

Senior Resource Guide

2021-2022 Edition



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
State Senator Liz Krueger**

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 Krueger's office at (212) 490-9535 or lkrueger@nysenate.gov if there are additional resources you think should be included in the next edition.

This edition of the guide was updated in the summer of 2021, in the midst of the COVID-19 pandemic. Throughout the pandemic, many organizations have had to repeatedly change the ways in which they are providing services, alter their hours and/or suspend certain programs. Please check the website or call any organization you are interested in for the latest details.

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COMMITTEES:

**RULES
BUDGET & REVENUE**

Fall 2021

Dear Community Member,

Since we published our last Senior Resource Guide, COVID-19 has changed the world in ways we could not have imagined. I am grateful that we are able to share the Ninth Edition of our Senior Resource Guide with you. You will find expanded information about aging in place, health care, food benefits and assistance, transportation and many other topics.

Please be advised that due to the pandemic, many organizations listed in the guide are only offering remote services and/or limited in-person services and programs. The information throughout this guide is current as of September 2021, but is subject to change at short notice. If you are seeking to visit an organization in person, check the website or call before you go for the latest updates.

It is so important for older adults to be informed about the benefits and entitlements they have earned throughout their lifetimes, and the wide range of resources available in the community. That is the goal of everyone who contributed to this new and expanded Ninth Edition.

One of my most important resources continues to be the input I receive from each of you. It is a great privilege to represent you in Albany and I am always eager to hear from you. I encourage you to contact my office at (212) 490-9535 or lkrueger@nysenate.gov with any questions or comments.

As in the past, I find my office constantly receiving requests for the guide. This Ninth Edition can also be accessed online by going to <https://www.nysenate.gov/senators/liz-krueger>, where you can obtain an electronic copy and sign up for LizList to receive e-mail updates from me.

We have done our best to make this guide as comprehensive and accurate as possible. Over time, and especially during the pandemic, organizations move, phone numbers change and programs close or change, while new programs become available. If there are resources that you cannot find, please contact my office and my staff will be happy to help find you the information you need.

Sincerely,

A handwritten signature in black ink that reads "Liz Krueger".

Liz Krueger
State Senator

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 service.



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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

<http://www.jasa.org/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. It offers 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 tackles the important issues of ageism. Its 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 wellbeing of the aging. Also helps older adults access benefits and 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 homecare 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 he or she is 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 for the Aging)

311 or a case-management agency (see page 5)

<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://www.thetransitionnetwork.org/chapters-newyork-caringcollaborative/>

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. As of September 2021, most activities are taking place remotely due to the pandemic.

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 programs and museum visits, lectures and seasonal luncheons. Programming is offered both in-person and online. As of September 2021, members are being asked to present their vaccine cards or a negative COVID test to attend indoor events. Visit 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.

Search and Care

212-289-5300

www.searchandcare.org

A not-for-profit organization whose mission is to help frail and isolated older people live safely and independently in their own homes. Trained social workers, assisted by screened and trained volunteers, visit those who need help in managing and accessing medical and social services. Services include housing and health care advocacy, assistance obtaining benefits and services and a bill-paying program. Meals on Wheels, benefits and entitlements, housekeeping and personal assistance with activities of daily living are also available. All services are limited to qualified older adults who live between East 86th and 143rd Streets from 5th Avenue to the East River.

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 works 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 the East Side and Midtown areas of Manhattan. To locate a case management agency in another area, visit <http://www1.nyc.gov/site/dfta/services/in-home-services.page> or call 311.

Carter Burden Network – 212- 879-7400

Catchment area is East 59th Street – East 143rd Street

Lenox Hill Neighborhood House – 212-744-5022

Catchment area is Manhattan Community Districts 6, 8 and 11 (covering the East Side of Manhattan from 14th Street to 143rd Street, including Roosevelt Island)

New York Foundation for Senior Citizens – 212-962-7559

Catchment area is Manhattan Community Districts 1, 2, 3, 5, and 6 (all of Manhattan South of 59th Street with the exception of Chelsea, Hells Kitchen, Hudson Yards and West Midtown)

Services & Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders (SAGE) – 212-741-2247

Citywide LGBTQ affirming services

Search and Care – 212-289-5300

Catchment area is East 86 Street – East 143th Street from 5th Avenue to the East River

Stanley Isaacs Senior Center – 212-360-7620

Catchment area – Citywide, with a focus on Yorkville, Upper Eastside and East Harlem

Walk-in: Monday - Wednesday: 9 am-11 am & 2pm-4pm, Thursday: 2pm - 4 pm

≈ 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 stimulation 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://www1.nyc.gov/site/dfta/caregivers/caring-for-adults.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.

NYC Department for the Aging Alzheimer's and Caregiver Resource Center

Call 311

<https://www1.nyc.gov/site/dfta/caregivers/dementia-care.page>

Provides free counseling and assistance to New Yorkers caring for persons with Alzheimer's and other forms of dementia.

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/respice-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 trainings, 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 12 in Manhattan. 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 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 28. 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 September 2021, most meetings are taking place remotely. Visit each website or call for the latest details and to sign up for email newsletters.

Manhattan Community Board #5

450 Seventh Avenue, Suite #2109

New York, NY 10123

212-465-0907

www.cb5.org

Meets the second Thursday of each month at 6pm, except August and any changes due to holidays.

Manhattan Community Board #6

211 East 43rd Street, Suite 1404

New York, NY 10017

212-319-3750

www.cbsix.org

Meets on the second Wednesday of each month at 7pm, except August and any changes due to holidays.

Manhattan Community Board #8

505 Park Avenue, Suite #620

New York, NY 10022

212-758-4340

www.cb8m.com

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

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.

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. As of September 2021, classes are being offered remotely through Zoom. 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. As of September 2021, sessions are currently being conducted remotely. For more information, call the number above or email technologyhelp@dorotusa.org.

NYC Parks Department Media Education Programs

430 West 25th Street
New York, NY 10001
212-255-3705, Press 0

348 East 54th Street
New York, NY 10022
212-754-5411 or 212-754-0293

<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+). The NYC Parks Department is offering a free one-year membership to New Yorkers who sign up between September 7 - December 31, 2021. For more information, call 212-360-2791 or email media.ed@parks.nyc.gov.

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.

