



Courtesy of New York State Senator Liz Krueger

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 <u>lkrueger@nysenate.gov</u> if there are additional resources you think should be included in the next edition, or if the information you find in this guide has changed.

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NEW YORK STATE SENATE ALBANY, NEW YORK 12247

CHAIRPERSON SELECT COMMITTEE ON BUDGET AND TAX REFORM VICE-CHAIRPERSON FINANCE COMMITTEES: BANKS HIGHER EDUCATION HOUSING, CONSTRUCTION AND COMMUNITY DEVELOPMENT RULES SOCIAL SERVICES

Fall 2011

Dear Community Member,

It is hard to believe that this is the Fourth Edition of our Senior Resource Guide, and it is by far the most comprehensive guide to resources for older adults in our community. In it, you will find new information about long term care, veteran's benefits, and recreational facilities. You will also find many additional resources related to healthcare, housing, consumer protection, continuing education, access to food, transportation, and much more.

As in the past, I find my office constantly receiving requests for copies. This Fourth Edition can also be accessed on line by going to www.krueger.nysenate.gov, where you can obtain an electronic copy and sign up for Lizlist to receive e-mailed updates from me.

In these tough economic times, it is so important for older adults in our community to be informed about the benefits and entitlements they have earned throughout their lifetimes, as well as ways to increase their quality of life. This is the goal of everyone who contributed to this new and expanded Fourth 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 your interests and concerns 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.

We have done our best to make this guide as comprehensive and accurate as possible. Over time, it is common for organizations to move, phone numbers to change, and programs to close or change, while new programs become available. If there are resources that you are looking for and cannot find in this guide, please call my office where my staff will be happy to help get you the information you need.

Sincerely,

Liz Kruegen Liz Krueger

State Senator



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INDICATES THAT THIS RESOURCE IS ONLY AVAILABLE ON-LINE .

D ADVOCACY & ACTION GROUPS

American Association for Retired Persons (AARP)

780 Third Avenue, 33rd Floor New York, NY 10017 866-227-7442 <u>www.aarp.org</u> National organization providing benefits, advocacy and information on aging for people age 50 and over.

Council of Senior Centers & Services of NYC

49 West 45th Street, 7th Floor New York, NY 10036 212-398-6565 http://cscs-ny.org/

Council of Senior Centers and Services of New York City, Inc. (CSCS) is a membership organization of more than 200 senior service agencies that serve over 300,000 senior citizens throughout New York City. Their goal is to ensure that the elderly of New York City receive quality services by helping senior service organizations build their capacity to provide superior programs and services through advocacy, training, innovative programming and the exchange of ideas.

Institute For Senior Action

132 West 31st Street, 10th Floor New York, NY 10001 212-273-5262 www.jpac.org/ifsa.html

The institute For Senior Action offers a multi-week training program that teaches seniors how to get results in our complicated political system. Students learn how to work with elected officials and the media, including letter writing and public speaking.

Joint Public Affairs Committee for Older Adults (JPAC)

132 West 31st Street, 10th Floor New York, NY 10001 212-273-5262 www.jasa.org/volunteering

JPAC is a social action coalition that offers senior volunteers a leadership training course. Volunteers mobilize friends and neighbors to take action. Volunteers are also needed for office work.

Medicare Rights Center

520 Eighth Avenue, North Wing, 3rd Floor New York, NY 10018 Hotline: 800-333-4114 212-869-3850 www.medicarerights.org

The Medicare Rights Center is the largest independent source of health care information 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, and can also help people get the care and medicines they need. When appropriate, staff represent clients who cannot secure the care or coverage they need on their own.

New York Gray Panthers

244 Madison Avenue, Suite 396 New York, NY 10016 212-799-7572 www.graypanthersnyc.org

A national organization committed to social justice including the expansion of health care programs, the creation of suitable housing, fighting discrimination and promoting peace.

New York State Wide Senior Action Council

275 State Street Albany, NY 12210 518-436-1006 www.nysenior.org

Advocates for the legislative inclusion of seniors and for full representation among service programs to ensure and promote the well-being of the aging. Also helps seniors understand Medicare Part D and hospital patients' rights. Provides advice on medical plans and offers resource information and intervention services.

New York State Coalition for the Aging

49 West 45th Street #700 New York, New York 10036-4603 212-398-6565 <u>www.coalitionforaging.org</u> Dedicated to helping older adults live independently, with dignity and with the appropriate support services in their communities.

