, call the New York State Department of Labor or go online. It is important to apply as soon as possible after you lose your job because there is a one-week waiting period before you are entitled to receive benefits.

Legal Aid Society Access to Benefits Helpline Employment Law Unit

888-633-6880 *Intake Monday to Friday 10am-3pm*

<https://www.legalaidnyc.org/helplines>

Provides representation, advice and community education to low-wage and unemployed workers. Most of its cases involve unemployment insurance, wage and hour violations and workplace discrimination, including discrimination based on past involvement with the criminal justice system.

Legal Services NYC Employment Law and Workers' Rights Project

Legal Assistance Hotline: 917-661-4500 *Intake Monday-Friday 9:30am to 4pm*

<https://www.legalservicesnyc.org/what-we-do/practice-areas-and-projects/employment-law-and-workers-rights>

Provides legal advice, referral and representation to low-income workers facing a range of problems, including loss of employment, unpaid wages and overtime pay, employment discrimination and medical leave issues.

Mobilization for Justice (MFJ) Workplace Justice Project

Intake number: 212-417-3838 *Intake Monday and Tuesday 2-5pm*

<http://mobilizationforjustice.org/projects/workplace-justice-project/>

Provides legal representation and advice to low-income people regarding unpaid wage claims, employment discrimination, health and safety violations, denial of Unemployment Insurance and minimum wage and overtime violations.

National Employment Law Project (NELP)

212-285-3025

<http://www.nelp.org/>

National organization that advocates to improve worker rights and unemployment benefits. Provides useful fact sheets for those first applying for unemployment and those having difficulty obtaining or maintaining their benefits.

New York Legal Assistance Group

212-613-5000

<https://www.nylag.org/employment-law/>

NYLAG offers free legal services in various areas including housing and unemployment.

Unemployment Action Center

212-998-6568

www.uacny.org

Pandemic related assistance: 646-363-6031

A non-profit, student-run organization devoted to the representation of Unemployment Insurance claimants in New York City and Long Island. Law students provide free legal services to individuals seeking unemployment benefits. Students represent claimants in front of Administrative Law Judges at Department of Labor hearings. When you call, have your Notice of Hearing and any other documents related to your employment at hand. You must leave a voice message with your hearing date, hearing time and hearing location, along with your name and phone number.

Volunteers of Legal Services (VOLS)

<https://volspobono.org/projects/unemployed-workers/>

Unemployed Workers Project Hotline: 347-521-5720

Call the Unemployed Workers Project hotline or fill out an online form to request a conversation with a VOLS representative.

Workers Defense League

212-627-1931

www.workersdefenseleague.org

The Workers Defense League assists workers with work-related problems and conducts educational campaigns around workers' rights issues. The League provides free representation to people who believe they have been unfairly denied Unemployment Insurance benefits. Please be aware that the individuals providing advice and representation are not lawyers.

GOVERNMENT BENEFITS & ENTITLEMENTS

Benefit Screening Tools and Enrollment Assistance

Access NYC

<https://access.nyc.gov/>

The New York City government provides this website and app to help residents identify and apply for over 30 City, State and federal government benefit programs.

Benefits Checkup

888-268-6706

<http://www.benefitscheckup.org/>

Created by the National Council on Aging, this website helps people learn about all of the benefits for which they qualify. You can learn more about local and national programs that can help with medical costs, prescriptions, food costs and more.

Community Service Society's Public Benefits and Housing Helpline

212-614-5552

<https://www.cssny.org/programs/entry/center-for-benefits-and-services>

Specially trained volunteers provide information on over 60 government benefit programs (including SCRIE, DRIE, food stamps, public assistance and Medicaid), screen for eligibility, help fill out applications and recertification forms, and advocate for those having difficulty accessing benefits.

LiveOn NY

(212) 398-6565

benefits@liveon-ny.org

<https://www.liveon-ny.org/screener>

LiveOn NY's Benefits Outreach Program offers older adults free and confidential benefit screenings and application assistance for benefits such as SNAP (a benefit to purchase food), NYC's rent freeze program (SCRIE and DRIE), the Medicare Savings Program (which covers the cost of Medicare Part B), Medicaid and more. Their staff understand how difficult and confusing applying for benefit programs can be and provide assistance and support throughout the application process and beyond. For information, please contact them via phone or email.

myBenefits

<https://mybenefits.ny.gov/mybenefits/begin>

myBenefits is the New York State benefits checker website. New Yorkers can check their eligibility and track their application for a host of programs, including HEAP, SNAP, insurance assistance and tax credits and learn how to apply.

New York Benefits Center

800-829-7005

<http://www.bdtrust.org/get-help/>

The New York Benefits Center provides assistance with determining eligibility and applying for SNAP, Medicaid, SCRIE, Extra Help, Medicare Savings Programs and HEAP benefits to residents of New York City. Referrals are also provided for additional assistance. Helpline hours of operation are Monday through Friday from 9am-5pm. Assistance is available in multiple languages.

Benefit & Entitlement Programs

The public benefits detailed in this section are only a selection of the many offered by different levels of government. You can apply for and renew certain benefits online, by phone, by mail or in person. Most senior centers can also help you determine benefit eligibility.

Cash Assistance

311

<https://www1.nyc.gov/site/hra/help/cash-assistance.page>

A federally- and state-funded program that provides cash benefits to very low-income people for essential food, clothing and shelter. Benefits vary depending on specific situations, income and asset limitations. Applications from NYC residents must be submitted to the Human Resources Administration via Access HRA (<https://a069-access.nyc.gov/accesshra/>) or at a HRA Benefits Access Center (the ones most convenient to NYS Senate District 20 are listed below). Call 311 or visit the website for applications and additional locations.

Clinton Hill

495 Clermont Ave.
Brooklyn, NY 11238
929-221-1568

Open: Mon - Fri 8:30AM - 5:00PM

Boerum Hill

275 Bergen St.
Brooklyn, NY 11217
718-636-2495

Open: Mon - Fri 8:30AM - 5:00PM

Affordable Connectivity Program

<https://www.affordableconnectivity.gov/>

Administered by the Federal Communications Commission, the Affordable Connectivity Program provides a discount on monthly broadband internet bills for qualifying low-income households. Households can receive discounts of up to \$30 a month on broadband service plus a one-time discount of up to \$100 for a laptop, tablet or desktop computer if they contribute between \$10-50 toward the purchase. Visit the website to see all eligibility guidelines and details on how to apply.

Home Energy Assistance Program (HEAP)

This grant helps you pay fuel and utility costs. See section Government Benefits for Low & Moderate Income Renters for more information.

Lifeline Phone Program

Lifeline is a federal program that provides monthly free or discounted phone services. You may qualify if you participate in any of the following government programs: Medicaid, Food Stamps/SNAP, Supplemental Security Income (SSI), Cash Assistance, public housing or Section 8, or Home Energy Assistance Program (HEAP). You may also qualify based on household income. The companies below are some of the Lifeline providers:

Assurance Wireless Lifeline Program

1-888-898-4888

www.assurancewireless.com

Assurance Wireless is a Virgin Mobile carrier for the Lifeline phone program that provides free wireless phones and service to income-eligible consumers.

Safelink Wireless Program

1-800-723-3546

www.safelinkwireless.com

Provides income-eligible New Yorkers with access to prepaid no-contract wireless phones to LifeLine-eligible consumers.

Verizon LifeLine

800-837-4966

<https://www.verizon.com/support/residential/account/manage-account/lifeline-discount>

Verizon offers a reduced rate on residential telephone service to low-income New York residents. With the LifeLine service, basic residential service is available for as low as \$2 per month. Residents currently without a home phone can have a new phone line installed for as low as \$5.

Social Security

800-772-1213

Representatives available from 7am to 7pm weekdays.

800-325-0778 TTY

www.ssa.gov

Almost everyone who has worked is eligible for Social Security. When you work and pay Social Security taxes, you earn credits toward Social Security benefits. The number of credits you need to get retirement benefits depends on when you were born.

Full Retirement Age

Full Retirement Age is the age at which a person first becomes entitled to full Social Security retirement benefits. The chart below lists the full retirement age by year of birth. If you were born between 1943 and 1960, the age at which full retirement benefits are payable increases gradually to 67.

Year of birth	Full retirement age
1943-1954	66
1955	66 + 2 months
1956	66 + 4 months
1957	66 + 6 months
1958	66 + 8 months
1959	66 + 10 months
1960 and later	67

*If you were born on January 1st of any year, you should refer to the previous year. For more information go to <https://www.ssa.gov/planners/retire/ageincrease.html>.

Early Retirement

You can receive Social Security retirement benefits as early as age 62; however, you will receive a reduced benefit if you retire before your full retirement age.

Benefits for Family Members

If you are receiving Social Security retirement benefits, some members of your family may also receive benefits, including:

- Spouses age 62 or older;

- Spouses younger than 62 if they are taking care of a child who is younger than age 16 or disabled;
- Former spouses age 62 or older, if currently unmarried and were married to the retiree for at least 10 years;
- Children up to age 18, or 19 if they are full-time students who have not yet graduated; and
- Disabled children, even if they are age 18 or older.

Supplemental Nutrition Assistance Program (SNAP)

SNAP, formerly known as Food Stamps, helps eligible low-income families and individuals purchase food. See section Food Benefits & Assistance for more information.

Supplemental Security Income (SSI)

800-772-1213

800-325-0778 TTY

Representatives available from 7am to 7pm weekdays.

<http://www.ssa.gov/ssi/>

Supplemental Security Income provides monthly cash benefits to people with low incomes and limited resources who are age 65 or older, or blind or have a disability. You do **not** need to have a specific work history to be eligible for SSI. To receive SSI, your assets must be worth no more than \$2,000 for an individual or \$3,000 for a married couple. Not all assets are counted toward these limits. Assets such as a home, household goods, one car, some life insurance policies and burial plots are typically excluded.

Weatherization, Referral and Packaging Program (WRAP)

Call 311 or 800-342-9871

www.aging.ny.gov/NYSOFA/programs/econsecurity/WRAP.cfm

Provides low-income homeowners age 60 and older with free services that can lower energy bills. Services include insulation, door and window replacement and furniture and roof repairs. Must reside in one- to four-unit dwellings.

Food Benefits & Assistance

Citymeals on Wheels

212-687-1234

www.citymeals.org

Citymeals delivers meals to older adults who are homebound, over 60 and unable to prepare their own nutritious meals. Even if you receive homecare, you are still eligible for meal service if the homecare worker cannot prepare a meal to fit your dietary or religious restrictions, or if they are designated to assist only with other tasks. Applications are done through local case management agencies (based on ZIP code). Call or visit their website to locate the agency serving your area.

Food Bank for NYC

212-566-7855

SNAP / Food Stamp Information Line: 212-894-8060

<http://www.foodbanknyc.org/>

The Food Bank's SNAP Information Line specialists conduct SNAP pre-screenings — a short, free and confidential interview to determine if your household is eligible. The Food Bank offers application assistance using an electronic process that makes it easy to apply. For a comprehensive listing of food pantries and soup kitchens, go to <http://www.foodbanknyc.org/get-help/>.

Senior Farmers' Market Nutrition Program

The Senior Farmers' Market Nutrition Program provides fresh locally-grown fruits and vegetables for low-income older adults. Eligible adults aged 60+ receive coupons to exchange for produce at participating farm stands and farmers' markets across New York State. To check your eligibility and find information for how to apply, go to https://www.nyc.gov/site/dfta/about/farmers_market_nutrition_program.page

Fresh Foodbox Program

212-788-7900

<https://www.grownyc.org/greenmarketco/foodbox>

GrowNYC's Fresh Foodbox Program is a food access initiative that allows underserved communities to purchase fresh, healthy, locally grown produce in pre-packed bags containing the best of what is seasonally available on regional farms. Fresh Foodbox customers can take advantage of the cost benefits of buying in a group and by the week rather than by the season. The cost is \$14-\$20 per box. Half-price Fresh Food Boxes are available for customers shopping with SNAP. Customers can pay using cash, credit, debit and EBT/SNAP/Health Bucks benefits. There are three distribution sites in Brooklyn, as listed below. Customers must generally register and pay at least one week in advance. Call or look online to find other sites near you and to register.

Mt. Lebanon Baptist Church
228 Decatur Street
Brooklyn, NY 11233
Saturdays, 10:30am-3pm

Chinese-American Planning Council
4101 8th Avenue
Brooklyn, NY 11232
Wednesdays, 12pm-3pm

Mixteca
245 23rd St. #2
Brooklyn, NY 11215
Saturdays, 12:30pm-3:30pm

Get Food NYC

<http://foodhelp.nyc/en/>

A NYC government website designed to help find local food pantries, soup kitchens, greenmarkets and grocery stores.

God's Love We Deliver

212-294-8100

www.glwd.org

The Home Delivered Meal Program provides home-delivered meals to clients in all of New York City. If you are living with HIV/AIDS, cancer, or a different serious illness and have difficulty shopping or cooking, call to find out more information about becoming a client.

Invisible Hands

732-693-1579

<https://invisiblehandsdeliver.org/>

Invisible Hands is a grocery delivery service for homebound people in New York City operated by volunteers. Visit their website or call to fill out a delivery request.

St. John's Bread & Life Program

718-574-0058

<https://breadandlife.org/>

St. John's Bread & Life addresses food insecurity in Bed-Stuy and surrounding communities with a food pantry, hot meals, and a mobile soup kitchen. They also provide case management for SNAP applicants and those in need of support with re-certification. Visit their website or call to access their services.

Neighborhood Coalition for Shelter Food Resources

<https://www.ncsinc.org/street-sheets>

The Neighborhood Coalition for Shelter maintains updated listings by neighborhood of free meal programs available at community organizations and houses of worship.

Shalom Senior Center

483 Albany Avenue
Brooklyn, NY 11213
718-774-9213

<http://chcentral.org/shalom-senior-center/>

Shalom Senior Center is a program of Crown Heights Central Jewish Community Council that provides meal distribution and opportunities for socialization for seniors. They also offer delivered hot meals for homebound seniors. Call the number above or visit their website to learn more.

Plentiful

<https://www.plentifulapp.com/>

Created by the NYC Food Assistance Collaborative, Plentiful is a free, easy-to-use reservation system for food pantries and the people they serve. New Yorkers can use Plentiful to find pantries and get the food they need without waiting in line. Reservations can be made either using the website or via the Plentiful app for android phones.

Supplemental Nutrition Assistance Program (SNAP)

311

Emergency Food Line: 1-866-888-8777

<https://www1.nyc.gov/site/hra/help/snap-benefits-food-program.page>

SNAP, formerly known as Food Stamps, helps eligible low-income families and individuals purchase food. SNAP recipients use electronic benefit transfer (EBT) cards, which are similar to debit cards, to purchase food at authorized retail food stores. Eligibility and benefit levels are based on household size, income, expenses and other factors. The income eligibility levels are more generous for older adults than others, and deductions are available for some expenses. All applications from NYC residents are processed by the NYC Human Resources Administration (HRA).

A simplified application is available for older adults and people with disabilities which can be found online at <https://otda.ny.gov/programs/applications/5166.pdf>. Applications can be submitted via Access HRA (<https://access.nyc.gov/>), through the mail, by fax or in person at any HRA office (the ones most convenient to NY Senate District 20 are listed below).

East New York SNAP Center

404 Pine Street, 1st Fl.
Brooklyn, NY 11208
(929) 221-8327
Monday-Friday, 8:30am to 5pm

Williamsburg SNAP Center

2 George Street
Brooklyn, NY 11206
(212) 331-4314
Monday-Friday, 8:30am to 5pm

Food Help NYC

<https://foodhelp.nyc.gov/locations>

Food Help NYC is an interactive map, run by NYC HRA, that allows individuals to locate nearby food pantries and hot meal distribution centers. Visit the website above and type in your address to find food support. If you do not have access to a computer, you can find a PDF list of food pantries in New York City here: https://www1.nyc.gov/assets/hra/downloads/pdf/services/efap/CFC_ACTIVE.pdf.

HEALTH & PRESCRIPTION DRUG INSURANCE

Medicaid

Older adults with Medicare may also be eligible for Medicaid if their incomes are low enough to qualify. Those who have both Medicare and Medicaid are considered “dual eligibles.”

Medicaid pays medical bills for eligible low-income residents of all ages. Medicaid pays for certain services for Medicare beneficiaries that are not covered by Medicare (such as dental care, home care, institutional care, prescription drugs, eyeglasses and hearing aids).