Older Adults Technology Services (OATS) Senior Planet Exploration Center

646-590-0615

National Tech Hotline – 888-713-3495 (9am – 5pm, Mon – Fri)

NYC Hotline 917-936-4410 (Leave a message)

<https://seniorplanet.org/senior-planet-nyc-2/>

Provides computer and technology training (classes at both introductory and advanced levels) for adults 60 years and older. All sessions are free, but participants must be registered before classes begin. Class lengths vary from one day to week(s) long programs and all materials are provided. As of September 2021, all in-person programs are temporarily suspended.

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 PC 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. As of September 2021, both remote and in-person classes are being offered. All individuals over age 12 will be required to show proof of full vaccination when entering the JCC.

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. As of September 2021, all sessions are held remotely until safe to do otherwise.



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 market place.

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 City and the 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/>

≈ 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 CFRB 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 age 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 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. As of September 2021, 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 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 from 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. As of September 2021, in-person service is limited and confidential counseling is available over the phone. 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. See page 15 for more information about requesting credit reports.

For more information on scams and how to avoid them, visit:

<https://www.nysenate.gov/newsroom/articles/2019/liz-krueger/senator-kruegers-anti-scam-newsletter-spring-2019>

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.

Bernard M. Baruch College

646-312-1000

www.baruch.cuny.edu

55 Lexington Avenue
New York, NY 10010

Hunter College

212-772-4000

www.hunter.cuny.edu

695 Park Avenue
New York, NY 10065

Borough of Manhattan Comm. College

212-220-8000

www.bmcc.cuny.edu

199 Chambers Street
New York, NY 10007

John Jay College of Criminal Justice

212-237-8000

www.jjay.cuny.edu

524 West 59th Street
New York, NY 10019

The City College of NY

212-650-7000

www.ccny.cuny.edu

160 Convent Avenue
New York, NY 10031

CUNY Graduate Center

212-817-7000

www.gc.cuny.edu

365 Fifth Avenue
New York, NY 10016

CUNY School of Professional Studies

212-652-2869

www.sps.cuny.edu

119 West 31st Street
New York, NY 10001

CUNY Graduate School of Journalism

646-758-7800

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

219 West 40th Street
New York, NY 10018

****As of September 2021, all SUNY and CUNY schools are requiring students to be vaccinated to attend on-campus classes. Check each school's website for the latest details on virtual and in-person options.*

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. The membership fee is \$1,135 for the 2021-2022 academic year or \$715 for a single semester.

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 fall 2021 semester is \$275. Membership for the year is \$550 and includes participation in three semesters. Reduced rates are available for people who choose to study for one or two semesters. Call or see website for details.

Teachers & Writers Collaborative (formerly Elders Share the Arts)

212-691-6590

<http://www.twc.org>

Community-based arts programs 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

646-590-0615

<https://seniorplanet.org/>

Visitors explore resources, events, and commentary through the Senior Planet website. 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. All programs are currently being held online.

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. All courses are currently being held online.



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. As of September 2021, services are being offered remotely via telephone and video conference. 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. For additional details about CVTC services during COVID-19, visit:

<https://www.cvtcnyc.org/covid19> or call CVTC at 212-523-4728.

Manhattan District Attorney's Witness Aid Services Unit

212-335-9040

<https://www.manhattanda.org/wasu-test/>

Provides a variety of court-related services, social services and counseling services to crime victims, witnesses and their families, as well as education surrounding the criminal justice system, and information related to prosecution of the case and crime victims' rights. Spanish speaking staff and interpreters for other languages are available.

Manhattan District Attorney's Victim Resources

212-335-4308 (Domestic Violence & Child Abuse)

www.manhattanda.org/victim-resources/

Provides resources for victims of domestic violence, elder abuse and other crimes.

Manhattan District Attorney's Victim Resources

General Information: 212-335-9000

Elder Abuse: 212-335-9007

Financial Crimes: 212-335-8900

Frauds Targeting Immigrants: 212-335-3600

Hate Crimes: 212-335-3100

Identity Theft: 212-335-9600

Sex Crimes: 212-335-9373

www.manhattanda.org/victim-resources/

Provides resources for crime survivors and their families on how to report a variety of crimes and access services available to them. Please visit the website to view victim resources for the above-listed and other types of crimes.

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 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

As of September 2021, Safe Horizon is providing many services remotely by telephone and video conference, with limited in-person appointments in certain service areas. Please visit Safe Horizon's COVID-19 Updates web page for specific details at:

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



CULTURAL & RECREATIONAL ACTIVITIES

Please note that all museums and indoor cultural, fitness and recreational venues require proof of COVID-19 vaccination as of September 2021. Many also require everyone to wear masks regardless of vaccination status. Details are available online at <https://www1.nyc.gov/site/doh/covid/covid-19-vaccines-keytonyc.page>.

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 admissions and many have special free or pay-what-you-wish hours. Below, you will find a far-from-comprehensive list of major Manhattan museums offering free or reduced cost entrance. Opening days and hours listed below are accurate as of September 2021, but may change. Check with each institution before visiting for the latest hours and whether timed-entry tickets are required. Timed-entry are available on each museum's website.

American Museum of Natural History

Central Park West and 79th Street

New York, NY 10024

212-769-5100

www.amnh.org

Suggested donation for admission for New York, New Jersey, and Connecticut residents, but pay what you can afford. Some exhibits require tickets at an additional cost. Open Wednesday-Sunday, 10am-5:30pm except Thanksgiving and Christmas Day. Reservations for timed-entry admission are required.

Asia Society and Museum

725 Park Avenue

New York, NY 10021

212-288-6400

<https://asiasociety.org/new-york>

Admission for older adults is \$7. Open Wednesday-Sunday, 11am-3pm. Reservations for timed-entry admission are required.

El Museo del Barrio

1230 Fifth Avenue at 104th St.

New York, NY 10029

212-831-7272

www.elmuseo.org

Suggested gallery admission is \$5 for older adults. Free for older adults on Friday to Sunday, 11am-5pm. Closed on New Year's Day, Fourth of July, Thanksgiving Day, and Christmas Day. Reservations for timed-entry admission are required.

Frick Collection

945 Madison Avenue (temporary home)

New York, NY 10021

212-288-0700

www.frick.org

Older adult tickets are \$17. Open Thursday-Sunday, 10am-6pm. Pay what you wish Thursday 4-6pm. Closed on New Year's Day, Fourth of July, Thanksgiving Day, and Christmas Day. Reduced hours on Veterans Day. Reservations for timed-entry admission are required.