Older Women's League

P.O. Box 1242, Ansonia Station New York, NY 10023 212-663-2932 <u>www.owl-national.org</u> A national grassroots organization advocating for economic, political and social equality for mid-life and older women.

CAREGIVER RESOURCES

Hamilton-Madison House Caregiver Services Manhattan

Serving the Chinese and Korean Communities 100 Gold Street, Lower Level New York, NY 212-788-1688 http://www.hmhonline.org/CaregiversFactSheet.htm

The Program aims to improve the quality of life of caregivers and care recipients over 60 years old; foster mutual support and self-empowerment among caregivers, enhance caregivers' abilities to provide care, and help families handle stress related to caring for another person.

Health Outreach Caregivers Service at NY Weill Cornell Medical Center

525 East 68th Street New York, NY 10065 212-746-4351 http://www.nypgeriatrics.org/

The Caregivers Service offers support for people caring for seniors over the age of 60, including counseling, evaluation of care options, home care, a retirement community, skilled nursing facility and assisted living. It also provides strategies for stress reduction and self-care, crisis intervention, and information about healthcare proxies, living wills and powers of attorney.



Home Care Association of New York State

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

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

JASA Caregiver Respite Program

Pearce Help Center 132 West 31st Street New York, NY 10001 212-273-5272 www.jasa.org

Provides information, counseling, support groups, and respite services for caregivers. Also provides: personal emergency response systems, housekeeping, medical supplies, transportation, home-delivered meals, escort/shopping assistance, telephone reassurance, and friendly visits.

National Family Caregivers Association

1-800-896-3650

www.thefamilycaregiver.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.

New York City Department for the Aging (DFTA)

Caregiver Support 2 Lafayette Street #18 New York, NY 10007 Call 311 212-442-3086 www.nyc.gov/html/dfta/html/caregiver/caregiver.shtml

Offers training, respite care and other supportive services for caregivers plus assistance in accessing benefits, educational programs and counseling. There are also specialized support groups for those caring for Alzheimer's patients and grandparents looking after grandchildren.

New York Foundation for Senior Citizens Respite Care Program

11 Park Place, 14th Floor New York, NY 10007 Main Office: 212-962-7655 212-962-7559 www.nyfsc.org

Provides temporary relief to primary caregivers of the frail elderly in the form of trained homecare attendants.



Community Boards are New York City's most local level of government. There are 59 throughout the City, 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 who coordinates the work of each board, and helps to resolve problems with City services brought to the attention of the Community Board. Board members are selected from among active, involved people of 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 Board to hear from members of 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.

Following is a list of community boards in Senate District 26. All meetings are open to the public. See websites or call for meeting times, agendas and locations.

Manhattan Community Board #5

450 Seventh Avenue, Suite #2109 New York, NY 10123 212-465-0907 <u>www.cb5.org</u> Meets the second Thursday of each month at 6 pm. Location varies.

Manhattan Community Board #6

866 United Nations Plaza, Suite #308 New York, NY 10017 212-319-3750 <u>www.nyc.gov/html/mancb6/html/home/home.shtml</u> Meets on the second Wednesday of each month at 7 pm at the NYU Medical Center, 550 First Avenue at 32nd Street.

Manhattan Community Board #8

505 Park Avenue, Suite #620 New York, NY 10022 212-758-4340 <u>www.cb8m.com</u> Meets on the third Wednesday of each month at 6:30 pm. Location varies.

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.

Carter Burden Center for the Aging

1484 First Avenue New York, NY 10075 212-879-7400 www.burdencenter.org

Computer lab offers one-on-one half hour tutoring sessions daily Monday through Friday, usually between 11:00 am and 3:00 pm. After filling out a Senior Center membership form, members are welcome to sign up for a class (sign-up sheet is outside the computer lab). Tutoring is provided by volunteers and staff for no charge.

Computer Training Resource Centers

430 West 25th Street New York, NY 10001 For this location: 212-255-3705 212-255-3066, ext. 119

<u>www.nycgovparks.org</u> (click on "facilities" then go to "Computer Resource Centers")

Operated by the NYC Parks and Recreation Department, the centers 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 55 years of age and older.

Lenox Hill Neighborhood House

331 East 70th Street New York, NY 10021 212-744-5022, ext. 1305 <u>http://www.lenoxhill.org/content/who-we-help/adult-education.html</u>

Offers a 9 week foundational course called "Computer Basics for Seniors" that prepares students to perform basic computer functions with confidence. The course includes access to ten assisted practice sessions each week. Courses start in October, January, April and July. The fee is \$210.