Medicaid Helpline, NYC Human Resources Administration

888-692-6116

<https://www.nyc.gov/site/hra/help/health-assistance.page>

Call this number if you are 65 or above, blind or disabled to ask questions about applying for Medicaid, or to have an application mailed to your home. To apply in person, go to one of the Medicaid offices listed under “How do I Apply for Medicaid?”

Medicaid Helpline, NYS Department of Health

800-541-2831

https://www.health.ny.gov/health_care/medicaid/

Adults ages 64 and under who are ineligible for Medicare, and families with children, should apply for Medicaid through the NY State of Health’s Marketplace (see <https://nystateofhealth.ny.gov/> or call 855-355-5777 for additional information). They can also call the NYS Department of Health’s Medicaid hotline to ask questions about Medicaid eligibility and applications.

Eligibility for Medicaid:

- There are no age restrictions for Medicaid.
- Persons receiving SSI or Cash Assistance are automatically eligible.
- Low income children and adults below the age of 65 can receive Medicaid. This eligibility is based on your Modified Adjusted Gross Income.
- Adults 65 and older as well as individuals with blindness or a disability are exempt from the Modified Adjusted Gross Income calculation. Eligibility for these individuals is determined by the methodologies used in SSI, which utilizes consideration of income and assets including cash, savings, investments, and other valuables in your possession.

Eligible income limits for all categories of individuals change annually and can be found online at www.health.ny.gov or by calling (800) 541-2831.

Can I be eligible for Medicaid if I make more money than listed above?

Some people, including people over 65, may still be eligible for Medicaid even if their income is over the Medicaid limit through the “Medicaid Spenddown Program” or the “Medicaid Excess Income Program.” The amount that your income is over the Medicaid level is called excess or surplus income. If you have medical bills equal to your excess income that month, Medicaid will pay your additional medical bills for the rest of that month. If you do not have extra medical bills but you need Medicaid, you may receive Medicaid through another option called the “Pay-In Program” by paying your monthly excess income to the Medicaid office.

How do I apply for Medicaid?

Many senior centers can help determine if you are eligible and can help you apply. As of January 2023, you have the following options for how to submit your Medicaid application:

- 1) Call the HRA Medicaid hotline at 888-692-6116 to request an application by mail. If you plan to submit the completed application by mail, ask for the Medicaid postal address where you should mail the application;
- 2) You can submit your completed application by faxing it to 917-639-0732; or
- 3) You may also apply at one of the Brooklyn Medicaid offices listed below (open Monday-Friday, 9am-5pm)

Brooklyn Southern Medicaid Reception

785 Atlantic Ave, 1st Floor
Brooklyn, NY 11238
929-221-3502

East New York

404 Pine Street, 2nd Floor
Brooklyn, NY 11208
929-221-8204

If you are homebound, you can contact Public Health Solutions for assistance at 800-544-8269. Adults ages 64 and under who are ineligible for Medicare, and families with children, should apply for Medicaid through the NY State of Health's Marketplace (see <https://nystateofhealth.ny.gov/> or call 855-355-5777 for additional information).

Medicare

Centers for Medicare & Medicaid Services

800-MEDICARE (800-633-4227)

TTY 877-486-2048

www.medicare.gov

Medicare is a federal health insurance program for all citizens age 65 or older (and those under age 65 with certain disabilities). For assistance from a trained Medicare counselor, call the Health Insurance, Information, Counseling and Assistance Program (HIICAP) at 212-602-4180 or Community Health Advocates (CHA) at 888-614-5400. HIICAP and CHA are free sources for objective Medicare information. For information about Medicare rights and benefits, call the Medicare Rights Center at 800-333-4114.

There are different parts of Medicare to help cover specific services. People typically have Medicare Parts A, B, D, and a Medigap plan or a Medicare Advantage plan.

Medicare Part A (hospital insurance)

Helps cover inpatient hospital stays, care in skilled nursing facilities, hospice care and limited home health care.

Medicare Part B (medical insurance)

Helps cover doctors' services, outpatient care, medical supplies and some preventative services. There is an initial enrollment period for Medicare Parts A & B when you turn 65. The initial enrollment period, a total of seven months, starts three months before your month of birth and ends three months after your month of birth.

It is important to get Medicare Parts A & B during the initial enrollment period in order to avoid monthly late enrollment penalties being assessed and potential gaps in coverage. The penalty applies to Part

B, as well as Part A if you have to pay a Part A premium. The penalty increases the longer you wait to sign up for Medicare, and is added to your monthly Part A (if applicable) and Part B premiums for as long as you have Medicare. If you do not enroll in Medicare during your Initial Enrollment Period, general enrollment begins January 1 and ends March 31; coverage is effective July 1. There are also special enrollment periods.

Medigap (Medicare supplemental plans)

Covers certain out-of-pocket medical service expenses not covered by Medicare Parts A & B. **It is important to enroll in a Medigap policy during your Medigap Open Enrollment Period.** The Medigap Open Enrollment Period starts once your Part B coverage is in effect, as long as you are at least 65 years of age, and the enrollment period lasts for 6 months. You need Parts A & B to buy a Medigap policy. Although you may enroll in a Medigap policy any time of the year once you are enrolled in Medicare Parts A & B, insurance providers are not required to sell you a Medigap policy outside of your Medigap Open Enrollment Period; furthermore, you may pay a higher premium.

Medicare Part D (prescription drug coverage, including certain shots or vaccines)

Coverage is provided by a large number of private insurance companies whose costs and benefits vary widely. Before selecting a company, it is advisable to compare them. The Health Insurance Information, Counseling and Assistance Program (HIICAP), Community Health Advocates (CHA), the Medicare Rights Center, and many senior centers can provide assistance in choosing the best plan for your needs. You can also use Medicare's "Find a Medicare Plan" online tool, which allows you to compare Part D plan costs based on prescription drugs that you take regularly. Access this online tool at: <https://www.medicare.gov/plan-compare>.

The best time to enroll in a Part D plan is during the 7 months of your Initial Enrollment Period, when you first become eligible for Medicare. Signing up when you are first eligible can help you avoid paying a lifetime late enrollment penalty. If you do not sign up for a Part D plan during your Initial Enrollment Period, you generally have to wait until the Medicare annual Open Enrollment Period (October 15 – December 7). If you sign up for a Part D plan during the Open Enrollment Period, coverage will take effect starting January 1.

Medicare Advantage Plans (Part C)

A health coverage plan run by private companies approved by Medicare (like an HMO or PPO). Advantage plans include Parts A & B, and usually provide other coverage including prescription drugs. You can get a Medicare Advantage Plan during the 7 months of your Initial Enrollment Period, as long as you have Medicare Parts A & B. You may also join, switch or drop a Medicare Advantage Plan during the Open Enrollment Period, October 15 – December 7.

Avoid Late Enrollment Penalties

If you do not enroll for Medicare Parts A, B, and D during your initial enrollment period (unless you are automatically enrolled), you may be required to pay late enrollment penalties for each policy for as long as you have the policy. If you are uncertain whether you are required to sign up for Medicare Parts A, B, and D upon turning 65, please call the Medicare Rights Center at 800-333-4114 or 212-869-3850 to discuss your situation.

Each year the **Centers for Medicare & Medicaid Services** publishes a comprehensive guide called *Medicare and You*, which explains Medicare in great detail, provides updates about any recent changes, and answers frequently asked questions. The guide is available by calling 1-800-MEDICARE or visiting <https://www.medicare.gov/medicare-and-you>.

Medicare Plan Finder

<https://www.medicare.gov/plan-compare>

This online Medicare tool allows you to compare Medicare Part D and Medicare Advantage Plans. You can do a general search by ZIP code, or a personalized plan search by adding any prescription drugs that you take regularly and nearby pharmacies. A personalized search may provide you with more accurate cost estimates and coverage information. The Medicare Plan Finder tool also allows you to compare Medigap plan costs and coverage.

Extra Help Paying for Medicare Prescription Drug Plans

800-772-1213

TTY 800-325-0778

<https://www.ssa.gov/benefits/medicare/prescriptionhelp/>

Extra Help pays for the costs of Medicare prescription drug plans, including monthly premiums, annual deductibles, and prescription co-payments. You are eligible for Extra Help if you have Medicare and your income and resources are below a certain level. Apply online on the Social Security Administration's website or call them toll-free.

Resources do not include your home, car, life insurance policies, personal possessions, burial plots, irrevocable burial contracts or back payments from Social Security or SSI.

Medicare Savings Programs

Medicaid Hotline: 888-692-6116

Medicare Rights Center: 800-333-4114

<https://www.medicare.gov/your-medicare-costs/get-help-paying-costs/medicare-savings-programs>

Medicare Savings Programs (MSPs) are state programs that help pay for your Medicare costs if your income is below a certain level. MSPs can help pay your Medicare premiums, deductibles and copayments. As a result, MSP enrollees will have more money in their pockets every month. There are four programs, each with different income and asset limits.

You can apply for a Medicare Savings Program by calling the Medicaid hotline at 888-692-6116 to request an application, at a local Medicaid office (please check in advance to confirm which Medicaid offices are open) or call 1-800-MEDICARE (1-800-633-4227) for more information.

Qualified Medicare Beneficiary (QMB):

Helps pay your Medicare Part A & B premiums. Will also pay your deductibles, coinsurance, and copayments if you see doctors who participate in Medicare or who are in your Medicare's private health network. You can have both QMB and Medicaid.

Specified Low-income Medicare Beneficiary (SLMB):

Helps pay Part B Premiums for people who have Part A and limited income and resources. You can have both SLMB and Medicaid.

Qualifying Individual (QI) Program:

Helps pay Medicare Part B Premiums for people who have Part A and limited income and resources. You must apply for QI benefits every year. QI applications are granted on a first-come, first-served basis, with priority given to people who got QI benefits the previous year. You cannot have both QI and Medicaid.

Qualified Disabled and Working Individuals (QDWI) Program:

Helps pay your Medicare Part A premium. This program assists working disabled persons under the age of 65, people not getting medical State assistance, or those who lost Social Security disability benefits or Part A because they returned to work.

NOTE: Call or fill out an application online if you think you could qualify for savings — even if you have income from working, you still may qualify for these programs even if your income is higher than the income limits for each program. If you qualify for a QMB, SLMB or QI program, you automatically qualify for Extra Help Paying for Medicare Prescription Drug Plan.

NY State of Health: Affordable Health Care Plans

<https://nystateofhealth.ny.gov/>

Toll-free Call Center: [1-855-355-5777](tel:1-855-355-5777)

NY State of Health is a marketplace where individuals and small businesses can shop for and enroll in affordable health insurance plans. Health plans include a comprehensive set of benefits and you will not be denied insurance on the basis of a pre-existing condition. Financial help to buy insurance is available for individuals. For an estimate of the financial help you may be eligible for, and to compare plan costs and benefits, visit <https://info.nystateofhealth.ny.gov/calculator>.

These are private health plans, but the marketplace is administered by New York State as part of federal health care reform. The plans are appropriate for people who do not currently receive Medicare and who don't have insurance through their employers. Residents ages 64 and under can also apply for Medicaid via the NYS Marketplace.

The marketplace website now has a helpful tool: NYS Provider & Health Plan Look-Up (<https://pndslookup.health.ny.gov>). This search engine makes it easier to search for medical providers that accept specific types of insurance and select a plan. You can search by health insurance company, provider, health care facility or by type of health plan.

If you have questions about selecting an insurance plan through the marketplace, you can make an appointment to speak with a trained Navigator Site representative, who will research which plan will work best based on your medical needs, your health care providers and any medications you are regularly prescribed. This is the contact information for a local Navigator Site:

Community Service Society of New York

888-614-5400

<http://www.cssny.org/programs/entry/community-service-society-navigator-network>

Health Insurance Enrollment Assistance

The Actors Fund Artists Health Insurance Resource Center (AHIRC)

800-221-7303

<https://actorsfund.org/services-and-programs/artists-health-insurance-resource-center>

AHIRC counsels older adults from the performing arts community on issues related to Medicare, helping them understand how it works and where and when to sign up for it, as well as assisting them in picking a Part D plan and supplemental insurance. To complete the AHIRC Eastern Region Request for Health Insurance Assistance, and view upcoming workshops on Medicare topics that are being held online, visit: <https://theactorsfund.submittable.com/submit>. Once you complete the Request for Health Insurance Assistance, a Health Benefits Specialist will contact you by phone and/or email. Due to the high volume of requests, it may take 2-5 business days to receive a response.

Community Health Advocates (CHA)

Hotline: 888-614-5400

www.communityhealthadvocates.org

CHA is a program of the Community Service Society that exists to help guide individuals, families, and businesses through the healthcare system. CHA provides free information, advice and advocacy on how to get health insurance, use health insurance, fight a denial and resolve medical bills. CHA can provide assistance in these areas with Medicaid, Child Health Plus, the Essential Plan, Marketplace Plans, Medicare, Small Business Plans and Employer-based Health Plans and COBRA.

Health Insurance Information, Counseling and Assistance Program (HIICAP)

NYC HIICAP Hotline: (212) 602-4180

<https://aging.ny.gov/health-insurance-information-counseling-and-assistance-program-hiicap>

HIICAP offers free information about health insurance, including Medicare, Low-Income Subsidy (“Extra Help”), EPIC, Medigap, Medicare Savings Programs, Medicaid Managed Care and Long-term Care. The NYC Department for the Aging operates a HIICAP hotline, which you can call to inquire about Medicare plan options, eligibility, Medicare-Medicaid dual eligibility and other related issues.

The NYC Department for the Aging also holds monthly orientation webinars on Medicare, Medigap insurance, Medicare Advantage plans, Medicare Part D, and the Medicare Savings Programs. Orientation webinar dates are listed at: <https://www1.nyc.gov/site/dfta/services/health-insurance-assistance.page> (scroll down to the “Medicare Orientation Session” section).

Medicare Rights Center

National helpline: 800-333-4114

New York office: 212-869-3850

www.medicarerights.org

The Medicare Rights Center is a non-profit health care information center for people with Medicare, and works to bring the consumer voice to the national debate on Medicare reform. It provides direct assistance to older adults and people with disabilities, as well as friends, family, caregivers and professionals who have Medicare questions or problems. Trained hotline counselors respond to questions about available health plan options, rights and benefits, payment denials and appeals, complaints about care, Medicare bills and can help people get the care and medicines they need. Educational initiatives include Medicare Interactive and the Medicare Minute program. Medicare Interactive is a free and independent online reference tool that contains a wide variety of information about Medicare coverage, benefits, and policies at: <https://www.medicareinteractive.org/>. The

Medicare Minute program provides monthly virtual webinars on current Medicare topics. To access past Medicare Minute webinars and sign up for future events, register with Medicare Interactive at: <https://www.medicareinteractive.org/register>.

New York Benefits Center

800-829-7005

<http://www.bdtrust.org/get-help/>

Provides assistance with determining eligibility and applying for SNAP, Medicaid, Extra Help, Medicare Savings Programs and HEAP benefits to residents of New York City. Referrals are also provided for additional assistance. Helpline hours of operation are Monday through Friday from 9am - 5pm. Assistance is available in multiple languages.

Prescription Drug Insurance & Discount Programs

Elderly Pharmaceutical Insurance Coverage (EPIC)

EPIC Helpline: 800-332-3742 (TTY 800-290-9138)

https://www.health.ny.gov/health_care/epic/

EPIC is a NYS program for older adults 65 and above who need help paying for prescription medications. EPIC provides secondary coverage for Medicare Part D and EPIC-covered drugs after any Medicare Part D deductible is met. EPIC also covers approved Part D-excluded drugs once a member is enrolled in Part D. Older adults may apply at any time of the year and must be enrolled or eligible to be enrolled in a Medicare Part D drug plan to receive EPIC benefits and maintain coverage.

EPIC has two plans based on income. The **Fee Plan** is for members with incomes up to \$20,000 (single) or \$26,000 (married). Members pay an annual fee to EPIC ranging from \$8 to \$300 based on their prior year's income. After any Part D deductible is met, if the member has one, Fee Plan members only pay the EPIC co-payment for drugs, ranging from \$3 to \$20 based on the drug cost not covered by Part D. Additional EPIC Fee Plan details and benefits are located here: https://www.health.ny.gov/health_care/epic/fee_plan.htm.

The **Deductible Plan** is for members with incomes ranging from \$20,001 to \$75,000 (single) or \$26,001 to \$100,000 (married). Members meet an annual EPIC deductible based on their prior year's income before they pay EPIC copayments for drugs. Additional EPIC Deductible Plan details and benefits are located here: https://www.health.ny.gov/health_care/epic/deductible_plan.htm. For more information and to apply for either program, call the EPIC Helpline at 800-332-3742.