Metropolitan Museum of Art

1000 Fifth Avenue

New York, NY 10028

212-535-7710

www.metmuseum.org

Suggested donation for admission for New York State residents. Open Sunday-Tuesday and Thursday, 10am-5pm and Friday and Saturday, 10am-9pm. Reservations for timed-entry admission are required. Closed Wednesdays.

Morgan Library and Museum

225 Madison Avenue

New York, NY 10016

(212) 685-0008

www.themorgan.org

Admission is free on Fridays from 2pm-5pm with reservation. Admission for older adults at other times is \$14. Open Wednesday-Sunday, 10:30am-5pm. 10:30am-11:30am on Wednesday and 4-5pm on Saturday are reserved for members only. Closed Thanksgiving Day, Christmas Day, and New Year's Day. Reservations for timed-entry admission are required.

Museum of Art & Design

2 Columbus Circle

New York, NY 10019

212-299-7777

www.madmuseum.org

Open Wednesday-Sunday, 11am-7pm. Admission on Thursdays from 4pm-7pm is \$9. Admission for older adults at other times is \$14. Museum reserved for Members and older adults ages 65 and over every Thursday from 11am-noon. Reservations for timed-entry admission are required.

Jewish Museum

1109 Fifth Avenue
New York, NY 10128
212-423-3200

www.thejewishmuseum.org

Admission fee for older adults is \$12. Open Thursday-Monday, 11am-6pm. Closed Tuesdays and Wednesdays, and major secular and Jewish holidays. Reservations for timed-entry admission are required.

Museum of the City of New York

1220 Fifth Avenue
New York, NY 10029
212-534-1672

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

Open Friday-Sunday, 10am-6pm. Admission fee for older adults is \$14. Closed Thanksgiving, Christmas, and New Year's Day. Reservations for timed-entry admission are required.

Museum of Modern Art

11 West 53rd Street
New York, NY 10019
212-708-9400

www.moma.org

Open Sunday-Friday, 10:30am-5:30pm, and Saturday 10:30am-7pm. Admission for older adults is \$18. Monday mornings from 10:30am-1pm, open only to members. Closed Thanksgiving Day and Christmas Day. Reservations for timed-entry admission are required.

Neue Galerie

1048 Fifth Avenue
New York, NY 10028
212-628-6200

www.neuegalerie.org

Free admission on the first Friday of every month from 4pm-7pm. \$16 admission for older adults at other times. Open Thursday-Sunday, 11am-5pm. Open only to members from 5pm-6pm Thursday-Sunday. Reservations for timed-entry admission are required.

New York Historical Society

170 Central Park West
New York, NY 10024
212-873-3400

Open Friday from 10-11am for members, older adults 65+ and immunocompromised people. Regular hours Friday 11am-8pm, Saturday and Sunday 11am-5pm. Admission fee for older adults is \$17. Suggested admission Fridays: 6-8 pm. Timed-entry reservations are required.

Rubin Museum of Art

150 West 17th Street
New York, NY 10011
212-620-5000

<https://rubinmuseum.org/>

Free for everyone Fridays, 6pm-10pm, and free for older adults the first Thursday of every month. Admission fee for older adults at other times is \$14. Open Thursday 10am-5pm, Friday 11am-10pm, and Saturday & Sunday 11am-5pm. 10am-11am on Thursdays is for older adults and the immunocompromised. Closed Thanksgiving, Christmas, and New Year's Day, and any time after 5pm on the day after Thanksgiving. Reservations for timed-entry admission are required.

Solomon R. Guggenheim Museum

1071 Fifth Avenue
New York, NY 10128
212-423-3500

www.guggenheim.org

Pay-what-you-wish on select Saturdays from 4pm-6pm. Admission fee for older adults at other times is \$18. Open Thursday-Monday, 11am-6pm. Members-only hours on select Mondays from 6pm-8pm. Closed on Thanksgiving and Christmas Day. Reservations for timed-entry admission are required.

Whitney Museum

99 Gansevoort Street
New York, NY 10014
212-570-3600

www.whitney.org

Pay-what-you-wish on Fridays from 7pm-10pm. Older adult admission fee at other times is \$18. Open Monday 10:30am-5pm, Thursday 10:30am-6pm, Friday 10:30am-10pm, Saturday 11:30am-7pm, and Sunday 11:30am-6pm. Closed Thanksgiving and Christmas Day. Reservations for timed-entry admission are required.

≈ Music, Dance & Theatre ≈

Music, dance and theatre 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.

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. As of September 2021, many of the indoor performance spaces are reopening for the 2021-22 season following COVID-19 safety guidelines. 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 film going 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. As of September 2021, all events are streaming online. Visit 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 age 65 or older (proof of age or disability is required). During the pandemic, free tickets are being distributed entirely via a digital lottery. Visit website for more details. 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 theatre, 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. As of September 2021, live and virtual events are being offered.

≈ Athletic & Recreational Facilities ≈

Asphalt Green

1750 York Avenue
New York, NY 10128
212-369-8890

<https://www.asphaltgreen.org/ues>

Offers community programs, exercise and swim classes, personal training, massage therapy and more. The 50-meter pool has a hydraulic lift chair, and the warm-water Teaching & Exercise Pool has a moveable bottom to help lower participants into the water. See website or call for fees, schedules and registration details. As of September 2001, hybrid programming is offered.

Health Advocates for Older People, Inc.

212-980-1700

www.hafop.org

Health Advocates' Healthy Aging Program promotes healthy aging through wellness programs, exercise classes, cultural and museum visits, lectures and luncheons. Programming is offered both in-person and online. As of September 2001, members are asked to show their vaccine cards or a negative COVID test to attend indoor events. Visit website or call for a monthly schedule.

NYC Parks and Resources for Seniors

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

NYC Parks offers a variety of programs for older adults to stay 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. *Free one-year membership is available to those who sign up between September 7 and December 31, 2021.*

Constance Baker Motley Recreation Center

348 East 54th Street
New York, NY 10022
212-754-5411

<https://www.nycgovparks.org/facilities/recreationcenters/M130>

Operated by the NYC Parks Department, the center provides a wide range of recreational facilities including a gym, pool, basketball court, track, dance room and computer resource center. Yearly membership fee is \$25 for residents age 62+. As of September 2021, all indoor pools are closed and proof of vaccination is required for entry. *Free one-year recreation center membership is available to those who sign up between September 7 and December 31, 2021.*

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.