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 <u>www.nypl.org/classes</u> or contact local branches for details.

The following branches frequently hold classes on the East Side.

Mid-Manhattan Library 455 Fifth Avenue New York, NY 10016 212-576-0863 58th Street Branch 127 East 58th Street New York, NY 10022 212-759-7358

Older Adults Technology Services (OATS)

718-502-9203

www.oatsny.org

Provides computer and technology training (classes at both the introductory and advanced levels) for older adults, and operates an intergenerational program with high school students to use technology to promote cross-generational connections. Classes are offered at different locations throughout New York City. Call for latest information.

Senior Planet

http://www.seniorplanet.org/welcome 2011

More than 10,000 visitors a year explore resources, events, and commentary through the Senior Planet website. Their weekly events calendar is emailed to over 1500 seniors and caregivers across the city, and special events and video-conferences promote community among older adults from a wide range of neighborhoods and backgrounds.

Stanley Isaacs Neighborhood Center

415 East 93rd Street New York, NY 10128 212-360-7620 <u>www.isaacscenter.org</u> Beginning and intermediate classes introduce members to email and the internet. Call for more information.

Stein Senior Center

340 East 24th Street, 2nd Floor New York, NY 10010 646-395-8083 www.steinseniorcenter.org

Operates a free cybercafé that provides computer access to seniors and visitors. Offers an eight session computer course throughout the year. Classes are held on Tuesdays and Thursdays from 1:00 pm - 2:00 pm. Enroll at the center.

Vanderbilt YMCA

224 East 47th Street New York, NY 10017 212-912-2500 <u>www.ymcanyc.org/index.php?id=1097</u>

The Computer Learning Center teaches basic computer skills plus how to search the internet, send emails, and navigate web sites. Courses are offered throughout the year. Cost of \$100 for members and \$150 for nonmembers.

92nd Street Y

1395 Lexington Avenue New York, NY 10128 212-415-5500 www.92y.org

92nd Street Y's 60+ program offers courses on word processing & internet skills at all levels. Annual fee for the 60+ program is \$395 with an additional fee for computer classes.

CONSUMER PROTECTION

≈ Consumer Rights & Complaints ≈

Do Not Call Registry

888-382-1222 www.donotcall.gov

National registry that allows consumers to block 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 should file a complaint at: <u>https://complaints.donotcall.gov/complaint/complaintcheck.aspx?panel=2</u>

Reminder: Even if your number is registered, charities, political organizations, and telephone surveyors may 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

NYC Department of Consumer Affairs

42 Broadway New York, New York 10004 Call 311

http://www.nyc.gov/html/dca/html/resources/complaint.shtml

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 by a business operating in the five boroughs of New York City. If the business is licensed by the Department of Consumer Affairs, the agency can hold administrative hearings that can result in monetary judgments or other forms of restitution. Complaint forms and educational material can be obtained on the website or by calling 311.

NY State Department of Consumer Affairs

800-697-1220

www.nysconsumer.gov/

Advocates for and works to empower New York consumers through education and direct assistance. The 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 Fraud Bureau

800-771-7755

The Bureau of Consumer Frauds and Protection prosecutes businesses and individuals engaged in fraudulent, misleading, deceptive or illegal trade practices. In addition to litigating, the Bureau mediates thousands of complaints each year from individual consumers. As part of its mission, the Bureau provides information to consumers and seeks to ensure a fair and vigorous market place. Manhattan Office 120 Broadway New York, NY 10271-0332 212-416-8000

Harlem Regional Office 163 West 125th Street Suite 1324 New York, NY 10027 212-961-4475 Brooklyn Regional Office 55 Hanson Place, Suite 1080 Brooklyn, NY 11217 718-722-3949

Westchester Regional Office 101 East Post Road White Plains, NY 10601-5008 914-422-8755

Due to jurisdictional reasons, the New York City and State Departments of Consumer Affairs can only take complaints regarding certain types of businesses and institutions.