AARP Prescription Discount Program

877-422-7718

<https://aarppharmacy.com/>

A free program created by AARP to help everyone get needed FDA-approved prescription and specialty drugs at more affordable prices. Prescription discounts provided by OptumRx are available to everyone, whether or not you are an AARP member, with greater benefits and savings for members. Discounts are available at participating retail network pharmacies and through OptumRx Mail Service.

Big Apple Rx

888-454-5602 or 311

www.bigapplerx.com

The BigAppleRx Prescription Discount Card was created in partnership with New York City. It is free for everyone and is accepted at more than 2,000 chain and independent pharmacies throughout the 5 boroughs. To price your prescription or locate a participating pharmacy, use the contact information above.

Center for Drug Information

<https://www.fda.gov/drugs/resources-you/drug-information-consumers>

Provides a variety of consumer information on FDA-approved products and drugs, including hand sanitizer, generic drugs, proper drug use, safety, and storage and disposal of unused medicines.

FreeDrugCard.US

www.freedrugcard.us

This is not an insurance plan. It is a prescription drug program that works like a drug coupon, offering discounts on prescription drug costs. The card is free and can be used at more than 68,000 national and regional pharmacies across the country.

NYS Department of Health Prescription Drug Price List

<https://apps.health.ny.gov/pdpw/SearchDrugs/Home.action>

The NYS Board of Pharmacy publishes an annual list of the prices of the 150 most frequently prescribed drugs in the most common quantities. The State Department of Health collects retail price information on these drugs from pharmacies that participate in the Medicaid program. The site allows a search of specific drugs from the most frequently prescribed drug list. Please contact pharmacies directly for more information regarding retail offerings and prices.

Medication Assistance

Prescription drugs can be expensive. Some may not be covered by your health care plan. Here are some tips to help lower the cost:

- Many pharmaceutical companies have programs that provide free or low-cost prescription drugs to those in need.
- Find out which drugs are covered by your prescription drug plan.
- If a drug is not covered, speak to your doctor about whether a covered medication can be prescribed or if a generic version is available.
- Shop around. Medicines bought through the mail or online often cost less than those purchased in-store.
- Save receipts for all medicines. These costs may be tax-deductible.

HEALTH CARE SERVICES

Free and Low-Cost Health & Dental Services

Kings County Hospital Center/NYC Health + Hospitals

451 Clarkson Avenue, Brooklyn, NY 11203

Appointments: 844-692-4692

General Information: 718-245-3131

<https://www.nychealthandhospitals.org/locations/kings-county/>

Kings County Hospital offers primary care for children and adults, inpatient and outpatient care, labor and delivery services, and expertise in treating trauma, strokes, diabetes, and Parkinson's disease.

Kings County Hospital is committed to offering medical care to everyone, regardless of ability to pay. All NYC Health + Hospital locations offer financial assistance and support enrolling in no- or low-cost health insurance, so that you only pay what you can afford. Go to <https://www.nychealthandhospitals.org/financial-assistance/> to learn more.

Downstate Medical Center

University Hospital

445 Lenox Road

Brooklyn, NY 11203

718-270-1000

<https://www.downstate.edu/patient-care/about/index.html>

Brooklyn Free Clinic

470 Clarkson Avenue, Suite A

Brooklyn, NY 11203

347-688-6655

info@brooklynfreeclinic

<https://www.brooklynfreeclinic.org/>

As the teaching hospital of SUNY Downstate Health Sciences University, Downstate Medical Center offers services in family medicine, primary care for children and adults, women's health care, infectious diseases, dialysis care, neurology, and more. The Medical Center also runs the Brooklyn Free Clinic, a student-run organization which provides free healthcare to uninsured individuals in the surrounding areas.

NYC Health + Hospitals/Gotham Health Crown Heights

1218 Prospect Place

Brooklyn, NY 11213

844-692-4692

Gotham Health Centers are neighborhood clinics offering primary and preventative care. All NYC Health + Hospital locations offer financial assistance and support enrolling in no- or low-cost health insurance, so that you only pay what you can afford. Go to <https://www.nychealthandhospitals.org/financial-assistance/> to learn more.

New York Presbyterian Brooklyn Methodist Hospital

506 6th St.

Brooklyn, NY 11215

718-780-3000

<https://www.nyp.org/brooklyn>

NYP Brooklyn Methodist Hospital provides comprehensive medical care including dentistry, primary care, pediatrics, cancer care, rehabilitation, women's health care, orthopedics, neurology and neurosurgery, cardiovascular care, lung diseases, digestive diseases, and more. NYPB offers financial assistance for those who may need support in paying their medical bills. You can check your eligibility for this program by calling 866-252-0101 or visiting <https://www.nyp.org/pay-my-bill>.

One Brooklyn Health

One Brooklyn Health is a network of hospitals in the Central Brooklyn area composed of Interfaith Medical Center, Brookdale Hospital Center, and Kingsbrook Jewish Medical Center that provides a wide array of services including inpatient and emergency care, primary care, dental care, specialty care, and behavioral health. One Brooklyn Health offers a Financial Aid Program that provides discounts to patients based on income levels. Call 718-240-5240 to check your eligibility.

Interfaith Medical Center
1545 Atlantic Avenue, Brooklyn, NY 11213

Kingsbrook Jewish Medical Center
585 Schenectady Avenue, Brooklyn, NY 11203

Brookdale Hospital Medical Center
1 Brookdale Plaza Brooklyn, NY 11212

For a full list of centers and contact information, please visit <https://onebrooklynhealth.org/location-and-services/#our-services>.

Brooklyn Hospital Center

121 DeKalb Avenue
Brooklyn, NY 11201
718-250-8000

<https://www.tbh.org/>

Brooklyn Hospital Center, located in Downtown Brooklyn, provides services including family medicine, primary and pediatric care, specialty care, women's health, radiology, surgical care, urology, and dentistry. Financial assistance for medically necessary care is available for individuals who meet the following eligibility: they are uninsured or have exhausted their health insurance benefits, they are U.S. residents, and their family income is below 300% of the Federal Poverty Guidelines.

Eye Care and Hearing Loss Services *(also see SERVICES FOR THE VISUALLY IMPAIRED)*

American Academy of Ophthalmology Seniors Eye Care Program

877-887-6327

<https://www.aao.org/eyecare-america>

Program works to reduce avoidable blindness and severe visual impairment by raising awareness about eye disease and care, providing free eye health educational materials and facilitating access to medical eye care. Provides referrals to eligible older adults for a comprehensive, medical eye exam with a volunteer ophthalmologist and up to one-year of care for any disease diagnosed during the initial exam. Volunteer ophthalmologists accept Medicare and/or other insurance reimbursement as payment in full; patients without insurance can receive care at no charge. In order to be eligible, older

adults must be age 65 or older, a U.S. citizen or legal resident, not have seen an ophthalmologist for three or more years and not already be covered by an HMO or the VA. Visit their website for eligibility screenings and referrals.

Center for Hearing and Communications

50 Broadway, 6th Floor

New York, NY 10004

917-305-7700

TTY 917-305-7999

info@chchearing.org

<http://chchearing.org/>

The center offers a wide array of services including free hearing screenings, complete hearing evaluations, hearing aid fittings, sales and repair, speech therapy, tinnitus retraining therapy, emotional health and wellness and the evaluation and treatment of auditory processing disorders.

Hearing Loss Association of America, New York City Chapter

212-769-4327

info@hearinglossnyc.org

<http://www.hearinglossnyc.org/>

A vibrant community dedicated to helping people with hearing loss lead more satisfying and productive lives. Holds monthly online meetings on an array of topics and organizes nationally to share information, education, provide support and advocate for people with hearing loss. Visit the HLAA website to view recordings of past meetings and to see upcoming meeting topics.

SUNY University Eye Care Center

33 West 42nd Street

New York, NY 10036

212-938-4001

<https://www.universityeyecenter.org/>

The patient care facility of the State University of New York College of Optometry provides a wide range of services for all eye care patients including comprehensive exams, vision therapy, laser eye surgery, and low vision services. In-person and telehealth appointments are available. Accepts Medicaid and Medicare.

Comprehensive Health Care Services for Older Adults

Center on Aging at New York Presbyterian Hospital Weill Cornell Medicine

525 East 68th Street

New York, NY 10065

212-746-7000

<https://geriatrics-palliative.weill.cornell.edu/>

The Center on Aging is the centerpiece outpatient geriatrics practice of the Division of Geriatrics and Palliative Medicine at Weill Cornell Medicine. The practice provides interdisciplinary outpatient geriatric primary medical care. Members of the care team include internists, geriatricians, a geropsychiatrist, a geriatrics social worker and geriatrics nurse practitioners.

Martha Stewart Center for Living at Mount Sinai

Mount Sinai Hospital
17 East 102nd Street, 4th Floor Area C
New York, NY 10029
212-659-8552

Mount Sinai Union Square
10 Union Square, Suite 3G
New York, NY 10003

<https://www.mountsinai.org/locations/martha-stewart-center-living>

The Center for Living promotes and facilitates access to health care resources for older adults by providing medical care, healthy living activities, educational programs, caregiver support and community referrals. Primary care, as well as other services and programs are offered at the Center's Upper East Side Phyllis and Lee Coffey Geriatrics Practice, and at the downtown Mount Sinai-Union Square location. Interdisciplinary clinical care teams include physicians, nurse practitioners, registered nurses, social workers and medical assistants who deliver comprehensive care. On-site specialists are consulted as necessary to address other medical needs. Clinical care teams work with older adults to promote enhancement of function, intensive symptom management, physical and psychological comfort and psychosocial, spiritual and emotional support for patients and their families. Please visit the website or call 212-659-8552 for more information and to confirm insurance coverage.

NYU Langone Health: Division of Geriatric Medicine & Palliative Care Clinical Services

646-929-7800

<https://med.nyu.edu/departments-institutes/medicine/divisions/geriatric-medicine-palliative-care/clinical-services>

NYU Langone's Division of Geriatric Medicine and Palliative Care offers a full range of clinical services in a variety of locations, including NYU Langone's Tisch Hospital, NYU Langone practices, the Pearl I. Barlow Center for Memory Evaluation and Treatment, NYC Health + Hospitals/Bellevue and the VA NY Harbor Healthcare System. Geriatricians in NYU Langone's Division of Geriatric Medicine and Palliative Care see older adult patients with conditions including urinary incontinence in women, urinary dysfunction in men, diabetes, frailty and cognitive impairment. Palliative Care physicians offer comprehensive, interdisciplinary palliative care services, also referred to as supportive care, to patients with serious illness such as cancer, kidney failure, advanced degenerative neurological conditions and cardiac and pulmonary disease. Visit the website for more information and to confirm insurance coverage. To schedule an appointment and check if your health insurance plan is accepted, call the NYU Langone Physician Referral Line at 646-929-7800.

New York Presbyterian Brooklyn Methodist Hospital

506 6th St.
Brooklyn, NY 11215
718-780-3000

<https://www.nyp.org/brooklyn>

The Healthy Aging program at NYP Brooklyn Methodist Hospital provides coordinated care for older adults with a team of geriatric specialists. NYPB offers financial assistance for those who may need support in paying their medical bills. You can check your eligibility for this program by calling 866-252-0101 or visiting <https://www.nyp.org/pay-my-bill>.

Mental Health Services

Crime Victims Treatment Center (CVTC)

212-523-4728

<http://www.cvtcnyc.org/>

CVTC provides individual therapy and therapeutic support groups for people who have suffered interpersonal trauma and violence, and who are survivors of violent crime. These treatment modalities help people process in a safe space, and deal with Post-Traumatic Stress Disorder and other symptoms, as well as facilitate healing. All services are confidential and free of charge.

CVTC remains committed to prioritizing individuals who are uninsured, or unable to pay for services. Some people who seek CVTC services, and who are insured and not in immediate crisis, may be referred to other appropriate and trusted service providers.

Geriatric Mental Health Alliance

212-254-0333

<https://www.vibrant.org/what-we-do/advocacy-policy-education/geriatric-mental-health-alliance/>

A coalition of 3,000 individuals and organizations that advocates for improved policies and services for older adults with mental health needs. Part of Vibrant Emotion Health, a nonprofit organization that identifies unmet needs and develops programs to improve the lives of people affected by mental illness while promoting the importance of mental health.

Jewish Board of Family and Children's Services

Main Office: 212-582-9100

Toll-free: 1-888-523-2769

Find Help Now: 1-844-ONE-CALL (1-844-663-2255)

<https://jewishboard.org>

Strengthens families and communities throughout New York City by helping individuals of all backgrounds realize their potential and live as independently as possible through their programs and services. Provides help to people who are struggling with a range of emotional, behavioral, and social problems. Specialized services for adults and children include evaluation and assessment, crisis intervention and short-term and ongoing individual, couple, family and group therapy. Medicaid and other forms of insurance are accepted; offer a sliding scale fee for the uninsured. Therapy services are being provided by telephone and video conference. For more information and to get connected with services, call 844-663-2255.

NYCWell

888-692-9355 (888-NYC-WELL) — available 24 hours a day, seven days a week

<https://nycwell.cityofnewyork.us/en/>

Mental health professionals provide free and confidential emergency counseling and referrals to New York City residents with emotional or substance abuse problems. Sponsored by the Mental Health Association of New York City and the New York City Department of Health. To make contact with a mental health professional, you can call the 24/7-hour helpline, text "Well" to 65173, or chat online. As of January 2023, NYCWell is providing free digital mental health resources for the duration of the COVID-19 pandemic. A list of free mental health apps is located at: <https://nycwell.cityofnewyork.us/en/covid-19-digital-mental-health-resources/>.

Mount Sinai Hospital Geriatric Psychiatry Clinic

212-659-8552

<https://www.mountsinai.org/care/behavioral-health/services/geriatric>

Offers evaluation and treatment for persons over the age of 60 with various mood, anxiety, and psychotic disorders, as well as dementia, and their caregivers. The clinic specializes in: memory disorders, behavioral disturbances that result from memory disorders, depression, chronic mental illness, individual and family counseling, group therapy for caregivers and bereavement issues. Specialty programming includes the Memory Disorders Evaluation and Treatment Program, the Caregivers Program and the Alzheimer's Disease Assistance Center.

Mood Disorders Support Group (MDSG-NY)

212-533-6374

www.mdsg.org

Schedule of virtual support groups: <https://mdsg.org/support-group-schedule/>

A nonprofit, self-help organization serving individuals with depression, anxiety and bipolar disorder, as well as their families and friends. MDSG-NY requests a \$5 donation to attend a meeting but never turns anyone away who is unable to pay. New participants are required to first attend the Newcomers Group, which is held on Fridays at 6:30 pm, before signing up for other meetings. For additional details and to join a Newcomers Group, complete the online webform located at: <https://mdsg.org/join-our-support-group/>.

National Alliance on Mental Illness of New York City (NAMI-NYC Metro)

Helpline: 212-684-3264 (10am – 6 pm, Monday through Friday)

Email the Helpline 24/7 at: helpline@naminyc.org

<http://www.naminycmetro.org>

The National Alliance on Mental Illness of New York City is a grassroots organization that provides support, education and advocacy for families and individuals of all ethnic and socio-economic backgrounds who live with mental illness. All services are free and include peer led support groups and educational programs for people with serious mental illness and for their families. Both in person and virtual services are currently available. Additional details and NAMI-NYC updates during COVID-19 are located at: <https://www.naminycmetro.org/coronavirus-covid-19/>.

New York Service Program for Older People (SPOP)

212-787-7120

Intake: 212-787-7120 x 514 or email intake@spop.org

<https://www.spop.org>

SPOP is entirely dedicated to meeting the behavioral health needs of older adults. Provides a wide range of services for adults 55 and older including individual and group counseling, crisis intervention, assessment and service coordination. Medicaid, Medicare and many insurance plans accepted. To request information about services for yourself or another person, call 212-787-7120 x514 or email intake@spop.org.

Weill Cornell Institute of Geriatric Psychiatry

888-694-5700

<https://psychiatry.weill.cornell.edu/weill-cornell-institute-geriatric-psychiatry>

Offers specialized psychiatric services for older adults including: comprehensive diagnostic evaluation, individual therapy, group therapy through the use of behavioral and insight-oriented

approaches, illness management, stress management, relapse prevention and individual psychotherapy. Outpatient, partial hospitalization and inpatient services are available, and therapy is being provided by telephone and video. Please call for more information.