Queensboro Oval

York Ave. b/t 59th & 60th
212-751-3452

Central Park

93rd St. near West Drive
212-280-0205

Randall's Island Park

212-417-6150

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. As of September 2021, limited capacity, outdoor classes are currently being offered.

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.

Vanderbilt YMCA

224 East 47th Street
New York, NY 10017
212-912-2500

<https://ymcanyc.org/locations/vanderbilt-ymca>

Programs for older adults include health and fitness, swimming classes, programs, social clubs and more. Reduced membership fees for older adults is \$85/month.

92nd Street Y

1395 Lexington Avenue
New York, NY 10128
212-415-5500

www.92y.org

The 92nd Street Y has a large fitness center and pool, and offers a wide range of classes, lectures and programs. Financial assistance is available for those who qualify.



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)

Manhattan North Borough Office: 212-971-2727

Manhattan South Borough Office: 212-279-5794

<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 age 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 Tuesday 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.

Manhattan District Attorney's Elder Abuse Unit

212-335-9007

<https://www.manhattanda.org/victim-resources/elder-abuse/>

The Elder Abuse Unit of the New York County District Attorney's Office investigates and prosecutes crimes involving victims age 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, health-care services, legal advocacy and support services to victims of elder abuse.



EMERGENCY PREPAREDNESS

Community Emergency Response Teams (CERT)

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

CERT Teams 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 team, 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.
 - ~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 in finding 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 offers access to career advisement, 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.

≈ 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-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 (NYLAG)

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 Job Center (the ones most convenient to NYS Senate District 28 are listed below). Call 311 or visit the website for applications and additional locations.

Waverly

12 West 14th Street
New York, NY 10011
212-620-9224

East End

2332 Third Avenue, 3rd Floor
New York, NY 10035
(212) 274-4951

Emergency Broadband Benefit Program

<https://getemergencybroadband.org/>

Administered by the Federal Communications Commission, the Emergency Broadband Benefit Program provides a temporary discount on monthly broadband internet bills for qualifying low-income households. Households can receive discounts of up to \$50 a month on broadband service, plus a one-time discount of up to \$100 for a laptop, tablet or desktop computer. Visit the website to see all eligibility guidelines and details on how to apply. The program will end once it runs out of money, or six months after the federal Department of Health and Human Services declares an end to the COVID-19 health emergency, whichever is sooner.

Home Energy Assistance Program (HEAP)

This grant helps you pay fuel and utility costs. See page 65 for more details.

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 1 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
- 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 page 40 for more details.

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 replacements, 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 he or she is 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/>.

Fresh Food for Seniors

212-415-5633 or 212-360-7620

<https://www.manhattanbp.nyc.gov/issues/senior-food-program/>

The Fresh Food for Seniors Program allows older adults in various Manhattan neighborhoods to purchase fresh, healthy, locally grown produce in pre-packed bags containing the best of what's seasonally available on regional farms. The program runs from June-November. Older adults pay

\$8 for a bag containing five-to-six varieties of fresh fruit and vegetables. Orders are pay-as-you-go, one week ahead of each delivery date. Older adults can sign up for just one order at a time so that they can decide how much food they need and when they need it. Delivery dates vary per site.

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's 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-priced 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 many sites throughout NYC, including one at Lenox Hill Neighborhood House at 70th and First Avenue on Tuesdays, 2:30pm-6pm. 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.

Get Food NYC

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

A NYC government website designed to help you 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.

Lenox Hill Neighborhood House's SNAP Advocacy Program

212-218-0503, ext. 2

<https://www.lenoxhill.org/legaladvocacy>

Lenox Hill Neighborhood House's SNAP/Food Stamp Advocate can help determine whether you may be eligible for SNAP and can help you apply or recertify. Call to schedule an appointment. As of September 2021, all services are virtual.

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.

NY Common Pantry

8 East 109th Street
New York, NY 10029
917-720-9700

<https://nycommonpantry.org/>

The NY Common Pantry is a food bank that also offers social services and basic necessities to clients. It offers supermarket-like shopping through its Choice Pantry, operates a Hot Meals program, Monday to Friday at 2:30pm, and a Brown Bag Meal program from 4-5pm on weekends.

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 28 are listed below).

East End

2322 Third Avenue, 3rd Floor
New York, NY 10035
(212) 860-6801
Monday-Friday, 8:30am to 5pm

Waverly

12 West 14th Street, 4th Floor
New York, NY 10011
(212) 352-2524
Monday-Friday, 8:30am to 5pm

The Urban Outreach Center

1745 1st Avenue
New York, NY 10128
(212) 288-6743

<https://www.uocnyc.org/programs>

The Urban Outreach Center provides a supermarket-style food pantry and Tuesday night community dinners. They are working to end the hunger gap by connecting New Yorkers with healthy food and social services. All of its food programs are operating under COVID-19 safety protocols and are currently being distributed in an outdoor, to-go format. The pantry operates Wednesdays and Fridays from 9am-1pm, and the Tuesday night dinners are held every week from 5:30pm-6:30pm.



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://www1.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 on page 42.

Medicaid Helpline, NYS Department of Health

800-541-2831

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

Adults age 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:

- No age restrictions.
- Persons receiving SSI or Cash Assistance are automatically eligible.
- Persons 65 and older, as well as people with disabilities or blind 21-64-year-olds, are eligible as follows: Income limit is \$884 net monthly for one person and \$1,300 for a couple. Resource or asset limit of \$15,900 for an individual, or \$23,400 for a couple.

Note that income and resource levels are subject to yearly adjustments.

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 amount to the Medicaid office.

How do I apply for Medicaid?

Many senior centers, as well as the websites and organizations listed on page 47, can help determine if you are eligible and can help you apply. As of September 2021, you have the following options for how to submit your Medicaid application:

- 1) Apply online using ACCESS HRA: <https://a069-access.nyc.gov/accesshra/login>. You can also apply for SNAP and cash assistance at the same time;

- 2) 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;
- 3) You can submit your completed application by faxing it to 917-639-0731, 917-639-0732, or 917-639-0736;
- 4) You may also apply at one of the Manhattan Medicaid offices listed below (open Monday-Friday, 9am-5pm) but community members are encouraged to apply online, by mail or by fax if possible.