Complaints regarding other companies must be directed to the following:

Attorneys

State Supreme Court Appellate Division 212-401-0800 (in New York and Bronx) 718-923-6300 (in Brooklyn, Queens, and Staten Island)

Banks

State-chartered and State-licensed financial institutions: NY State Banking Department (877-226-5697)

Federal financial institutions: Federal Reserve Board (202-452-3693)

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

Cell Phone Service Federal Communications Commission (800-CALL-FCC)

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

Insurance Companies

NY State Department of Insurance (800-342-3736)

Moving Companies

NY State Department of Transportation (718-482-4815)

Plumbing and Electrical Work

NYC Department of Buildings (call 311)

Product Safety Recalls

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

≈ Financial Protection for Consumers ≈

Center for NYC Neighborhoods

74 Trinity Place, Suite 1302 New York, NY 10006 212-566-3050 www.cnycn.org

Contact their Foreclosure Helpline for free services by calling 311 or 646-786-0888

The Center for New York City Neighborhoods, Inc. (CNYCN) was created to address the local repercussions of the national foreclosure crisis. Through comprehensive citywide programming that includes legal services, housing counseling, and consumer education, CNYCN pursues multiple strategies to assist those at risk of losing their homes to foreclosure - <u>both homeowners</u> and renters alike

Credit Freeze

New Yorkers who believe they are the victims of identity theft can place a security freeze on their credit files. This prohibits crediting agencies from releasing the contents of their credit reports or scores so new credit accounts can be issued until the freeze is lifted. To activate the freeze, consumers must contact each of the three individual credit-reporting agencies listed below via certified mail or overnight mail with a name, address, date of birth, Social Security number, and proof of current address. Individuals must contact each agency again when they want to lift the freeze.

See <u>http://www.fightidentitytheft.com/security_freeze_newyork.html</u> for additional details.

Equifax Security Freeze P.O. Box 740256 Atlanta, GA 30374 888-766-0008 *Experian Security Freeze* P.O. Box 9554 Atlanta, GA 30347 1-866-580-6066

TransUnion Security Freeze P.O. Box 6790 Fullerton, CA 92834-6790 Fraud Alert: 800-680-7289 Freeze: 1-888-909-8872

Free Credit Reports

877-322-8228 www.annualcreditreport.com

While there are many companies that charge people to obtain copies of their credit reports, all New Yorkers are entitled to receive one free credit report each year from each of the major credit reporting agencies. All three national credit bureaus (Experian, Equifax and TransUnion) must provide you with a copy of your credit report once every year, upon request, under provisions of the Fair Credit Reporting Act. If you are the victim of identity theft, you are entitled to a second report from each agency.

Neighborhood Economic Development Advocacy Project (NEDAP)

176 Grand Street Suite #300 New York, NY 10013 212-680-5100 www.nedap.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 at http://nedap.org/resources/consumer.html.

NEDAP also operates the **New York City Financial Justice Hotline** which provides information and referrals for low-income residents regarding issues with unfair debt collection practices, tax refund loans, payday loans, credit reporting and repair. The hotline can be reached at 212-925-4929 on Tuesdays 12 pm–2 pm, Wednesdays 12 pm-3 pm, and Thursday 12 pm–2 pm.

NYC Bar Association Foreclosure Project

212.382.6766

http://www2.nycbar.org/citybarjusticecenter/projects/economic-justice/foreclosure-project/ overview/

The project provides legal assistance to low- and moderate-income homeowners facing foreclosure, with the goal of keeping people in their homes whenever possible. Volunteer lawyers are recruited and trained primarily to negotiate workout arrangements with lenders and attend settlement conferences. Occasionally, where appropriate, volunteers may represent the homeowner in litigation.

NYC Financial Empowerment Centers

Midtown Community Court 315 West 54th Street New York, NY 10019 646-264-1365 http://www.nyc.gov/html/ofe/html/find/find.shtml

In cooperation with a number of non-profit organizations, New York City operates free Financial Empowerment Centers in each borough. The centers provide free one-on-one financial counseling by professional counselors in person or by phone in English and Spanish. Financial counselors can help with budget and debt management, debt collection, difficulties with credit repair agencies, eligibility for government benefits, opening bank accounts, and financial scams. The center listed above is the one most convenient to Senator Krueger's district. It is open Tuesday 9 am – 4 pm and Friday 9 am – 1 pm. It is best to make an appointment ahead of time. Other locations are available on the website or by calling 311.

CONTINUING EDUCATION

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

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

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

There is an administrative fee for both the senior and community college programs. Call the admissions office at a college that is convenient for you.