Health Care Services for the Homebound

Doctors on Call

718-238-2100

<https://doctorsoncallnyc.com/>

Doctors on Call provides medical care for ongoing chronic care, sick visits, and post-operative care for homebound seniors in all five boroughs. They are able to perform blood work, EKGs, and ultrasounds and prescribe medicine. Doctors on Call will work closely with your existing medical care providers to provide coordinated care. They accept most insurance providers. Please call 718-238-2100 to verify insurance eligibility.

Brooklyn House Call

718-360-9370

<http://www.brooklynhousecall.com/index.html>

Provides personalized patient care, medication management, prescription refills, lab testing, x-rays, sonograms, and medical authorizations for Medicare and Medicaid for homebound seniors living in Brooklyn. All services are covered by Medicare. For all other insurance, call to verify eligibility.

Mount Sinai Visiting Doctors Program

212-241-4141

<https://www.mountsinai.org/care/primary-care/upper-east-side/visiting-doctors/about>

Provides primary medical care for homebound older adults, including prevention, diagnosis, treatment, rehabilitation and support services. A team of physicians, nurses, social workers and assistants from Mount Sinai are on call to visit patients in their homes, with visits prioritized according to medical condition and level of need. Most insurance plans are accepted, including Medicare and Medicaid. Call to ask about eligibility and coverage details.

Essen House Calls

715-583-7736

<https://essenhealthcare.com/house-calls/>

Essen Health Care provides chronic disease care, coordinated home care, diagnostic testing and imaging, interim care, routine care, specialty care, care coordination services, and transition of care for homebound patients in the five boroughs. Most insurance plans as well as Medicaid and Medicare are accepted. Call or visit <https://essenhealthcare.com/accepted-health-plans/> to verify your coverage.

Hospice and Palliative Care

Hospice care seeks to promote comfort and quality of life for terminally ill patients and their families by providing medical, emotional and spiritual care. Hospice care services are available to patients in their own homes or in a hospice facility. Palliative care can begin sooner than hospice care, which will allow the patient and family members more time to think about treatment goals and quality-of-life issues.

Hospice Foundation of America

202-457-5811 / 800-854-3402

<http://www.hospicefoundation.org/>

Provides resources for people in end-of-life situations within their families and/or professions. Their goal is to enhance the U.S. health care system with its services and resources.

MJHS Hospice & Palliative Care Programs

Information and Admissions: 212-420-3370

24/7 Support for Current Patients: 212-649-5555

www.hospicenyc.org

Interdisciplinary care teams provide specialized care to patients with chronic, life-limiting and/or end-stage diseases. Provides a full array of medical and social services to enable patients to remain at home. Staff is specially trained in comforting and alleviating the physical and emotional pain of patients and their family members.

Mount Sinai/Beth Israel Medical Center Symptom Control and Palliative Care Practice

10 Union Square East, Suite 3G

New York, NY 10003

212-844-1712

http://www.stoppain.org/main_site/content/aboutus.asp

The practice has an interdisciplinary team of physicians, nurses, a psychologist and a social worker available to work with each patient. The services offered include: pain management, treatment for symptoms other than pain, psychological therapies to assist patients and families in coping with illness, coordination of care and bereavement support.

Mount Sinai Palliative Care Institute

Inpatient care

1176 Fifth Avenue

New York, NY 10029

212-241-5200

Outpatient care

17 East 102nd St., 4th Floor

New York, NY 10029

212-241-1446

<http://www.mountsinai.org/patient-care/service-areas/palliative-care>

Focuses on the relief of suffering and quality of life for patients and their families through intensive symptom management, enhancement of function, promotion of physical and psychological comfort and psycho-social support. Operated by a multidisciplinary team of physicians, nurses and social workers.

Calvary Hospital Hospice and Palliative Care

718-518-2000, ext.2300

150 55th St.

Brooklyn, NY 11220

<https://www.calvaryhospital.org/brooklyn-ny-hospice-care/>

Provides hospice and palliative care services in home for patients throughout Brooklyn or at any of their four inpatient facilities in Brooklyn, Manhattan, Queens, and the Bronx. As medical needs evolve, Calvary is able to easily transfer patients between their acute care and hospice care facilities. Calvary Hospital accepts Medicare, Medicaid, Blue Cross, and some other private insurance carriers. Please call to discuss your full insurance coverage and benefits.

Hamilton Park Nursing and Rehabilitation Center

718-567-1000

691 92nd St.

Brooklyn, NY 11228

<https://www.hamiltonparkrehab.com/services/general-inpatient-hospice/>

Provides inpatient hospice and palliative care at their facility in Dyker Heights, Brooklyn. They have social workers on board to provide emotional support and help family members and patients cope as they come to the end of their life.

HEALTH CARE SUPPORT & EDUCATION GROUPS

(also see MENTAL HEALTH SERVICES)

Alzheimer's Support & Education

Alzheimer's Association

24/7 Helpline: 800-272-3900

NYC Chapter: 646-418-4466

www.alz.org/nyc

Provides information and resources, care consultation, supportive services for those with Alzheimer's disease and their families and opportunities to advocate for Alzheimer's legislation and policy changes.

The Alzheimer's Foundation of America (AFA)

866-232-8484

<https://alzfdn.org/>

The AFA established its National Memory Screening Program during the COVID-19 pandemic to ensure that people could still get screened from the safety and comfort of their homes. The AFA provides free, confidential memory screenings virtually every Monday and Wednesday from 10am to 4pm and Fridays 10am to 2pm. Screenings are conducted one-on-one through secure video conferences in real-time. Appointments can be made by calling AFA at 866-232-8484. A computer, smartphone or tablet containing a webcam is needed to participate in the program and appointments are required. The free program is open to everyone and there is no minimum age.

CaringKind

<http://www.caringkindnyc.org>

Helpline: 646-744-2900

CaringKind provides free information, assistance and support for those with Alzheimer's disease and related dementia, and their caregivers, including social work services, education and training and support groups. Support groups, led by trained facilitators, provide caregivers with the opportunity to discuss the many challenges of caring for a family member with Alzheimer's disease and related disorders with others who understand.

NYU Langone's Alzheimer's Disease & Related Dementias Family Support Program

646-754-2277

<http://nyulangone.org/locations/alzheimers-disease-related-dementias-family-support-program>

This program was created to assist family members and friends who are caring for a person with Alzheimer's disease through counseling, support, education and referrals. This program is offered free of charge to family caregivers who live anywhere in New York City. For more information about services offered, please call 646-754-2277, or if you would like program staff to call you, email family.support@nyulangone.org. Include your name, phone number, and best time to reach you.

Cancer Support & Education

American Cancer Society

24/7 Helpline: 800-227-2345

www.cancer.org

Referral service offers a list of services providing free or reduced-fee cancer screenings and support programs to help people manage cancer treatment and recovery.

CancerCare

Helpline: 800-813-4673

<http://www.cancercare.org/>

Provides free professional support services to individuals, families and caregivers to help them cope with and manage the emotional and practical challenges of cancer. Services include counseling, support groups, workshops, case management and financial assistance, such as small financial grants. They offer telephone and online support services to help anyone affected by cancer, which are provided by Master's-prepared oncology social workers. The website also includes COVID-19 workshops, a podcast, vaccine updates, publications about COVID-19, and other updates.

SHARE

212-719-0364

National Helpline: 844-275-7427

www.sharecancersupport.org

Organization for women diagnosed with breast, ovarian, uterine, or metastatic breast cancer who are seeking education, support or advocacy opportunities. Services are provided remotely by phone or online, including helplines, educational webinars and support groups.

Us TOO New York

Helpline: 917-830-4357

www.ustooneyork.org

Facebook page: <https://www.facebook.com/ustooneyork/>

An independent support group for men with prostate cancer and their families. Offers fellowship, peer counseling, education about treatment options, and discussion of medical alternatives without bias. As of January 2023, meetings are being held virtually on the third Thursday of every month. Individuals who wish to attend a meeting should send an email to info@ustooneyork.org with your first and last name, as well as a sentence or two as to why you would like to attend. Visit the website to view links to useful information online.

Cardiovascular Disease Support & Education

American Heart Association

212-878-5900

www.americanheart.org

Voluntary organization dedicated to reducing death and disability from cardiovascular diseases and stroke. Provides information and referrals to appropriate resources available in NYC, as well as opportunities to advocate for policies and laws that keep New York healthy.

Diabetes Support & Education

American Diabetes Association

Greater NYC/NJ Office: 212-725-4925

Helpline: 800-342-2383

www.diabetes.org

Works to prevent and cure diabetes and to improve the lives of all people affected by diabetes. Provides nutrition information and recipes, as well as assistance for caregivers.

Diabetes Education & Resource Center

718-246-8603

263 7th Avenue

Brooklyn, NY 11215

<https://www.nyp.org/brooklyn/diabetes-and-endocrinology/brooklyn-diabetes-education-and-resource-center>

Provides comprehensive education and support for self-management of diabetes to help people learn how to best manage their symptoms and minimize long term complications.

HIV/AIDS Support & Education

AIDS Drug Assistance Program (ADAP)

800-542-2437 or 844-682-4058

<https://www.health.ny.gov/diseases/aids/general/resources/adap/index.htm>

This program provides health care and free medications to HIV-positive New York State residents who are uninsured or underinsured.

GMHC

307 West 38 Street

New York, NY 10018

212-367-1000

<http://www.gmhc.org/>

Provides HIV/AIDS prevention, care and advocacy, with a number of programs serving people over 50. Among them are wellness services, nutrition education, mental health services, advocacy, benefits and HIV testing. The Testing Center is open on Mondays and Tuesdays by appointment only. Administrative offices are open on Wednesdays to clients by appointment only and for Grab 'n' Go meals. Visit the website for service updates at: <https://www.gmhc.org/covid-19-information/>. Call or email COVID@gmhc.org for information about how to receive GMHC services and connect with staff, as well as general questions and referrals.

NYU Langone Family Health Centers

514 49th St.

Brooklyn, NY 11220

718-421-2667

<https://nyulangone.org/locations/prep-program-for-hiv-prevention>

As part of their PrEP Program for HIV Prevention, NYU Langone offers pre-exposure prophylaxis (PrEP), a daily preventative medicine for individuals who are at high risk of contracting HIV. This medicine is offered at little to no-cost.

Callen Lorde

40 Flatbush Ave. Ext.

Brooklyn, NY 11201

718-215-1818

<https://callen-lorde.org/hiv/>

Callen Lorde is a leading provider of LGBTQ+ specific healthcare. They offer a full spectrum of HIV prevention, care, and support services including rapid HIV tests, one-on-one education for those diagnosed with HIV for any questions they may have about treatment, primary care provided by HIV specialists, sexual health counseling, referrals to clinical trials, mental health resources, care coordination, PrEP, and PEP. Visit their site at the link above or call to learn about their full services.

Ralph Avenue Health Center at Brooklyn Community Health Center

347-501-6306

599 Ralph Avenue

Brooklyn, NY 11233

<https://www.damian.org/services-by-location.php>

Offers primary and specialty care for people living with HIV. They offer PrEP, PEP, case management, treatment education, and mental health services to help manage HIV diagnoses.

Parkinson's Support & Education

The Edmond J. Safra Parkinson's Wellness Program-NYC

646-505-4444

<https://mmjccm.org/parkinsons>

The Parkinson's Wellness Program is designed to improve the lives of those impacted by Parkinson's through exercise, support, education and medical/community collaboration. The exercise, support groups and events are designed to keep those impacted by Parkinson's and their families active, connected and empowered. Intake is required for all fitness classes and support groups, and registration is required for all events. Visit <https://mmjccm.org/parkinsons> to fill out an intake form. There is in-person, virtual, and hybrid programming available. To schedule an intake interview or for more information, please email Joelle Evans at jevans@jccmanhattan.org. Intake form is available online. To join the mailing list, email parkinsonswellness@jccmanhattan.org. If you would like to receive information by standard mail, include your name, address and phone number.

Parkinson's Foundation

Helpline: 800-473-4636

www.parkinson.org

The Foundation strives to make life better for people with Parkinson's by improving care and advancing research toward a cure, and is guided by six core principles: community, compassion, education, empowerment, integrity and impact. The Foundation holds "Moving Days" to raise awareness, and provides virtual education and wellness programs. Visit the Foundation's website to view information about Parkinson's and where to get treatment, a blog, latest news, the calendar of events and other resources. You can also call 800-473-4636 for more information.

THE BENEFITS OF SUPPORT GROUPS

Regardless of format, in a support group, you'll find people with challenges similar to yours. Members of a support group typically share their personal experiences and offer one another emotional comfort and moral support. They may also offer practical advice and tips to help you cope with your situation.

Benefits of participating in support groups may include:

- Feeling less lonely, isolated or judged
- Gaining a sense of empowerment and control
- Improving your coping skills and sense of adjustment
- Talking openly and honestly about your feelings
- Reducing distress, depression or anxiety
- Developing a clearer understanding of what to expect with your situation
- Comparing notes about resources, such as doctors and alternative treatment options

<http://www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/support-groups/art-20044655>

Some of the organizations listed in Senator Myrie's Senior Resource Guide offer virtual support groups. You can also find specialized support groups and other supportive resource formats available online or by phone by visiting the following websites:

Recovery International: <https://recoveryinternational.org/find-a-meeting/>

Caregiver Action Network: <https://www.caregiveraction.org/>

Emotions Anonymous: <https://emotionsanonymous.org/>

Hospice Foundation of America: <https://hospicefoundation.org/>

Well Spouse Association: <https://wellspouse.org/>

<https://www.mhanational.org/find-support-groups>

HOUSING

Senior & Affordable Housing

(also see Long-Term Care for assisted living information)

There is a wide variety of housing designed for seniors of different ages, levels of health, incomes, activity level and interests across New York. Options range from low-cost government subsidized housing to privately operated luxury residences to assisted-living facilities, and everything in between. Unfortunately, waiting lists for most affordable senior housing residences are long. Residents generally must submit separate applications to each development.

The **New York City Department for the Aging** provides comprehensive lists of senior housing options in each borough searchable by neighborhood, cost, and type of services provided. The lists are available online at <https://www1.nyc.gov/site/dfta/news-reports/publications.page> or by calling 311.

New York Foundation for Senior Citizens' Home Sharing Program

<http://www.nyfsc.org/home-sharing/>

212-962-7559

The Home Sharing program matches older adults ages 60 and over, living throughout New York City's five boroughs, who have excess space in their homes or apartments to share with responsible, compatible persons of any age in need of housing. This successful program helps relieve financial hardship, feelings of loneliness and promotes companionship. The service is free and offers confidential screening of applicants, negotiation of agreements for shared living, follow-up counseling and referral to entitlement and social service programs.

NYC Housing Connect

<https://www1.nyc.gov/site/hpd/services-and-information/housing-connect-rentals.page>

Administered by the City of New York, NYC Housing Connect is the central portal to search and apply for affordable housing opportunities throughout all five boroughs. On the site, residents can learn how to apply for affordable housing, view current and upcoming housing opportunities, apply to housing options for which they may qualify and sign up to receive email alerts about all new affordable housing lotteries.

The NYC Department of Housing Preservation and Development partners with community-based service organizations, called **Housing Ambassadors**, to help people prepare and apply for Housing Connect affordable housing lotteries. Housing Ambassadors also provide information and assistance about the housing application process. These organizations do not provide housing directly and cannot guarantee applicants will receive affordable housing through the lottery. The organization most convenient to our district are:

CUFFH

7 Marcus Garvey Boulevard
Brooklyn, NY 11206
718-360-2906

NHS Brooklyn

2806 Church Ave.
Brooklyn, NY 11226
718-469-4679

CAMBA Flatbush

2244 Church Ave
Brooklyn, NY 11226
718-622-7323

Fifth Ave. Committee

621 Degraw St.
Brooklyn, NY 11217
718-237-2017

Local Development Corporation of Crown Heights

252 Kingston Avenue
Brooklyn, NY 11213
718-467-8800

CAMBA Crown Heights

1117 Eastern Pkwy.
Brooklyn, NY 11213
718-622-7323

Eastern Pkwy. Library Adult Learning Center

1044 Eastern Pkwy.
Brooklyn, NY 11213
718-622-7323

Stonewall Community Development Corporation

1561 Bedford Ave.
Brooklyn, NY 11225
929-209-4070 x102

IMPACCT

1000 Dean St.
Brooklyn, NY 11238
718-522-2613

Bedford Stuyvesant Restoration Corporation

1368 Fulton St.
Brooklyn, NY 11216
718-636-6994

A full list of these organizations is available at: <https://www1.nyc.gov/site/hpd/services-and-information/housing-ambassadors.page>.