Dyckman Community

4055 10th Avenue, Lower Level
New York, NY 10040
212-939-0207, Extension #0208

Chinatown

115 Chrystie Street, 5th Fl
New York, NY 10002
212-334-6114

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 and 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 1st and ends March 31st; coverage is effective July 1st. 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/#/?lang=en&year=2021>.

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 **Center for Medicare and 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/#/?lang=en&year=2021>

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 as well as 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.

Resource limit: \$14,790 (individual) or \$29,520 (married couple living together). 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 co-payments. 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.

As of September 2021, 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.

Monthly Income limit: \$1,094 (individual) or \$1,472 (married couple)

Resource limit: \$7,970 (individual) or \$11,960 (married couple)

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.

Monthly Income limit: \$1,308 (individual) or \$1,762 (married couple)

Resource limit: \$7,970 (individual) or \$11,960 (married couple)

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.

Monthly Income limit: \$1,469 (individual) or \$1,980 (married couple)

Resource limit: \$7,970 (individual) or \$11,960 (married couple)

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 you returned to work.

Monthly Income limit: \$4,379 (individual) or \$5,892 (married couple)

Resource limit: \$4,000 (individual) or \$6,000 (married couple)

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 aged 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>

Please note that as of September 2021, CSS is providing services by phone and online.

≈ 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. As of September 2021, all AHIRC services are being offered online and/or by phone.

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 health care 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. As of September 2021, CHA is providing services remotely by phone and online.

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. As of September 2021, all HIICAP services are being provided by telephone or online.

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 co-payments 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 & 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. Be careful about buying drugs outside of the USA since standards may be lower.
- Save receipts for all medicines. These costs may be tax-deductible.



HEALTH CARE SERVICES

As of September 2021, please note that masks are required to be worn in all health care facilities. Additional safety measures may be in place to help community transmission of COVID-19, such as health screenings, social distancing requirements, hand washing and other procedures. Many health care providers are asking patients to attend appointments alone, unless the accompaniment of a family member or caregiver is necessary.

≈ Free and Low Cost Health & Dental Services ≈

Bellevue Hospital Center Adult Medicine and Geriatrics Clinics

462 First Avenue, New York, NY 10016

Bellevue Hospital: 212-562-4141

Adult Medicine & Geriatrics Clinic: 212-562-5555

<http://www.nychealthandhospitals.org/bellevue>

Clinic Information: <https://www.nychealthandhospitals.org/bellevue/patients-visitors/>

Bellevue offers Adult Medicine, Geriatrics and Specialty clinics that provide primary and specialty medical services. Medicaid, Medicare and Family Health Plus accepted. Sliding scale fees and payment assistance are available to those who qualify based on income.

Bellevue Adult Dental Clinic

462 First Avenue, Room 5S23

New York, NY 10016

212-562-8780

<https://www.nychealthandhospitals.org/bellevue/health-care-services/dental/>

The adult dental clinic provides the following services: teeth replacement, dentures, partial dentures/flipppers, implants, crowns, bridges and some extractions that don't require sedation. The clinic does not provide: routine dental maintenance, such as cleaning, and does not perform tooth repairs, such as fillings or root canals. For these services, please contact their network partner, NYC Health + Hospitals/Gouverneur, located at 227 Madison Street, by calling 212-238-7500.

New York Presbyterian/Weill Cornell Dental Clinic

525 East 68th Street, Baker 21, 21st Floor

New York, NY 10065

212-746-5175

<https://weillcornell.org/services/dentistry-oral-and-maxillofacial-surgery>

Provides general dentistry and advanced surgical restorative and reconstructive procedures, including preventive, restorative, and cosmetic procedures, implant dentistry, root canal procedures and periodontics. Accepts Medicaid and Family Health Plus. Individuals may qualify for scaled fees based on income. As of September 2021, patients may encounter additional checkpoints where staff check masks and take their temperature.

New York University David B. Kriser Dental Center

345 East 24th Street

(entrance temporarily relocated to 338 East 25th Street)

New York, NY 10010

To Schedule Your First Appointment: 212-998-9800

Emergency Services/Urgent Care: 212-998-9458

<http://dental.nyu.edu/patientcare.html>

Provides general dentistry, emergency services/urgent care, oral & maxillofacial surgery, orthodontics, implant dentistry, endodontics, periodontics, prosthodontics and special needs dental services. Medicaid accepted. Patient care services are available by appointment only. Reduced fees are available for uninsured individuals. As of September 2021, the patient entrance has been moved to 338 E. 25th Street for screening and entry procedures.

Institute for Family Health

230 West 17th Street

New York, NY 10011

212-206-5200

New Patients: 844-434-2778

<http://www.institute.org/health-care/locations/manhattan>

Services include primary care, behavioral health, insurance enrollment & social services, diabetes care, free clinics for the uninsured, HIV/AIDS services, obstetrics and gynecology. Medicaid, Medicare and most private insurance accepted. Costs are on a sliding scale for those without insurance. Offers both in-person and telehealth appointments.

Weill Cornell Community Clinic

505 East 70th Street, 4th Floor

New York, NY 10065

646-962-9222

<https://wccc.weillcornell.org/>

Run by medical students, the clinic provides free health care for the uninsured. Services include adult primary care, physicals, laboratory services, and immunizations. Appointments must be made in advance. The clinic is not accepting appointments for new patients over the phone at this time. For new patients to make an appointment, please complete the online request form at: <https://wccc.weillcornell.org/request-appointment>. As of September 2021, the clinic hosts telemedicine visits on Tuesday evenings and in-person visits on select Saturday mornings.

≈ 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. As of September 2021, COVID-19 screenings are performed, the number of concurrent patients being seen is limited, social distancing guidelines are followed, masks are required and use of telehealth for follow-up appointments is encouraged.

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. Visit the Center's COVID-19 Update web page for information on how to prepare for your eye appointments: <https://www.universityeyecenter.org/coronavirus>.

~ 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.

≈ 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. As of September 2021, services are being offered remotely by phone and by video conference. 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; available sliding scale fee for the uninsured. As of September 2021, programs are open and operating. 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 September 2021, 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. As of September 2021, MDSG-NY offers over 14-16 online support groups a week. 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. As of September 2021, the NAMI-NYC office is closed; the Helpline, educational classes, and support groups are being provided by phone and video. 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. As of September 2021, comprehensive behavioral health care services are being provided via telehealth, and in-person services are temporarily suspended.