Tenant Advocacy & Assistance

Housing Court Answers

Brooklyn Housing Court — 1141 Livingston Street; Tuesday - Thursday, 9AM - 5PM
Housing Court Hotline: 212-962-4795 (open Monday-Friday, 9am-5pm)

www.housingcourtanswers.org

Nonprofit organization that educates and empowers NYC tenants and small homeowners through a telephone helpline and information tables in each Housing Court building. Staff provide guidance on

NYC Housing Court, housing law, obtaining repairs, rent arrears assistance, eviction prevention and referrals to legal services. Website has a wide range of fact sheets about the Housing Court process, applying for emergency rent assistance, and obtaining repairs. Housing Court Answers can also refer low-income tenants in danger of eviction to free legal services offered through the NYC Office of Civil Justice.

Housing Justice for All

<https://housingjusticeforall.org/>

A diverse statewide coalition of tenants and advocacy organizations fighting for stronger tenant protections, increased affordable housing and ending homelessness.

Metropolitan Council on Housing

212-979-0611 – tenants’ rights hotline

Monday & Wednesday 1:30-8pm, Tuesday 5:30-8pm, Friday 1:30pm-5pm

<http://metcouncilonhousing.org/>

A citywide membership-based tenants’ advocacy organization that works to preserve and expand affordable housing and rent regulation through grassroots organizing, lobbying, direct action and public education. Met Council helps organize tenant associations to enable tenants get better services and repairs, educates tenants through its email bulletins and weekly radio show and operates a volunteer-staffed tenant information hotline. See website for factsheets and resources on housing laws, tenants’ rights, recommended tenant attorneys and other information.

NYC Homebase Homelessness Prevention Program

<https://www1.nyc.gov/site/hra/help/homebase.page>

The NYC Department of Homeless Services’ Homebase program assists low-income people at risk of homelessness by connecting them with resources and services, including how to apply for public benefits and emergency rental assistance.

NYC Right to Counsel Program

311 or 212-962-4795

<https://www1.nyc.gov/site/hra/help/legal-services-for-tenants.page>

Under NYC’s right to counsel law, low-income tenants who receive court papers indicating that their landlord has initiated an eviction proceeding in Housing Court have access to free legal services, regardless of ZIP code. Income eligibility information by household size is available at <https://nycourts.gov/courts/nyc/housing/aboutUniversalAccess.shtml>. Legal services are coordinated through the NYC Office of Civil Justice and provided by attorneys who work for nonprofit organizations with City contracts. Tenants can access free legal services by calling 311 and asking for the “Tenant Helpline,” or by calling Housing Court Answers at 212-962-4795. Tenants can also email civiljustice@hra.nyc.gov and provide their name, telephone number and Housing Court case index number for their eviction case (if known). Eligible tenants can request access to free legal services at their first scheduled court appearance if they have done so earlier.

NYC Mayor’s Office to Protect Tenants <https://www1.nyc.gov/content/tenantprotection/pages/>

The Mayor’s Office to Protect Tenants works to connect residential tenants with free resources from multiple City agencies to prevent evictions, obtain repairs and learn about their legal rights. Their website includes a Tenant Resource Portal which helps renters navigate public and private resources to stabilize their housing situations. Tenants who do not have access to the internet can call 311 and ask for the “Tenant Helpline.”

New York State Tenants and Neighbors Coalition

212-608-4320

www.tandn.org

A statewide organization of tenants, tenant associations, and other community groups that fight for tenants' rights and affordable housing through organizing, education, leadership development and grassroots mobilization. Works to strengthen tenant protections while empowering and educating tenants. See website for factsheets and resources on housing laws, tenants' rights and organizing.

Churches United for Fair Housing (CUFFH)

718-360-2906

<https://www.cuffh.org/>

CUFFH organizes around affordable housing, tenant rights, and land use at the City and State level. They offer assistance in finding and applying for affordable housing, workshops for tenants, and helping to fight violations of tenant rights.

Flatbush Tenant Coalition

718-635-2623

<https://flatbushpower.org/>

The Flatbush Tenant Coalition is a group of tenant associations that help to build and organize a tenant association and strengthen tenant power. They take united action and provide resources to help buildings and tenants learn their rights and form their own tenant associations.

Equality for Flatbush

English: B4G@equalityforflatbush.org, 646-820-6039

Español: EnEspanol@equalityforflatbush.org, 732-641-3923

Kreyòl: EnKreyol@equalityforflatbush.org, 929-244-0885

<http://www.equalityforflatbush.org/>

Equality for Flatbush fights against gentrification and advocates for deeply affordable housing in Central Brooklyn. They organize tenants to help them fight against harassment and displacement and help connect Brooklyn residents to legal support and housing resources.

Crown Heights Tenants Union

212-479-3358

<https://crownheightstenantunion.org/>

Crown Heights Tenants Union is a union of tenants associations formed to fight gentrification, displacement, and rent overcharge in Crown Heights. They help to educate and organize their neighbors on tenant rights. CHTU provides support to help buildings demand repairs and form their own tenant associations.

Government Benefits for Low & Moderate Income Renters

Disabled Rent Increase Exemption (DRIE) Program

311

Manhattan Assistance Center: 66 John Street, 3rd Fl. (advance appointments currently required)

<http://www1.nyc.gov/site/rentfreeze/index.page>

Run by the NYC Department of Finance, the DRIE program freezes the rents of people with disabilities living in rent-regulated or Mitchell Lama apartments and provides tax abatements for the owners. Households that are eligible include those receiving Social Security Disability, Supplemental

Security Income, veterans' pensions or compensation and those enrolled in the Medicaid Buy-In Program. DRIE is designed to work in the same way as SCRIE and has the same income eligibility levels. To be eligible, your income must be \$50,000 or less and you must be paying at least one third of your income for rent. Applications for DRIE are available by calling 311 or online. Senator Myrie's office is available to assist you in applying for or renewing your DRIE at our office in Prospect Lefferts Gardens by appointment only. You can make an appointment with our office by calling 718-284-4700. Appointments can also be made for assistance at the Manhattan Assistance Center for virtual and in-person application or renewal assistance. These appointments can be scheduled by calling 311 or online at <https://www1.nyc.gov/site/finance/about/make-an-appointment.page>.

Senior Citizen Rent Increase Exemption (SCRIE) Program

311

Manhattan Assistance Center: 66 John Street, 3rd Fl. (advance appointments currently required)

<http://www1.nyc.gov/site/rentfreeze/index.page>

Run by the NYC Department of Finance, the SCRIE program freezes rents for eligible tenants and provides a tax abatement for the owner in return. To be eligible for a SCRIE, you must be 62 years of age or older, live in a rent-regulated or Mitchell-Lama apartment, have a household income of \$50,000 or less and be paying more than one-third of your income for rent. Tenants who experience a permanent decrease in income of more than 20% can apply to have their benefits recalculated. Initial and renewal applications for SCRIE are available by calling 311 or online. Senator Myrie's office is available to assist you in applying for or renewing your SCRIE at our office in Prospect Lefferts Gardens by appointment only. You can make an appointment with our office by calling 718-284-4700. Appointments can also be made for assistance at the Manhattan Assistance Center for virtual and in-person application or renewal assistance. These appointments can be scheduled by calling 311 or online at <https://www1.nyc.gov/site/finance/about/make-an-appointment.page>.

Home Energy Assistance Program (HEAP)

Call 311 for information or application

Call 212-331-3126 to determine your eligibility

<https://www1.nyc.gov/site/hra/help/energy-assistance.page>

An annual grant to help low-income homeowners and renters pay fuel and utility costs. There are income limitations but no asset restrictions. Available to households that pay directly for heat and to households where heat is included in rent. Benefit amounts range from \$40.00 - \$585.00. Eligible households that pay directly for heat with their main source of heat being oil, kerosene or propane may receive additional amounts. NYC Residents apply through the NYC Human Resources Administration. Applications are available online or by calling 311. Funds are limited so apply early.

Resources for Co-op Shareholders, Condo Owners & Homeowners

Center for NYC Neighborhoods

311 or 646-786-0888

<https://cnycn.org/>

Through comprehensive citywide programming that includes legal services, housing counseling and advocacy, the Center for NYC Neighborhoods provides assistance to homeowners who are at risk of missing mortgage payments and/or are facing foreclosure. The Center also operates a free confidential foreclosure prevention hotline. Call or visit their website for assistance.

Homeowner Help New York

855-HOME-456

<https://homeownerhelpny.org/>

A network of over 85 housing counseling and legal services organizations across the State that provide free help to homeowners and potential homebuyers. Call or visit their website to be connected with a local provider.

Homeowner Stability Project of the NYC Bar Association

212-382-6766 or HSP@nycbar.org

<https://www.citybarjusticecenter.org/projects/homeowner-stability-project/>

The City Bar Justice Center's Homeowner Stability Project provides legal assistance to low- and moderate-income homeowners threatened with the loss of their home due to foreclosure and/or predatory practices. Volunteer lawyers work to keep people in their homes whenever possible by negotiating workout arrangements with lenders, attending settlement conferences, litigating when necessary and correcting title problems.

NY State Attorney General's Real Estate Finance Bureau Resource Center

<https://ag.ny.gov/real-estate-finance-bureau/resource-center>

Produces helpful resource guides for co-op shareholders and condo owners on understanding and interacting with boards of directors.

New York Legal Assistance Group (NYLAG)

212-946-0349

contactffp@nylag.org

<https://www.nylag.org/foreclosure-prevention/>

NYLAG attorneys provide assistance with mortgage modifications, reverse mortgages, tax and water liens and foreclosure prevention.

Homeowner Protection Program (HOPP)

(855) HOME-456

homeownerhelpny.com

Offered through the Office of the Attorney General, HOPP provides assistance with loan modification and other types of loss mitigation, direct legal representation in court proceedings, and homeownership counseling. The program is designed so that homeowners never have to lose their home due to lack of access to a lawyer or housing counselor.

UHAB

(212) 479-3334

<https://www.uhab.org/our-work/coop-support/services/>

Provides affordable service and advice to co-op shareholders and residents, especially those living in HDFC co-ops. Support includes resources for board elections, selling apartments, preparing annual reports, and year round troubleshooting.

Property Tax Reduction Programs for Homeowners

For more information regarding any of the property tax exemption programs listed below, or to receive an application, contact the NYC Department of Finance at 311 or

<http://www1.nyc.gov/site/finance/benefits/landlords.page> www1.nyc.gov/site/finance/benefits/landlords.page.

Disabled Homeowners' Exemption (DHE)

The Disabled Homeowners' Exemption (DHE) provides property tax abatement for eligible property owners who have a medically certifiable disability. To qualify, the annual combined income of all owners and their spouses must be less than \$58,400. DHE benefits must be renewed every year.

New York City Property Tax and Interest Deferral Program (PT AID)

<https://www1.nyc.gov/site/finance/taxes/pt-aid.page>

The NYC Department of Finance offers a number of property tax deferral programs to owners of one- to three-family homes and condominiums with incomes of \$86,400 or less who have fallen behind in their property taxes, or are unable to pay current taxes due to an unexpected event or hardship. Visit the website or call 311 to learn about options, eligibility details and applications.

New York State School Tax Relief Program (STAR)

Many New York State residents who are homeowners qualify for the Basic School Tax Relief (STAR) program regardless of age if their annual adjusted gross income is \$500,000 or less and the property is their primary residence (meaning they live in the home for more than six months of each year). STAR provides savings of approximately \$293 a year in NYC. The benefit will be provided either in the form of a yearly property tax reduction, or a check, based on the homeowner's income and how long they have been participating in the program.

Residents 65 and older who qualify for Basic STAR may also qualify for Enhanced Star. Income eligibility levels change every year. You can check your eligibility by visiting <https://www.tax.ny.gov/pit/property/star/eligibility.htm>. Enhanced STAR provides average yearly savings of approximately \$650 in NYC.

Senior Citizen Homeowners' Exemption (SCHE)

The Senior Citizen Homeowners' Exemption (SCHE) is a partial property tax exemption available for residential property owners aged 65 years or older who have adjusted annual incomes of less than \$58,400. SCHE benefits must be renewed every two years.

Veterans' Tax Exemption

The Veterans' Tax Exemption is a partial property tax exemption available to qualifying veterans, the spouse or registered domestic partner of a qualified veteran, the unmarried surviving spouse of a qualified veteran and a Gold Star parent (the parent of a child who died in the line of duty while serving in the U.S. armed forces). To qualify, applicants must be former members of the U.S. armed forces or Merchant Marines who served in WWI or II, Korea, Vietnam or the Persian Gulf Conflict (including Afghanistan and Iraq Conflicts). The property must be the primary residence of the owner who qualifies for the veteran tax exemption.

Home Decluttering, Downsizing, and Organization

A cluttered environment can have a negative impact on your well-being; it diminishes the quality of your life, wastes time, energy and creates stress. You feel overwhelmed and just don't know where to begin, but help is available.

Adult Protective Services (APS)

212-630-1853 Central Intake Referral Line

<https://a069-apscris.nyc.gov/cris/>

A division of the NYC Human Resources Administration, APS provides free heavy-duty cleaning for their clients in limited circumstances. APS is a state-mandated case management program that arranges for services and support for physically and/or mentally impaired adults who are at risk of harm.

Eligibility

APS is available to persons 18 years of age and older without regard to income, who:

- Are mentally and/or physically impaired; and
- Due to these impairments, are unable to manage their own resources, carry out the activities of daily living, or protect themselves from abuse, neglect, exploitation or other hazardous situations without assistance from others; and
- Have no one available who is willing and able to assist them responsibly.

If an APS client refuses to allow APS to perform a heavy duty cleaning and the client's tenancy is threatened as a result of this refusal, APS will assess to determine if a legal action can be brought for the appointment of a guardian.

LEGAL RESOURCES

Elderlaw Answers

<https://www.elderlawanswers.com>

Elderlaw Answers is a website that provides up-to-date information about crucial legal issues facing older adults. You can tap into a network of highly qualified elder law attorneys across the nation and get preliminary answers to your legal questions.

Law Help

www.lawhelp.org

Website connects low- and moderate-income people with free and low-cost legal assistance and information. Provides resources and factsheets on many legal problems including housing, employment, family, bankruptcy, disability, immigration and more.

Legal Aid Society

General Intake: 212-577-3300

Access to Benefits: 888-663-6880 (Tuesday, Wednesday and Thursday, 9:30am-12:30pm)

Low-Income Taxpayer Helpline: 212-426-3013

Homeless Rights Helpline: 800-649-9125

<https://www.legalaidnyc.org>

Areas of practice include housing, public benefits, social security/SSI, elder abuse, tax law and unemployment issues. Serves people who earn below 125% of the federal poverty line.

Brooklyn Legal Services

718-237-5500

Legal assistance hotline/intake: 917-661-4500 (open Monday – Friday, 10am to 4pm)

<https://www.legalservicesnyc.org/our-program/brooklyn>

Provides free legal advice and representation to low-income Brooklyn residents who would otherwise be unable to afford it. The focus is on housing, government benefits, consumer rights, elder law, employment law and family law.

Legal Services of NYC

Citywide Legal Assistance Hotline: 917-661-4500

Manhattan Legal Services: 646-442-3100

<https://www.legalservicesnyc.org>

Provides free legal advice and representation to low-income NYC residents who would otherwise be unable to afford it. Legal Services include assistance with government benefits, access to education, consumer rights, disability advocacy, elder law, employment law and worker rights, family law and domestic violence, HIV advocacy, tenants' rights and immigration rights.

Mid-Atlantic Pension Counseling Project

800-355-7714

<http://www.legalservicesnyc.org/what-we-do/practice-areas-and-projects/pension-project>

Funded by the U.S. Administration on Aging and operated by Legal Services NYC, the project provides information, advice, and representation to workers and their family members seeking to access pension benefits. It helps workers and retirees track down pension information, determine whether they are entitled to benefits and ensure that they receive the correct amount. The project helps with questions and issues concerning all types of retirement plans offered by private and government employers and advocates for workers and their families whose benefits have been miscalculated or unfairly denied. It can assist callers regardless of income if the caller, their spouse, employer, or pension plan is located in New York or New Jersey.

Mobilization for Justice (MFJ) Legal Services

212-417-3700

<http://mobilizationforjustice.org/>

Provides legal advice and representation to low-income NYC residents with eviction prevention, public benefits, Medicare and Medicaid, discrimination, civil and disability rights, nursing home issues, consumer, and elder abuse cases. Numerous fact sheets and self-help guides are available on their website. Please see below for the intake hours and phone numbers for each program.

- Access-A-Ride issues: 888-510-2272 (Tuesday: 10am-5pm)
- Adult Home Advocacy Project: 877-417-2427 (Monday-Friday: 10am-5pm)
- Consumer Rights Project: 212-417-3881 (Thursday: 10am-2pm)
- Disability & Aging Rights Project: 888-510-2272 (Tuesday: 10am-5pm)
- Government Benefits Project: 212-417-3732 (Monday and Wednesday: 10am-noon)
- Housing: 212-417-3888 (Monday, Wednesday and Thursday: 9am-5pm)
- Immigration Law Project: 212-417-3724 (Wednesday: 10am-noon)
- Kinship Caregiver Law Project: 212-417-3850 (Monday, Wednesday and Friday: 10am-5pm)
- Low Income Bankruptcy Project: 212-417-3799 (Wednesday: 2pm-4pm)
- Low Income Tax Payer Clinic: 212-417-3839 (Tuesday: 10am-1pm)
- Mental Health Law Project: 212-417-3830 (Monday-Friday: 10am-5pm)
- Nursing Home Residents' Project: 855-444-6477 (Tuesday: 10am-5pm)
- SRO Law Project: 212-417-3888 (Monday, Wednesday and Thursday: 9am-5pm)
- Workplace Justice Project: 212-417-3838 (Tuesday: 2pm-5pm)

New York City Bar Association

212-382-6600

<http://www.nycbar.org/for-the-public>

The NYC Bar Association operates a number of programs for the public, including:

The **Legal Referral Service** provides referrals to pre-screened private attorneys for assistance with all types of legal matters. If the Legal Referral Service determines someone would benefit from working with a lawyer, the first 30-minute consultation is free. Fees for any additional services are negotiated privately. Call 917-708-8396 to reach the referral service.

The **City Bar Justice Center Legal Hotline** is a free advice hotline for low-income New Yorkers. Callers are connected with referral counselors, who are attorneys and paralegals. Counselors can give free legal advice on a wide range of subjects, such as family law, housing law, consumer debt, bankruptcy and benefits. Call 212-626-7383, Monday through Thursday, from 9am-5pm and Friday from 9am-1pm.

Other projects of the City Bar Justice Center include:

Consumer Bankruptcy Project

212-626-7383

<https://www.citybarjusticecenter.org/projects/consumer-bankruptcy-project/>

The City Bar Justice Center's Consumer Bankruptcy Project provides free legal assistance to low-income consumers in New York City. Attorneys help with outstanding debts, assist debtors filing pro se bankruptcy petitions and provide pro bono representation to debtors in contested matters.

Elderlaw Project

212-382-6658

<https://www.citybarjusticecenter.org/projects/elderlaw-project/>

The Elderlaw Project of the City Bar Justice Center provides low-income older adults aged 60+ with free legal services for life planning. Volunteer attorneys can assist with Simple Wills, Healthcare Proxies and Living Wills, Powers of Attorney and Appointment of Agent to Control Disposition of Remains. Call or fill out an intake form online to receive assistance.

Veterans Assistance Project

212-382-4722

<https://www.citybarjusticecenter.org/projects/veterans-assistance-project/>

The Veterans Assistance Project of the City Bar Justice Center provides free legal assistance to help disabled, low-income veterans in New York City on issues related to their claims for benefits from the U.S. Department of Veterans Affairs.

New York Legal Assistance Group (NYLAG)

212-613-5000 General Intake Line

www.nylag.org

NYLAG serves low-income older adults, the homebound, families facing foreclosure, renters facing eviction, consumers, those in need of government assistance, children in need of special education, domestic violence victims, persons with disabilities, patients with chronic illness or disease, low-wage workers, and members of the LGBTQ community, Holocaust survivors and others in need of free legal services. Intake hours vary by program.

- Civil legal issues: 212-613-5000 (Monday, Wednesday and Thursday: 9am-3pm)
- Foreclosure prevention: 212-946-0349 or email contactfpp@nylag.org

- Immigration issues: 212-613-5000 (Monday: 9am-5pm)
- Holocaust compensation issues: 212-613-5040 (Monday-Friday: 9am-5pm)
- Legal services for cancer patients: 212-946-0357 (Mon, Wed, Thurs, & Fri: 10am-2pm)
- LGBTQ legal issues: 212-659-6161 (Monday-Friday: 9am-5pm)
- Veterans legal issues: 212-946-0343 (Monday-Friday: 9am-5pm)
- Tenants' Rights: 929-356-9582 (Monday-Friday: 7am-1pm)

Evelyn Frank Legal Resources Program of NYLAG

212-613-7310 or email eflrp@nylag.org

<https://www.nylag.org/units/evelyn-frank-legal-resources>

Provides legal assistance with Medicaid, Medicare, home care services and public benefits issues affecting older New Yorkers and people with disabilities. Also works to educate care providers in best practices. Intake open Monday, Wednesday and Friday, 9am-5pm.

NYC Right to Counsel Program

311 or 212-962-4795

<https://www1.nyc.gov/site/hra/help/legal-services-for-tenants.page>

Under NYC's right to counsel law, low-income tenants who receive court papers indicating that their landlord has started an eviction proceeding in Housing Court have access to free legal services, regardless of ZIP code. Income eligibility information by household size is available at <https://nycourts.gov/courts/nyc/housing/aboutUniversalAccess.shtml>. Legal services are coordinated through the NYC Office of Civil Justice and provided by attorneys who work for nonprofit organizations with City contracts. Tenants can access free legal services by calling 311 and asking for the "Tenant Helpline," or by calling Housing Court Answers at 212-962-4795. Tenants can also email civiljustice@hra.nyc.gov and provide their name, telephone number, and Housing Court Case Index Number for their eviction case (if known). Eligible tenants can request access to free legal services at their first court appearance if they have not done so beforehand.

Take Root Justice

212-810-6744

www.takerootjustice.org

The Urban Justice Center serves New York City's most vulnerable residents through a combination of direct legal service, systemic advocacy, community education and political organizing. They often defend the rights of people who are overlooked or turned away by other organizations, reaching a wide-ranging client base through their legal projects. These projects include the Domestic Violence Project, Mental Health Project, Safety Net Project and Veteran Advocacy Project. Intake and processes vary by program.

Volunteers of Legal Service (VOLS) Elderly Project Legal Clinics

212-966-4400

Seniors & Veterans Project Hotline: 347-521-5704

Small Business Project Hotline: 347-521-5729

Unemployed Workers Project Hotline: 347-521-5720

<https://volsprobono.org/>

Volunteer attorneys provide free civil legal services to low-income residents age 60 and older.

LGBTQ RESOURCES

Services & Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders (SAGE)

Griot Circle / SAGE Brooklyn Stonewall House (Fort Greene)

271 Myrtle Avenue

718-246-2775

<https://griotcircle.org/>

<https://sagenyc.org/>

SAGE supports and advocates for LGBTQ rights, fosters a greater understanding of aging in all communities, and promotes positive images of LGBTQ life in later years. SAGE operates senior centers and provides meals and programs related to arts and culture, fitness, food and nutrition, health and wellness and lifelong education.

Brooklyn Community Pride Center - Crown Heights

1561 Bedford Avenue (Suite Ground A)

Brooklyn, New York 11225

347-889-7719

<https://lgbtbrooklyn.org/>

This facility houses the management headquarters for the Brooklyn Community Pride Center.

Brooklyn Community Pride Center operates a communal workspace environment for small LGBTQ+ groups, freelancers, entrepreneurs and the like.

Brooklyn Community Pride Center - Bed-Stuy

1360 Fulton Street

Brooklyn, New York 11216

<https://lgbtbrooklyn.org/>

This facility has a drop-in public area where guests can pick up information about the community, read a book or play a game from the library, access wifi and use public computers.

Callen-Lorde Community Health Center

40 Flatbush Ave Ext.

Brooklyn, NY 11201

(718) 215-1818

<http://callen-lorde.org/>

Offers LGBTQ+ centered medical services including comprehensive primary care, sexual health services, behavioral health and social services free of judgment and regardless of ability to pay. Assists with health insurance outreach and enrollment.

GMHC

212-367-1000 General Inquiries

800-243-7692 Hotline

<http://www.gmhc.org/>

Provides HIV/AIDS prevention, care and advocacy and offers a number of programs serving people over 50. Among them are wellness services, nutrition education, mental health services, advocacy and benefits, and HIV testing.

Metropolitan Hospital Center LGBT Health Center

1901 First Ave, OPD Building, 4th Floor
New York, NY 10029
212-423-7292

<http://lgbtmet.appointy.com>

Provides a variety of services including: men's and women's health, family planning, geriatrics, immunizations, behavioral health services, HIV/STD Screening and treatment and all other general medical services. Open every other Saturday from 9am-5pm by appointment only.

New York Legal Assistance Group LGBTQ Law Project

Intake: 212-659-6161 • Hours: 9am - 5pm

<http://nylag.org/units/lgbt-law>

NYLAG's LGBTQ Law Project provides free legal services to low-income LGBTQ New Yorkers in a wide variety of civil legal matters including employment, housing, public benefits, shelter access, name changes, gender marker changes, family law and life planning.

NYC Anti-Violence Project

212-714-1184

Hotline: 212-714-1141

<https://avp.org/>

Offers immediate crisis counseling and safety planning, as well as access to ongoing counseling, advocacy and onsite legal services. Supports clients and community members in trying to access safety, services, and support from systems and service providers to overcome bias, discrimination and violence.

Parents, Families and Friends of Lesbian, Gay, Bisexual and Transgender People (PFLAG)

646-240-4288

PFLAG NYC Helpline: 212-463-0629

<http://www.pflagnyc.org>

PFLAG NYC is the founding chapter of PFLAG, the Nation's foremost family-based organization committed to the civil rights of LGBTQ people. PFLAG NYC strives to create a better future for LGBTQ youth and adults through a partnership of parents, allies and LGBTQ people. The group provides support services, corporate and community outreach, media campaigns and advocacy for LGBTQ equality and civil rights. Currently hosting online meetings and virtual events.

Transgender Aging Network (TAN)

414-559-2123

<http://forge-forward.org/aging/>

TAN exists to improve the lives of current and future trans/SOFFA (significant others, friends, family and allies) elders through advocacy, communication and awareness.

Transgender Legal Defense and Education Fund

646-862-9396

<http://www.transgenderlegal.org/>

Transgender Legal Defense & Education Fund is a nonprofit whose mission is to end discrimination and achieve equality for transgender people. The organization provides education on transgender rights, represents transgender people experiencing discrimination in federal courts and ensures legal representation to those seeking name changes.

The Trans Women's Healing Justice Project

<http://transfeminism.tumblr.com>

This trans-feminist project addresses issues of systematic, institutional and interpersonal violence and oppression experienced by trans women (those who were coercively assigned male at birth and identify as women/female) across multiple identities (i.e., race, class, dis/ability, citizen-status, nationality, sexuality, age, or HIV status, and form, status or age of transition).

LONG-TERM CARE

(also see *AGING IN PLACE*)

What is Home Care?

About 12 million Americans receive home care, according to the National Association for Home Care & Hospice. The number is much greater when you consider that the census does not include “informal care,” care given by a friend or family member. Home care is generally defined as non-medical support services delivered at the home of the senior. The aim of home care is to allow older adults to remain at home longer rather than enter an assisted living community, nursing home or other types of care. Home care may be appropriate if an older adult prefers to stay at home but needs assistance with activities of daily living.

Activities of daily living include bathing, dressing, and meal preparation, but may also extend to assistance with transportation, paying bills, making appointments, and simply being there to provide companionship and emotional support. Home care services are generally available 24 hours a day, seven days a week and can be paid for directly by the client or through a variety of public and private funding sources, such as Medicare and/or Medicaid.

What is Managed Long Term Care?

Managed Long Term Care Plans help provide services and support to people with a long-lasting health problem or disability. These Plans are approved by the New York State Department of Health to provide Medicaid managed long-term care. A Plan can provide your Medicaid home care and other long-term care benefits. To obtain these services, you may be required to join a Plan.

Each Plan has its own group of home care agencies, professionals and other providers. This group is the Plan’s network of providers. After you join a Plan, you must get your services from the Plan’s providers. You will have a person-centered Plan of Care, which means that you will have an active role in planning your services. You will have a Care Manager who will get to know you and talk with you about your service needs. Your Care Manager will assist you and anyone else you want to involve in developing a Plan of Care that meets your specific needs. There are three different types of Plans: MLTC Medicaid Plan, Medicaid Advantage Plus, and Program for All-Inclusive Care for the Elderly (PACE).

For more information, you can view and download the Medicaid Managed Long Term Care brochure at the following link: https://www.health.ny.gov/health_care/medicaid/redesign/docs/mltc_guide_e.pdf.

To learn more about income requirements and program eligibility, please call New York Medicaid Choice at 1-888-401-6582 or TTY: 1-888-329-1541.

What is Assisted Living?

Assisted living communities or assisted living facilities (ALFs) help promote the health, safety and well-being among the older residents who live there. Assisted living was developed as a type of senior housing to provide housing, health care and personal care services to older adults in need of assistance with activities of daily living in a more independent environment than a traditional nursing home.

There is a wide variation in the level of care that may be provided in assisted living communities. Some assisted living communities specialize in providing a supportive and safe environment for

older adults who are largely independent but need some minor periodic assistance with activities of daily living or medication management. Other assisted living providers have designed their services specifically for the very frail elderly who need a very high level of assistance on a daily basis. These assisted living facilities have become a substitute for nursing homes and frequently provide many, though not all, of the same care services as a skilled nursing facility. It is important to know what type of environment each assisted living community caters to so that you or your loved one will be comfortable. There are approximately 30,000 assisted living options to choose from in the United States.

Lists of assisted living options in New York City by borough are available on the NYC Department for the Aging's website at <https://www1.nyc.gov/site/dfta/about/publications.page> under "Alternatives in Senior Housing."

What is a Nursing Home?

There are about 16,000 nursing homes in the U.S. Nursing homes, also known as skilled nursing facilities, are for seniors who require constant medical care and need significant assistance with the activities of daily living. The goal of care in a nursing home is to help individuals meet their daily physical, medical, social, and psychological needs. Nursing homes are generally stand-alone facilities, but some are operated within a hospital or an assisted living community.

Residents of nursing homes generally have high care needs and complex medical conditions that require routine skilled nursing services. Due to the needs of their residents, nursing homes are required by federal law to have a licensed nurse on duty 24 hours a day. Residents typically share a room and are served meals in a central dining area. Residents should have the opportunity to be involved in activities that provide mental, physical, and social stimulation. Be sure to ask about activities offered when you tour the facility.

The average cost of care for nursing home care across the country ranges between \$5,000 and \$30,000* per month. Cost is determined by the level of care needed, the setting where the care is provided, and the geographic location. Due to the high cost of care, many residents use supplemental funding from the government in the form of Medicare** and/or Medicaid.

**Cost of care for nursing home care in the NYC Metropolitan Area is likely to be in the \$12,000/month range and higher.*

*** Medicare generally only covers 30 days post-hospitalization.*

Central Brooklyn Nursing Homes

Downtown Brooklyn Nursing Center

520 Prospect Place
Brooklyn, NY 11238
718-636-1000
<https://dbnrc.com/>

Crown Heights Center for Nursing

810-20 St Marks Avenue
Brooklyn, NY 11213
718-467-7300
<https://www.crownheightscenterrehab.com>

New York Congregational Nursing Center

135 Linden Boulevard
Brooklyn, NY 11226
718-480-4026

<https://www.nycnc.org/>

<https://www.kingsbrook.org/Programs-Services/Rutland-Nursing-Home.aspx>

Rutland Nursing Home

585 Schenectady Avenue
Brooklyn, NY 11203
718-604-5221

Dr. Susan Smith McKinney Nursing and Rehab Center

594 Albany Avenue
Brooklyn, NY 11203
718-245-7000

<https://www.nychealthandhospitals.org/locations/mckinney/>

All nursing homes in New York are regulated by the State Department of Health. A complete list of nursing homes is available online at https://profiles.health.ny.gov/nursing_home/. The agency's website provides comprehensive information on nursing homes, including rankings regulations and inspection reports, as well as information about patients' rights and nursing home alternatives.

Complaints regarding nursing home services can be made to the Department of Health by calling 888-201-4563 or online at <https://apps.health.ny.gov/surveyd8/nursing-home-complaint-form>.