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 ≈

Lenox Hill Hospital House Calls Program

212-434-3015

Through North Shore-LIJ Home Care Network, this program provides primary medical care for homebound adults over age 65. The program serves Manhattan residents who live between Wall Street and 110th Street on the East Side and 120th Street on the West Side. Services are provided by physicians, nurse practitioners, and social workers and include general medical care, ultrasounds, radiology, electrocardiogram (EKG), lab work, prescription refills, community paramedic response to prevent unnecessary hospitalizations, social work services and an after-hours on-call number for patients that is staffed by clinical nurses. Call to ask about eligibility, if the program accepts your Medicare plan and coverage details.

Manhattan House Calls

212-980-4294 / 877-978-4748

<http://www.medhousecalls.com/index.php>

Manhattan House Calls offers primary care home visits to homebound individuals living in SOHO/lower Manhattan on the East and West sides, and up to 120th Street on the East and West sides. The Manhattan House Calls staff of nurse practitioners provide physical examinations, prescribe medications, perform in-home radiology and Electrocardiogram (EKG) testing, provide laboratory referrals, administer immunizations, order medical equipment and provide referrals to home health agencies and other house call specialists as necessary. Call to ask about eligibility, if the program accepts your Medicare plan and coverage details.

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.

New York Presbyterian EGL House Call Program

212-746-5779

The EGL House Call Program at New York Presbyterian Hospital-Weill Cornell Medical Center is comprised of physicians and a geriatric nurse practitioner who provide home-based primary care for homebound older adults living in Manhattan. Through support from the EGL Charitable Foundation, the program includes a novel collaboration with DOROT, to provide medical and psychosocial care for homebound older adults in Manhattan. The service areas are primarily from 40th Street to 100th Street on the East and West Sides of Manhattan. Call to ask about eligibility, if the program accepts your Medicare plan, and coverage details.

≈ 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.



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 & 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 & 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 in 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. As of September 2021, CancerCare is offering telephone and online support services to help anyone affected by the Coronavirus and 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. As of September 2021, services are being provided remotely by phone or online, including helplines, educational webinars and support groups.

Us TOO New York

Helpline: 917-830-4357

www.ustoonewyork.org

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

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 September 2021, meetings are being held virtually. Individuals who wish to attend a meeting should send an email to info@ustoonewyork.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.

≈ 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 38th 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. As of September 2021, the GMHC facility is temporarily closed and most services are being provided remotely. 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.

≈ 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. As of September 2021, program staff are working remotely. 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 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>

As of September 2021, fewer in-person support groups are currently being offered for public safety reasons. Some of the organizations listed in Senator Krueger'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>

≈ 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 levels 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.

Health Advocates for Older People maintains a regularly updated guide on senior housing opportunities in Manhattan that is available online at <https://www.hafop.org/housing-opportunities>.

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 age 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. A 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

Manhattan Housing Court---111 Centre Street, Rm. 225 (*closed as of Sept. 2021 due COVID-19*)
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 (the information tables are closed as of September 2021 due to the pandemic). Staff provide guidance on NYC Housing Court, housing law, obtaining repairs, rent arrears assistance, eviction prevention and referrals to legal services. The 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.

≈ 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. Appointments for virtual and in-person application or renewal assistance 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. Appointments for virtual and in-person application or renewal assistance can be scheduled by calling 311 or online at <https://www1.nyc.gov/site/finance/about/make-an-appointment.page>.

SCRIE Application Clinic at Lenox Hill Neighborhood House

212-218-0503, option 6

<http://www.lenoxhill.org/legaladvocacy/>

Attorneys and advocates are available to help tenants living anywhere in NYC determine if they are eligible for SCRIE and provide assistance with initial and renewal applications. As of September 2021, all assistance is being provided remotely.

DRIE Application Clinic at Lenox Hill Neighborhood House

212-218-0503, option 0

<https://www.lenoxhill.org/legaladvocacy/>

Attorneys and advocates are available to help tenants living anywhere in NYC determine if they are eligible for DRIE and provide assistance with initial and renewal applications. For more information or to schedule a virtual appointment, call or email DRIE@lenoxhill.org.

Home Energy Assistance Program (HEAP)

Call 311 for information or application

<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 Coop 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.

≈ 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 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 a yearly property tax reduction or a check, based on the homeowner's income and how long he or she has been participating in the program.

Residents 65 and older who qualify for Basic STAR and have an annual household income of less than \$90,550 are eligible for the **Enhanced STAR** program. This will increase to \$90,200 in 2022. 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 age 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 De-cluttering, 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.

For more information on home de-cluttering, you can obtain a copy of Senator Liz Krueger's Resource Guide: *What To Do With All That Stuff: Best Practices for Clutter & Hoarding*, at <https://www.nysenate.gov/newsroom/articles/liz-krueger/what-do-all-stuff-best-practices-clutter-and-hoarding> or call 212-490-9535.

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

This 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 povertyline.

Lenox Hill Neighborhood House Legal Advocacy Department

212-218-0503

<https://www.lenoxhill.org/legaladvocacy>

Provides free legal assistance with government benefits, including the NYC Rent Freeze Program for older adults and people with disabilities (SCRIE/DRIE), Medicaid, Medicare, SNAP, SSI and SSD, health insurance enrollment on the NY State of Health Marketplace, and advance directives such as Powers of Attorney, Health Care Proxies and Simple Wills. To be eligible for assistance, you must live, work or go to school on Manhattan's East Side from 14th Street to 143rd Street or on Roosevelt Island. There are income limits for certain services. Numerous fact sheets are available on their website. As of September 2021, most services are being provided remotely.