Long-Term Care Advocacy and Referrals

ICAN (Independent Consumer Advocacy Network)

844-614-8800

<http://icannys.org>

ICAN is the New York State Ombuds program for people with Medicaid long-term care services. A program of the Community Service Society of NY, ICAN assists New Yorkers with enrolling in and using managed care plans that cover long-term care services, such as home attendant services or nursing home care. Confidential counseling to older adults and people with disabilities is available over the phone or in person. Services include representing clients in appeals against managed care plans, lodging official complaints and monitoring trends to help the State Health Department to address systemic issues. They also provide community education for caregivers, consumers and professionals.

Long Term Care Community Coalition (LTCCC)

212-385-0355

<http://nursinghome411.org/>

The LTCCC educates the public and advocates for systemic change to improve the lives of older adults and people with disabilities living in long-term care facilities.

MFJ Legal Services Nursing Home Residents Project (NHRP)

Intake: 212-417-3891 (M-F, 9am-5pm)

<http://mobilizationforjustice.org/projects/nursing-home-residents-project/>

The NHRP project provides information, advice, and advocacy for nursing home residents and their families. The NHRP also provides legal representation in areas such as abuse and neglect, civil rights violations, improper discharge planning and unfair consumer practices.

NY Connects

800-342-9871

<http://www1.nyc.gov/site/nycnyconnects/index.page>

NY Connects is a point of entry into long-term care services and supports, including managed long-term care that enables individuals to remain independent and continue living in their homes. This is a free service which provides information, assistance and referrals to older adults, individuals with disabilities regardless of age, family members, friends and professionals. It also helps individuals locate behavioral health support, apply for Medicaid and other benefits and find social support. It maintains an online directory which allows you to search for a variety of resources.

New York State Long-Term Care Ombudsman Program – CIDNY

212-674-2300

<https://www.cidny.org/lcopol/>

The Center for Independence of the Disabled, New York (CIDNY) operates an advocacy program for those living in nursing homes, assisted living facilities and family-type homes. CIDNY's Ombudsmen work with residents and their families to make sure residents' rights are protected, their needs met and any complaints are resolved. All information is confidential. The program also advocates for systemic changes in the long-term care system to improve the quality of life and services for older adults and those with disabilities who reside in long-term care facilities.

Additional Online Long-Term Care Resources

A Place for Mom

<http://www.aplaceformom.com>

This website is a free referral service to help find the right residential senior care for loved ones.

Aging Care

<http://www.agingcare.com>

Aging Care is a website that connects caregivers to each other in order to provide support and advice for one another. This website also provides many local resources for its users.

Aging with Dignity

<http://www.agingwithdignity.org>

An organization dedicated to helping older adults make their own educated choices in their later stages of life. Their Five Wishes program provides an easy-to-use legal document that anyone 18+ can use to express their wishes ahead of a serious illness.

Caring.com

<http://www.caring.com/>

This website is available for all types of questions or concerns about getting help for an elder or help for a caregiver. There are many resources on different medical conditions as well as advice for easy transitions on both ends of the spectrum.

Elderlaw Answers

<https://www.elderlawanswers.com/>

A website providing information about crucial legal issues facing older adults. You can tap into a network of qualified elder law attorneys and get preliminary answers to your legal questions.

Family Caregiver Alliance

<http://caregiver.org/caregiver/jsp/home.jsp>

An organization devoted to improving the quality of life for family caregivers and their loved ones. Website provides links to local and national support and educational services.

LongTermCare.gov

<https://longtermcare.acl.gov/>

Learn about long-term health care through this tool produced by the Administration for Community Living, part of the federal Department of Health and Human Services.

New York State Office for the Aging

800-342-9871

<http://www.aging.ny.gov>

State agency dedicated to helping older New Yorkers be as independent as possible through advocacy and programs that support and empower older adults and their families.

SeniorAdvisor.com

<https://www.senioradvisor.com/>

A website providing consumer reviews of senior living communities and homecare providers. It includes a platform for residents and their families to share experiences to help others in their own search for senior care.

PET CARE SERVICES

ASPCA Animal Hospital

646-259-4080

<https://www.aspca.org/nyc/aspca-animal-hospital-nyc>

The ASPCA Animal Hospital provides urgent veterinary care for cats and dogs whose owners are experiencing financial challenges. Hours are by appointment only—no walk-ins are accepted. Closed all major holidays. Reduced cost services are available to households with incomes of \$50,000 or less. To qualify for financial assistance, bring one of the following with you: EBT benefits card, SSI award letter, VA benefits letter, proof of unemployment or Workers' Compensation or proof of public assistance. Current COVID guidelines are listed online.

ASPCA Mobile Spay/Neuter Clinic

877-772-9692

<https://www.aspca.org/nyc/spay-neuter-services/mobile-spay-neuter-clinic>

The ASPCA strives to make spay/neuter services accessible to all. Low-income pet parents (with proof of public assistance such as EBT benefits card, Medicaid, Medicare, SSI, disability or public housing) qualify for free spay/neuter services for their cat or dog. The cost is \$125 for all others. Call or visit the website for updates.

Healthy Pets Project of NYC

<http://www.healthypetsnyc.org>

Offering free pet food and supplies for low-income pet owners, and assistance to those facing financial hardship due to a veterinary emergency. Applicants are evaluated on a case-by-case basis and must meet certain criteria.

Paws New York

212-203-4760 x 302

<http://pawsny.org/services>

The Housecalls Program is PAWS NY's core program where volunteers make home visits to provide dog walking, litter maintenance, provision of food and water, transportation to/from the vet and grooming for older pet owners who meet their eligibility requirements. Through the Pets Pantry Program, PAWS NY also distributes pet food and supplies on a limited basis to people who are having trouble buying food for their pets. Call or email referrals@pawsny.org for details.

The Humane Society of New York

212-752-4842

<http://www.humanesocietyny.org>

The Society helps dog and cat owners with limited means with veterinary care at affordable rates. The most needy cases (frequently elderly or owners with disabilities with acutely ill pets) receive full or partial underwriting for care. Covers 100% of spay/neuter costs.

Animal Care Centers Seniors for Seniors

212-788-4000

<https://www.nycacc.org/SeniorsforSeniors>

ACC's Seniors for Seniors program places older cats and dogs (6+ years) with adults age 60 or older. All adoption fees are waived, and an adoption counselor will help you adapt and get settled into your new routine.

POLICE PRECINCT COMMUNITY COUNCILS

All police precincts in New York City hold regular meetings open to the public. The meetings are an opportunity for citizens to learn about recent developments in their community, meet senior police officers, and to discuss any concerns or questions. Contact each Precinct Community Council for the latest details.

Senate District 20 includes portions of the following NYPD precincts:

67th Precinct

2820 Snyder Avenue

Brooklyn, NY 11226

718-287-3211

Community Council meetings typically take place on the third Thursday of each month at 7:30 PM at 72 Veronica Place.

71st Precinct

421 Empire Boulevard

Brooklyn, NY 11225

718-735-0511

Community Council meetings typically take place on the third Thursday of each month at 7:30 PM at 400 Empire Blvd.

72nd Precinct

830 Fourth Avenue

Brooklyn, NY 11232

718-965-6311

Community Council meetings typically take place on the second Tuesday of each month at 7:30 PM. The location of these meetings varies from month to month.

77th Precinct

127 Utica Avenue

Brooklyn, NY 11213

718-735-0611

Community Council meetings typically take place on the second Monday of each month at 7:30 PM, location change each month.

78th Precinct

65 Sixth Avenue

Brooklyn, NY 11217

718-636-6411

Community Council meetings typically take place virtually on the last Tuesday of each month at 7:30 PM.

SENIOR CENTERS

At present, there are over 100 senior centers located throughout Manhattan operated by the NYC Department for the Aging. To find one close to you, call 311 or check the Department for the Aging's website. Senior centers offer a variety of services including meals, educational and recreational programs, assistance with benefits, exercise classes, services to homebound older adults and field trips to theaters and museums.

The following centers are located in Senate District 20:

Park Slope Center for Successful Aging

463A 7th St.

Brooklyn, NY 11215

<https://www.heightsandhills.org/programs/park-slope-center-for-successful-aging/>

Park Slope Center for Successful Aging hosts sit down meals Monday through Friday 12pm-1pm. The center also offers in person and online fitness, art, health, and wellness classes.

Shalom Senior Center

483 Albany Avenue

Brooklyn, NY 11203

718-774-9213

<http://chcentral.org/shalom-senior-center/>

This space offers hot nutritious meals and a space to socialize for neighborhood elderly, and runs a hot meal delivery service for homebound seniors.

Prospect Hill Senior Services Center

283 Prospect Avenue

Brooklyn, NY 11215

718-499-9574

<http://stjme.org/prospect-hill-senior-services-center/>

Operated through St. John-St. Matthew-Emanuel Lutheran Church, Prospect Hill Senior Service Center serves breakfast and lunch Monday through Friday, in addition to diverse programming and activities.

Fort Greene Council Older Adult Clubs

<https://www.fortgreencouncil.org/neighborhood-center-beta>

718-638-6910

With 14 Older Adult Club locations throughout Brooklyn, Fort Greene Council provides free programming and meals for adults 60+. They serve 3 meals a day, Monday through Friday. They also offer in person activities including fitness, gardening, holiday celebrations, health and wellness, group trips, art classes, computer classes, and more.

Albany

196 Albany Avenue

Brooklyn, NY 11213

718-773-2600

Grant Square

19 Rogers Avenue

Brooklyn, NY 11216

718-363-3133

Hugh Gilroy

447 Kingsborough 4th Walk #1

Brooklyn, NY 11233

718-756-8400

Marcus Garvey

1440 E New York Avenue
Brooklyn, NY 11212
718-346-7167

Christopher Blenman

720 E New York Avenue
Brooklyn, NY 11203
718-773-7400

Additional Senior Centers**New York Memory Center**

199 14th St.
Brooklyn, NY 11215
718-499-7701

<https://www.nymemorycenter.org/>

New York Memory Center, provides in person and virtual programming and support care for those diagnosed with Alzheimer's and other dementia-related disorders.

Services & Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders (SAGE)

<https://sagenyc.org/sage-centers/>

Griot Circle / SAGE Brooklyn Stonewall House (Fort Greene)
271 Myrtle Avenue
718-246-2775

<https://griotcircle.org/>

Griot Circle in partnership with SAGE offers hot lunches for seniors 60+ Monday through Friday for a suggested donation of \$3. They also offer programming based on health and wellness, fitness classes, peer caregiving, and case management. For other SAGE locations throughout NYC, check the link above.

Selfhelp Virtual Senior Center

212-971-7676

<http://vscm.selfhelp.net/>

This initiative places easy-to-use large touch screen devices with integrated webcams into the homes of socially-isolated older New Yorkers to create an interactive experience that reduces social isolation and provides better access to community services. The program allows participants to engage in activities like discussion groups, museum lectures and music classes from the comfort of their own homes.

SERVICES FOR PEOPLE WITH DISABILITIES

Access-A-Ride

877-337-2017

718-393-4999

<https://access.nyc.gov/programs/access-a-ride/>

<http://web.mta.info/nyct/paratran/guide.htm/>

Provides transportation for people who are unable to use public transportation. One-way fare is the same as full fare on mass transit. Exact change required. Access-A-Ride service operates 24 hours a day, seven days a week. Call for application and/or additional information. Please note you must apply and it will take at least 21 days for approval from the date of application.

Center for Independence of the Disabled of New York (CIDNY)

212-674-2300 (Manhattan office)

646-350-2681 (Video Phone)

www.cidny.org

Provides benefits counseling and direct services (e.g., housing assistance, referrals and recreational activities for residents with disabilities). Also involved in political advocacy to improve the rights and opportunities of people living with disabilities.

Jewish Community Council of Greater Coney Island Senior Transportation Services

718-449-5000

<https://www.jccgci.org/our-services/senior-support-systems/senior-transportation-services/>

JCCGCI's Senior Citizen Transportation Program serves residents throughout Brooklyn and offers individual car, shuttle and ambulette services to seniors 60+. Cars can be ordered for medical and other essential trips. Group van shuttles to senior centers and buses for shopping, recreation events, and educational events are also offered.

Mayor's Office for People with Disabilities

311 or 711 (Relay service for Hard-of-hearing)

TTY Service: 212-504-4115

Video Phone: 646-396-5830

www.nyc.gov/html/mopd

Works with other NYC agencies to assure that the voices of the disabled are represented and that City programs and policies address the needs of people with disabilities. Provides brochures and directories that detail programs, services, activities and other resources that are accessible to people with disabilities.

New York City Human Rights Commission

212-416-0197

<http://www.nyc.gov/html/cchr/home.html>

The NYC Human Rights Law is one of the most comprehensive civil rights laws in the nation. It prohibits discrimination in employment, housing and public accommodations based on race, color, creed, age, national origin, citizenship status, gender, gender identity, sexual orientation, disability, marital status and partnership status. The NYC Human Rights Commission is charged with enforcement of the Human Rights Law, investigates potential violations and provides education to the public. Complaints can be filed via the website, in person or over the phone. The NYC Human Rights Commission's **Project Equal Access** (PEA) works with housing providers, businesses and employers to make NYC more accessible. People with disabilities are entitled to reasonable

accommodations — changes to a building or space that do not cause undue hardship to the business, employer or housing provider. Examples of reasonable accommodations include: ramps, roll-in showers, electronic doors, grab bars and permitting service animals in “no pets” buildings. More information is available at <https://www1.nyc.gov/site/cchr/community/equal-access.page>. To request assistance in obtaining accommodations for your disability, call 212-416-0197 or fill out the online form at <https://www1.nyc.gov/site/cchr/about/report-discrimination.page>.

New York State Human Rights Commission

888-392-3644

TTY # 718-741-8300

<https://dhr.ny.gov/>

New York has the proud distinction of being the first state in the nation to enact a Human Rights Law, which affords every citizen “an equal opportunity to enjoy a full and productive life.” This law prohibits discrimination in employment, housing, credit, places of public accommodations and non-sectarian educational institutions, based on age, race, national origin, gender, sexual orientation, marital status, disability, military status and other specified classes. Complaint forms and details about how to file complaints are available online at <https://dhr.ny.gov/complaint#overview>.

Parking Permits for People with Disabilities (PPPD)

718-433-3100

www1.nyc.gov/html/dot/html/motorist/pppdinfo.shtml#nycpermit

The NYC Department of Transportation issues two types of parking permits for people with disabilities — NY State permits and NYC permits. There are different eligibility requirements and uses for these permits. The City permit can only be used for on-street parking within NYC, and the State permit is used for designated parking spaces for people with disabilities. Details and applications are available online and by phone.

Project Open House (POH)

Call 311

<https://www1.nyc.gov/site/mopd/initiatives/project-open-house.page>

Administered by the NYC Mayor’s Office for People with Disabilities, POH removes architectural barriers in the homes of people with permanent disabilities. Examples of work covered under the program include widening doorways, converting steps into ramps and installing grab bars. To be eligible, individuals must have permanent disability and meet the Section 8 income limits by household size; exact numbers can be found on the website. Applicants do not need to own their residence, but they must have their building owner’s written approval for the work to be done. As of January 2023, POH had temporarily stopped accepting new applications due to ongoing changes in program procedures and policies. Check the website or call 311 for updates.

See section “Government Benefits for Low & Moderate Income Renters” for information about the Disabled Rent Increase Exemption for low-income renters. See section “Property Tax Reduction Program for Homeowners” for information about the Disabled Homeowners’ Exemption for low-income homeowners.

SERVICES FOR THE VISUALLY IMPAIRED

American Foundation for the Blind

212-502-7600

www.afb.org

Works to expand the possibilities for people with vision loss through a variety of initiatives, including research, advocacy and encouraging the creation of more accessible products and websites.

APH Connect Center

800-232-5463

<https://aphconnectcenter.org/>

Helps to connect people who are blind or visually impaired to services, and to answer questions about blindness and vision impairment. Provides a directory of services for older adults with vision impairments, as well as webinars and other resources. Visit the website for a directory and details on upcoming webinars. Obtain a “Getting Started Toolkit” by visiting <https://visionaware.org/getting-started/> or calling 800-232-5463 and press option 2 to have it read out loud.

New York State Commission for the Blind

866-871-3000

212-825-5710 – Lower Manhattan Office

<http://ocfs.ny.gov/main/cb/>

The mission of the NYSCB is to enhance employability, to maximize independence and to assist in the development of the capacities and strengths of people who are legally blind. Provides a listing of not-for-profit agencies in New York that offer on-the-job training, placement services, assistance technology, independent living training and other services to the blind, including children’s services and transition services for teenagers.

Lower Manhattan Office (80 Maiden Lane, Suite 401):

Serves New Yorkers living below 23rd Street in Brooklyn and in Staten Island.