ADDITIONAL INTAKE NUMBERS:

- | | |
|--|---------------------------------------|
| • <i>Limited Tenant Advice Helpline</i> | 212-218-0330 (open Wednesday 9am-5pm) |
| • <i>DRIE (Rent Freeze Program)</i> | 212-218-0503, option 0 |
| • <i>SCRIE (Rent Freeze Program)</i> | 212-218-0503, option 6 |
| • <i>SNAP (food stamps)</i> | 212-218-0503, option 2 |
| • <i>Health Care Access/Medicare/Medicaid</i> | 212-218-0503 |
| • <i>End-of-Life Planning/Advance Directives</i> | 212-218-0503 |

Manhattan Legal Services

646-442-3100

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

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

Provides free legal advice and representation to low-income Manhattan 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 & Medicaid, discrimination, civil & 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 & Thursday: 9am-5pm)
- Immigration Law Project: 212-417-3724 (Wednesday: 10am-noon)
- Kinship Caregiver Law Project: 212-417-3850 (Monday, Wednesday & Friday: 10am-5pm)
- Low Income Bankruptcy Project: 212-417-3799 (Wednesday: 2pm-4pm)
- Low Income Tax Payer Clinic: 212-417-3839 (Tuesday: 10am-1pm)
- Manhattan Seniors Project: 212-417-3888 (Monday & Wednesday: 2-4:30pm)
- 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 & 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 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

COVID Hotline: 929-356-9582 (Monday-Friday, 7am-1pm)

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, 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 & 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)
- 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. It also works to educate care providers in best practices. Intake open Monday, Wednesday & 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://volspobono.org/>

Volunteer attorneys provide free civil legal services to low-income residents age 60 and older. As of September 2021, all services are being offered remotely.

LGBTQ RESOURCES

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

Midtown (Edie Windsor Center)

305 7th Avenue, 15th Floor

New York, NY 10001

646-576-8669

<https://www.sagenyc.org/nyc/centers/midtown.cfm>

<https://www.sagenyc.org/nyc/centers/harlem.cfm>

Harlem (Oberia D. Dempsey Center)

220 West 143rd Street

New York, NY 10030

646-660-8951

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.

Callen-Lorde Community Health Center

356 West 18th St.

New York, NY 10011

212-271-7200

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

Offers comprehensive primary care, sexual health services, behavioral health and social services free of judgement 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 & 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

<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, 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,” which is 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 type 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 of 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.*

≈ Manhattan Nursing Homes ≈

Amsterdam Nursing Home

1060 Amsterdam Avenue
New York, NY 10025
212-316-7700

www.amsterdamcares.org

Isabella Geriatric Center

515 Audubon Avenue
New York, NY 10040
212-342-9200

www.isabella.org

Jewish Home Lifecare

120 West 106th Street
New York, NY 10025
212-870-4715

www.jewishhome.org

The Riverside (formerly Kateri Residence)

150 Riverside Drive
New York, NY 10024
646-505-3759

<http://theriversiderehab.com>

Mary Manning Walsh Home

1339 York Avenue
New York, NY 10021
212-628-2800

<https://www.archcare.org/nursing-homes/mary-manning-walsh>

Upper East Side Rehab & Nursing Center

(formerly DeWitt Nursing Home)

211 East 79th Street
New York, NY 10075
212-879-1600

<http://uesrnc.com>

Fort Tryon Center

801 West 190th Street
New York, NY 10040
212-543-6400

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

Harlem Center for Nursing and Rehab

30 West 138th Street
New York, NY 10037
212-690-7400

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

New East Side Nursing Home

25 Willet Street, New York, NY
New York, NY 10002
212-673-8500

New Gouverneur Hospital SNF

227 Madison Street
New York, NY 10002
212-441-5000

www.nyc.gov/html/hhc/gouverneur

Terence Cardinal Cooke Health Center

1249 Fifth Avenue
New York, NY 10029
212-360-3980

Village Care Nursing Center

214 West Houston Street
New York, NY 10014
212-977-4600

<http://www.villagecare.org/vcnc>

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 Ombudsprogram 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 supports. 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/ltcop/>

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.

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. As of September 2021, the mobile clinics are temporarily paused. Call or visit 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.

Search and Care

212-289-5300

<https://www.searchandcare.org/pets-and-elders-together/>

Search and Care provides older adults with dog walking services, pet sitting, litter cleanup, grooming and more. They also offer low-income pet owners holiday pet stockings and have a pet medical care fund. They serve residents living between East 86th Street and East 143rd Street.



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. As of September 2021, most Precinct Community Councils are meeting remotely or holding hybrid meetings. Contact each Council for the latest details.

The following precincts cover the majority of Senate District 28:

13th Police Precinct

230 East 21st Street
New York, NY 10011
212-477-7411

The Precinct Community Council typically meets the third Tuesday of every month at 6:30pm.

17th Police Precinct

167 East 51st Street
New York, NY 10022
212-826-3211

The Precinct Community Council typically meets the last Tuesday of every month at 6:30pm.

19th Police Precinct

153 East 67th Street
New York, NY 10065
212-452-0600

The Precinct Community Council typically meets the first Monday of the month at 7pm.

Midtown North Police Precinct

306 West 54th Street
New York, NY 10019
212-767-8400

The Community Council typically meets remotely every third Tuesday of the month at 7pm.

Email anthony.bellantoni@nypd.org to be added to the Community Council email list and receive remote meeting invitations.

Midtown South Police Precinct

357 West 35th Street
New York, NY 10001
212-239-9811

The Precinct Community Council typically meets remotely on the third Thursday of the month at 7:00pm. Email Brian.kelly@nypd.org to be added to the Community Council email list and receive remote meeting invitations.

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 the homebound older adults and field trips to theaters and museums.

***Please be advised that due to the pandemic, most senior centers are offering limited in-person programs and services, and schedules are subject to change at short notice. As of September 2021, all indoor activities at senior centers are limited to 25% capacity. Call the Center and/or look on their website to receive the most current programming information.

The following centers are located on the East Side of Manhattan:

Carter Burden Network Luncheon Club & Senior Program

351 East 74th Street (*building is under renovation as of September 2021*)

New York, NY 10021

212-879-7400

<http://www.carterburdennetwork.org>

Lunch and other programming is being offered at 1393 York Avenue (between 72nd and 73rd Streets) while Carter Burden's permanent location is under renovation.

Carter Burden/Leonard Covello Senior Program

312 East 109th Street (between 1st and 2nd Aves.)

New York, NY 10029

212-423-9665

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

Lenox Hill Neighborhood House Senior Center

343 East 70th Street

New York, NY 10021

212-744-5905

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

All meals are served at above address. Some activities may take place at 331 East 70th Street. The 70th Street Senior Center is open daily.

Lenox Hill Neighborhood House Senior Center at St. Peter's Church (temporarily closed)

619 Lexington Avenue

New York, NY 10022

212-308-1959

<http://www.lenoxhill.org/saintpeters/>

Closed due to the pandemic as of September 2021. Please call for the latest updates.

Stanley Isaacs Neighborhood Center

415 East 93rd Street
New York, NY 10128
212-360-7620

www.isaacscenter.org

Stein Senior Center

204 East 23rd Street, 2nd Floor
New York, NY 10010
646-395-8083

www.steinseniorcenter.org

Currently, reservations are required for all on-site classes and meals. Call 646-395-8083 one day in advance to make reservations for lunch.

Additional Senior Centers**Services & Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders (SAGE)**

Midtown
305 7th Avenue, 15th Floor
New York, NY 10001
212-741-2247

Harlem (Oberia D. Dempsey Center)
220 West 143rd Street
New York, NY 10030
646-660-8951

<https://www.sageusa.org/nyc/centers/midtown.cfm>

<https://www.sageusa.org/nyc/centers/harlem.cfm>

For the Midtown location, class schedules change week-to-week. Grab and Go meals are distributed Tuesdays and Fridays from 11am – 1pm. At the Harlem location there are currently no on-site classes. Grab and Go meals are served on Mondays and Thursdays from 11am – 1pm.

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.

Meal Programs Available at Senior Centers:

<u>Senior Center</u>	<u>Address</u>	<u>Meals</u>	<u>Days Available</u>	<u>Meal Times</u>
Carter Burden Luncheon Club	1393 York Avenue (will move to 351 East 74 th Street once renovations are complete)	Lunch	Monday-Friday	Noon
Carter Burden/ Leonard Covello Senior Program	312 East 109th Street	Lunch	Monday-Friday	12pm-1pm
Lenox Hill Neighborhood House Senior Center	343 East 70th Street	Lunch	Monday-Friday	Grab and Go 12pm-2pm
Stanley Isaacs Neighborhood Center	415 East 93rd Street	Breakfast and Lunch	Monday-Friday	Breakfast: 8:30-9:15 Lunch: 11:45 & 12:15
Stein Senior Center (call 646-395-8083 one day in advance to make a reservation)	204 East 23rd Street	Lunch	Monday-Friday	Group lunch: 11am-12pm 12pm-1pm Grab and Go: 11:30am-12pm 12:30pm-1pm



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. As of September 2021, all in-person sessions and walk-in hours are cancelled and services are being provided remotely.

Community Arranged Resident Transportation Program (C.A.R.T. Project)

212-956-0855

<http://www.nyfsc.org/services/freetrans.html>

C.A.R.T. provides free car service on weekdays to and from doctor appointments and planned events. C.A.R.T. also delivers meals to homebound older adults living in mid-Manhattan. This service operates only in Manhattan from the Battery to 96th Street on the East Side and to 110th Street on the West Side. The service accommodates people in wheelchairs.

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. No in-person visits as of September 2021.

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 of 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 September 2021, 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 page 64 for information about the **Disabled Rent Increase Exemption program for low-income renters and page 66 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 website for directory and details on upcoming webinars. Obtain a “Getting Started Toolkit” by visiting <https://visionaware.org/getting-started/> or calling 800-232-546; press option 2 to have it read out loud.

New York State Commission for the Blind

866-871-3000

212-961-4440 – Harlem Office

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.

Harlem Office (163 West 125th Street, Suite 1315): Serves New Yorkers living above 23rd Street in Manhattan, Queens, and the Bronx. As of September 2021, the Harlem Office encourages community members to call and schedule an appointment to come to their office. Health screenings are performed and everyone is required to wear a mask.

Lower Manhattan Office (80 Maiden Lane, Suite 401): Serves New Yorkers living below 23rd Street, in Brooklyn and in Staten Island. As of September 2021, the Lower Manhattan NYSCB office is providing assistance over the phone, and is also accepting walk-ins. Everyone is required to wear a mask.

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. As of September 2021, the website indicates that the NYC chapter meets virtually on the third Wednesday of each month at 6pm. Email nyc@nfbny.org for details.

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. As of September 2021, both in-person and telehealth services are available. If visiting in person, all individuals must wear a face covering, receive a thermal screening, use hand sanitizer and/or wash your hands before and after you enter the exam room and follow posted signage cues for social distancing. For additional information, please visit: <https://www.universityeyecenter.org/coronavirus>.

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.

Community Arranged Resident Transportation Program (CART)

212-956-0855

<http://www.nyfsc.org/services/freetrans.html>

CART provides free car service, Monday-Friday, to and from doctor appointments and planned events for older adults. CART also delivers meals to homebound older adults living in mid-Manhattan. This service operates only in Manhattan from the Battery to 96th Street on the East Side and to 110th Street on the West Side. The service accommodates people in wheelchairs.

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, exchanged 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 September 2021) in Senate District 28 are listed below. Check the website or call for the complete list and current locations.

Location	Day	Time
57 St & Third Ave	1st & 3rd Tuesday	10 a.m. – 12 p.m.
68 St & First Ave (Near Memorial Sloan Kettering)	1st & 3rd Tuesday	1 p.m. – 3 p.m.
79 St & York Ave (On York between 78 St & 79 St)	1st & 3rd Wednesday	10 a.m. – 12 p.m.
72 St & York Ave (In front of Manning Nursing Home)	1st & 3rd Wednesday	1 p.m. – 3 p.m.
47 St & Second Ave	1st & 3rd Thursday	10 a.m. – 12 p.m.
91 St & York Ave	1st Thursday	10 a.m. – 12 p.m.
28 St & Second Ave	1st & 3rd Thursday	1 p.m. – 3 p.m.
86 St & Lexington Ave	2nd & 4th Tuesday	10 a.m. – 12 p.m.
68 St & Lexington Ave	2nd & 4th Tuesday	1 p.m. – 3 p.m.
23 St Between First Ave & Second Ave	2nd & 4th Thursday	10 a.m. – 12 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 \$1.35 fare 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. As of September 2021, in-person events and services have been suspended. Call or visit 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' Affairs

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' Affairs 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.

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 of 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 OR 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 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/ltcop/>

“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.

OASIS Intergenerational Tutoring Program (in East Harlem with Union Settlement)

212-828-6000

<https://unionsettlement.org/get-involved/volunteer/>

Share your love of reading and language with a child in grades K-4. Work with a student one-on-one or several throughout the school year. Training is provided to help in six East Harlem schools and no prior experience is required.

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 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 health care 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 he or she has 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, he gives another person (the agent) the power to act in his place and on his behalf in managing his 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. No 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 himself regarding the financial management of his 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 State 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 his 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.

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