Lighthouse Guild

800-284-4422

TTY 711

<http://www.lighthouseguild.org/>

An organization dedicated to providing exceptional services that inspire people who are visually impaired to attain their goals. Lighthouse Guild coordinates care for eye health, primary care, behavioral health, occupational therapy and related services. It also offers an American Diabetes Association-accredited self-management education program and a comprehensive Adult Day Health Care program for people with vision loss and chronic medical conditions. Telehealth is available for some services. Vision rehabilitation services include assistive technology training, independent living support, academic and career services and access to the latest tech and low vision devices through its Technology Center. Lighthouse Guild provides national tele-support groups for teens, adults and parents of children with vision loss, and the latest information for technology users and innovators through its *On Tech & Vision* podcast.

National Federation of the Blind of New York State NYC Chapter

NYC Chapter: 347-395-2203

Email: nyc@nfbny.org

www.nfbny.org

NYC Chapter Facebook Page: <https://www.facebook.com/theblindofnewyorkcity>

Support and advocacy group that strives to reform general attitudes toward the blind, and the attitudes blind people have about themselves. Provides phone support groups for older adults as well.

SUNY University Eye Center

33 West 42nd Street

New York, NY 10036

212-938-4000 or 212-938-4001

<https://www.universityeyecenter.org/>

The patient care facility of the State University of New York College of Optometry provides a wide range of services for all eye care patients, including comprehensive exams, contact lenses, diabetic eye care, glaucoma, head trauma, low vision, ocular hypertension, social work and vision therapy services. Accepts Medicaid and Medicare.

TRANSPORTATION

Access-A-Ride

877-337-2017

718-393-4999

<https://access.nyc.gov/programs/access-a-ride/>

<http://web.mta.info/nyct/paratran/guide.htm>

Provides transportation on an “as needed” basis for people who are unable to use public transportation. One-way fare is the same as full fare on mass transit. Exact change required. Access-A-Ride service operates 24 hours a day, seven days a week. Call for application and/ or additional information. It will take at least 21 days from the date of application for approval.

Accessible Dispatch

311

Direct Dispatcher: 646-599-9999 Text: 646-400-0789

www.nycaccessibledispatch.org

Accessible Dispatch compensates drivers for their travel to a pickup location, allowing passengers to only pay the metered taxi fare. All drivers of wheelchair-accessible taxicabs are required to participate in the Accessible Dispatch program. Passengers can request a wheelchair-accessible taxi for any trip beginning in Manhattan by calling/texting/visiting the website listed above. An app is available for Apple and android smartphones.

Jewish Community Council of Greater Coney Island Senior Transportation Services

718-449-5000

<https://www.jccgci.org/our-services/senior-support-systems/senior-transportation-services/>

JCCGCI’s Senior Citizen Transportation Program serves residents throughout Brooklyn and offers individual car, shuttle, and ambulette services to Seniors 60+. Cars can be ordered for medical and other essential trips. Group van shuttles to senior centers and buses for shopping, recreation events, and educational events are also offered.

EasyPay MetroCard

877-323-RIDE (877-323-7433)

<https://new.mta.info/easypay>

Assistance available 9am-5pm on weekdays, except holidays, and 9am-2pm on Saturdays. Program allows older adults to automatically refill their Reduced Fare MetroCards automatically with a credit or debit card.

MTA Mobile Sales Buses and Vans

511

<https://new.mta.info/fares/metrocard-buses-and-vans>

MTA Mobile Sales Vans appear at select locations during select times throughout the City and offer a variety of services. You can get help with a Reduced-Fare Application, transfer MetroCard balances, exchange damaged Reduced-Fare MetroCards, report a lost/stolen Reduced-Fare MetroCard or ask for information about any MetroCard-related issues. Locations and times (as of January 2023) in Brooklyn are listed below. Check the website or call for the complete list and current locations.

Location	Day	Time
Sheepshead Bay at 3520 Nostrand Ave (Between Avenue V & Avenue W)	1st Tuesday	10 a.m. – 12 p.m.
Starrett City at Pennsylvania Ave & Twin Pines Dr	1st & 3rd Tuesday	9:30 a.m.– 11:30 a.m.
Coney Island at Neptune Ave (Between West Fifth St & Sixth St)	1st Tuesday	1 p.m. – 3 p.m.
Flatlands at Kings Plaza Shopping Mall (Avenue U & Flatbush Ave)	1st & 3rd Tuesday	2 p.m. – 4 p.m.
Flatlands at 2424 Ralph Ave (Avenue N & Mill Lane)	1st & 3rd Tuesday	12:30 p.m. – 1:30 p.m.
Bensonhurst at 86 St & Bay Pkwy	2nd & 4th Friday	10 a.m. – 12 p.m.
Bay Ridge at 86 St & Fourth Ave	2nd & 4th Friday	1 p.m. – 3 p.m.

Reduced-Fare MetroCards

3 Stone Street

New York, NY 10004

511 (when prompted say “MTA” then say “reduced fare MetroCard”)

<https://new.mta.info/fares/reduced-fare>

Application: <https://new.mta.info/document/28261>

MetroCards currently offer \$1.45 fares to adults 65 and older and to people with disabilities of any age. Reduced-Fare cards work like standard MetroCards, but are personalized with your name and photo. Pay-per-ride and unlimited-ride options available, as well as EasyPay. Apply by mail or in person at the MTA’s Customer Service Center at 3 Stone Street or at a MetroCard Bus or Van. You will need a valid photo ID with your date of birth, or a Medicare card and another form of photo ID.

VETERANS' BENEFITS

Legal Services NYC Veterans Justice Project

347-592-2409

<https://www.legalservicesnyc.org/what-we-do/practice-areas-and-projects/veterans-justice-project>

The Legal Services NYC Veterans Justice Project provides civil legal services to low-income military veterans, service members and their families. It is designed to help veterans achieve greater housing and financial stability and connect veterans with social and mental health services. Hotline open Monday through Friday, 9:30am to 4pm.

New York City Bar Association's Veterans Assistance Project

212-382-4722 or 877-564-3383

<http://www.citybarjusticecenter.org/projects/veterans-assistance-project/>

The Veterans Assistance Project is designed to meet the needs of the 250,000+ veterans living in New York City by providing pro bono assistance with disability benefits claims before the New York City Regional Office of Veterans Affairs.

New York City Department of Veterans' Services

212-416-5250

<https://www1.nyc.gov/site/veterans/index.page>

The NYC Department of Veterans' Services provides assistance and advocacy for veterans and their family members with housing, employment, education, mental health, health care, public benefits and legal services issues. Call or visit the website for the latest updates. A guide to their services is available online at: https://www1.nyc.gov/assets/veterans/downloads/pdf/Veterans_Resource_Guide_JUL2019.pdf.

New York Legal Assistance Group Veterans Project (NYLAG)

212-946-0343 (Intake Monday, Wednesday, and Thursday, 9am-3pm)

vethelp@nylag.org

<https://www.nylag.org>

NYLAG provides free civil legal services to veterans on a range of issues, including eviction prevention, public benefits denials, debt collection and health care.

New York State Department of Veterans' Services

718-722-7072

888-838-7697 (to schedule an appointment with a benefits advisor)

<https://veterans.ny.gov>

The New York State Department of Veterans' Services provides assistance to veterans and their families with accessing benefits, employment, health care, financial and housing issues.

U.S. Department of Veterans Affairs

New York Regional Office

423 East 23rd Street

New York, NY 10010

212-686-7500 or 844-698-2311

<https://www.va.gov>

The U.S. Department of Veterans Affairs coordinates a wide range of health care, disability, education, employment, housing and pension benefits for veterans and their families. Many veterans are eligible for geriatric and long-term care services in VA facilities and/or their homes.

Veterans' Health Care Benefits:

U.S. Veterans Affairs New York Harbor Healthcare System-Manhattan

423 East 23rd Street, New York, NY 10010

212-686-7500

212-686-7500 x4656 (Mental Health)

<https://www.nyharbor.va.gov/>

The NY Harbor Healthcare System works to improve the health of the men and women who so proudly served our nation. The system works to be the provider of choice for veterans by offering an efficient, integrated quality health care system providing a full range of primary, specialty and chronic health care services.

Additional VA Toll-Free Numbers:

Crisis Hotline: 800-273-8255

Education (GI Bill): 888-442-4551

Life Insurance: 800-669-8477 • 800-419-1473

Medical care for dependents and survivors: 800-733-8387

Special Issues (Gulf War/Agent Orange): 800-749-8387

Veterans Health Administration: 877-222-VETS (877-222-8387)

Women's Health: 885-VA-Women (885-829-6636)

Veterans' Homeowner Tax Exemption

The Veterans' Tax Exemption is a partial property tax exemption available to property owners who served in the U.S. armed forces in WWI, WWII, Korea, Vietnam, the Gulf or the Global War on Terrorism. Spouses of qualified veterans, unmarried surviving spouses of qualified veterans and Gold Star parents are also eligible. Applications are available online at <https://www1.nyc.gov/site/finance/benefits/landlords-veterans.page> or by calling 311.

VOLUNTEER OPPORTUNITIES

There are countless volunteer opportunities with organizations throughout NYC. Below is a small sample.

AARP Local Volunteer Opportunities

<https://local.aarp.org/new-york-ny/volunteering/>

Provides volunteers with opportunities to volunteer in various different programs affiliated with AARP around NYC.

American Red Cross

877-733-2767

<https://www.redcross.org/local/new-york/greater-new-york/volunteer/become-a-volunteer.html>

Trains volunteers to work in a variety of capacities, including disaster response, teaching, health and safety and support services.

Big Apple Greeters

212-669-8198

<http://bigapplegreeter.org/volunteer/>

Through this program, volunteer greeters show visitors to New York around all the boroughs. Volunteers who speak languages other than English are especially in demand.

JASAChat

212-273-5320

www.jasa.org/volunteer

The JASAChat program connects volunteers with isolated seniors for a weekly phone or video chat. Visit their website to learn more about this program and sign up.

New York Cares

212-228-5000

<https://www.newyorkcares.org/volunteer>

Non-profit organization that matches people of all ages with volunteer opportunities across the City. Opportunities are available for those who want to help out for as little as one day.

New York State Long-Term Care Ombudsman Program–CIDNY

212-812-2913

<https://www.cidny.org/lcop/>

“Ombudsmen” are advocates for those living in nursing homes, assisted living facilities, and family-type homes. CIDNY’s Ombudsmen work with residents and their families to make sure residents’ rights are protected, their needs met, and any complaints are resolved. The Ombudsman program uses volunteers as advocates. Volunteers go through a 42-hour training program and are then certified by the state. Once they are certified, volunteers are assigned to a facility to work with the residents and their families.

NYC Service

212-788-7550

<https://www.nycservice.org/search/>

Refers volunteers to a wide range of NYC organizations.

826NYC

718-499-9884

<https://826nyc.org/>

826NYC is a Park Slope-based organization that provides classes and learning opportunities for young writers. Volunteers can help with after school and weekend programs, field trips, and editing, proofreading, and designing books that the children create.

Repair the World Brooklyn

808 Nostrand Avenue, Brooklyn, NY 11216

<https://weprepair.org/get-involved/volunteer/?community=new-york>

Repair the World is a Jewish organization that mobilizes their surrounding communities to get involved in local volunteer opportunities. There are both virtual and in-person opportunities available.

The Campaign Against Hunger

<https://www.tcahnyc.org/volunteer/>

718-773-3351 x 115

The Campaign Against Hunger is one of the largest food pantries in all of the five boroughs. They are always in need of volunteers to help with intake, unloading food, harvesting produce, and distributing food to those in need.

Retired & Senior Volunteer Program (RSVP)

212-254-8900

<http://www.cssny.org/programs/entry/retired-and-senior-volunteer-program>

Run by the Community Service Society of New York. Encourages and assists older adults who want to volunteer in their communities. Among their programs are The Financial Advocacy Program, which boosts the economic security of low-income New Yorkers through public benefits counseling and financial education; and the Reentry Services and Youth Mentoring, programs which prepare the formerly incarcerated and their families for success in school, on the job, and in the community.

Volunteer Referral Center

212-889-4805

<https://volunteer-referral.com>

This 25-year-old program connects skilled and willing volunteers with the needs of nonprofit organizations. Interviews are required with all volunteers to match with positions.

WHAT ARE ADVANCE DIRECTIVES?

HEALTH CARE PROXY

The New York Health Care Proxy Law allows you to appoint someone you trust – for example, a family member or close friend – to make healthcare decisions for you if you lose the ability to make decisions yourself. By appointing a health care agent, you can make sure that health care providers follow your wishes. Your agent can also decide how your wishes apply as your medical condition changes.

Hospitals, doctors and other health care providers must follow your agent's decisions as if they were your own. You may give the person you select as your health care agent as little or as much authority as you want. You may allow your agent to make all health care decisions or only certain ones. You may also give your agent instructions that they have to follow. This form can also be used to document your wishes or instructions with regard to organ and/or tissue donation. You can download a copy of the NYS Health Care Proxy at: https://www.health.ny.gov/professionals/patients/health_care_proxy/.

A common challenge is keeping track of one's health care proxy. Once you have completed your proxy, make copies to provide to your health care agent, primary care physician, a family member, and your lawyer, as well as to keep on your person and at home so that your proxy is accessible and your wishes will be followed. If your spouse is your health care agent and you get a divorce, your proxy will be considered null and void. You will need to complete a new health care proxy, even if your former spouse will continue to act as your health care agent.

If you do not have someone to appoint as your health care agent, you may document your health care wishes in a living will. There is no standard living will form that must be used in New York. A sample form may be downloaded at: http://www.nhpco.org/wp-content/uploads/2019/04/New_York.pdf.

POWER OF ATTORNEY

A “durable power of attorney” is one of the most powerful planning tools that an attorney can recommend to a client. When a person (the principal) signs a power of attorney, they give another person (the agent) the power to act in their place and on their behalf in managing their assets and affairs. The agent's powers may be broad and sweeping to include almost any act which the principal might have performed. It should be noted, however, that, in general, acts which are inherently testamentary in nature, such as the authority to make or revoke a will, may not be performed by an agent. It is not a substitute for a will because a power of attorney becomes void upon the death of the principal.

Because a power of attorney is such a powerful tool, it can be a “license to steal” in the hands of a dishonest agent. The absence of a power of attorney is better than a power of attorney granted to an agent who can't be trusted. A person who is contemplating executing a power of attorney should be counseled about this risk.

A power of attorney can be either a “general” power of attorney, where the agent may perform almost any act the principal might have performed regarding the financial management of their affairs, or a “limited” power of attorney where the agent has one or more specific powers, such as the power to sell a particular property to a particular purchaser at a particular time.

A principal may name one or more agents who can be authorized to act either “jointly” or “severally” (alone without the signature of the other agent or agents). Requiring agents to act jointly is protective of the principal; however, it substantially increases the administrative burden of the agent.

Under New York law, a power of attorney is “durable” unless the form says otherwise. A durable power of attorney does not become inoperative upon the incapacity of the principal. Because the most common reason for executing a power of attorney is to have someone who can manage your affairs if you become incapacitated, it is very rare to have someone request a power of attorney that is not durable.

Under New York law, there is a prescribed form known as a statutory short form power of attorney. It is highly advisable to use this form. A statutory short form power of attorney incorporates by reference certain definitions. For example, if the principal initials “Banking Powers,” one can look at the law to determine what that means. Also, penalties may be imposed if a financial institution fails to accept a properly executed statutory short form power of attorney.

There are some extremely technical requirements for drafting and executing a valid power of attorney. For that reason, it is highly recommended to have an attorney who is experienced in drafting powers of attorney do it for you instead of trying to do it yourself.

The power of attorney for asset management in the case of a seriously ill or person with disability is especially useful in situations where the person’s assets may be modest and, accordingly, do not warrant the expense associated with other planning techniques, such as trusts or guardianships.

The great advantage of the durable power of attorney is that it remains effective after the principal’s incapacity. The agent, therefore, can act immediately upon the principal’s incapacity to manage their assets or to take various measures without initiating costly and time-consuming guardianship proceedings to obtain the court’s authorization for such transactions.

A power of attorney may not be used to authorize the agent to make health care decisions on behalf of the principal. However, the power of attorney may be used to handle health-related matters such as billing and dealing with insurance companies.



This guide was compiled and made available by:

**State Senator Zellnor Y. Myrie
1077 Nostrand Ave., Ground Floor
Brooklyn, NY 11225
Phone: (718) 284-4700**

**A link to the online version of
the guide is available at:**

MYRIE.NYSENATE.GOV