Bernard M. Baruch College 646-312-1000 www.baruch.cuny.edu

Borough of Manhattan Community College 212-220-8000 www.bmcc.cuny.edu Hunter College 212-772-4000 www.hunter.cuny.edu

John Jay College of Criminal Justice 212-237-8000 www.jjay.cuny.edu

High School Programs

212-868-1650 <u>http://schools.nyc.gov/ChoicesEnrollment/AdultEd/default.htm</u> The New York City Department of Education has offerings for adults of all ages, including courses on computer skills, English for Speakers of Other Languages, literacy, and GED classes.

City College of New York

Quest: A Community for Lifelong Learning 25 Broadway, 7th Floor NYC, NY 10004 212-925-6625 ext. 229 www.guestonline.org

The Quest program offers more than 30 college-level courses each semester specifically designed for retired and semi retired men and women. Quest members design their own curriculum and do all the teaching. Approximately 170 students currently participate. Quest courses meet between Monday and Thursday from 10:30 am to 2:30 pm during the academic year. Membership for the year is \$500 and includes participation in three semesters. Reduced rates are available for people who choose to study one or two semesters. Call or see website for details.

Center for Learning and Living

P. O. Box 1408
New York, NY 10156
Courses meet at St. Catherine of Sienna Church, 411 East 68th Street
<u>http://www.clandl.org/</u>
A full program of wide-ranging courses with outstanding instructors. All courses run for 8 weeks.
Registration fees are as follows:
1 - 5 courses \$220
6 - 8 courses \$255
9 - 11 courses \$275

New York University

School of Continuing & Professional Studies Washington Square New York, NY 10003 Office of Student Enrollment Services: 212-998-7171 General Information: 212-998-7200

http://www.scps.nyu.edu/admissions/continuing-education/registration-information/

If you are 65 or older, you may enroll in continuing education courses for half the regular fee (except where otherwise indicated). At the time of registration, the applicant must request the senior citizen discount. The Older Adult discount is not offered through the Web. Proof of age (such as a Medicare card, driver's license, or passport) is required at in-person registration, and a copy of aforementioned proof of age must be sent to the Office of Student Enrollment Services if you are registering by telephone, fax, or mail. The senior citizen discount does not apply to conferences and seminars that begin with an R or SCPS designation, credit courses that begin with a Y or Z designation, or computer-lab based instruction.

The New School

The Institute for Retired Professionals (IRP) 66 West 12th Street, Room 502 New York, NY 10011 Phone: 212.229.5682 http://www.newschool.edu/irp/

IRP members are people who have come together to create a community in which each person's learning experience is enriched through exchange with other members of diverse backgrounds and interests. The program is open to retired and semi-retired people who want to participate actively in cooperative learning and instruction. Courses offered in history, literature, philosophy, the humanities, science, art, music, drama, and other subjects. An application is required and total enrollment is capped at 270 students per semester. Tuition is \$860 for the year and \$566 for one semester. Scholarships are available.

තුල ි CULTURAL & RECREATIONAL ACTIVITIES

Manhattan 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-whatyou-wish hours. Below, you will find a far from comprehensive list of major Manhattan museums offering free or reduced cost entrance. Check with other institutions of interest to you if they offer reduced or free entrance programs.

≈ Museums ≈

American Museum of Natural History

Central Park West and 79th Street New York, NY 10024 212-769-5100 <u>www.amnh.org</u> Suggested donation for admission, but pay what you can afford. Some exhibits require tickets at an additional cost. Open daily except Thanksgiving and Christmas Day.

Asia Society and Museum

725 Park Avenue New York, NY 10021 212-288-6400 <u>www.asiasociety.org</u> Free admission on Fridays from 6 pm to 9 pm. Closed Mondays and some holidays.

Frick Collection

1 East 70th Street New York, NY 10021 212-288-0700 <u>www.frick.org</u> Pay-what-you-wish on Sundays from 11 am to 1 pm. Closed Mondays and some holidays.

Metropolitan Museum of Art

1000 Fifth Avenue New York, NY 10028 212-535-7710 <u>www.metmuseum.org</u> Suggested donation for admission, but pay what you can afford. Closed Mondays except holiday Mondays.

Museum of Art & Design

2 Columbus Circle New York, NY 10019 212-299-7777 <u>www.madmuseum.org</u> Admission on Thursdays from 6 pm to 9 pm is on a pay-what-you-wish basis. Closed Mondays and major holidays.

Jewish Museum

1109 Fifth Avenue New York, NY 10128 212-423-3200 <u>www.thejewishmuseum.org</u> Free admission on Saturdays. Closed Wednesdays and major secular and Jewish holidays.

Museum of Modern Art

11 West 53rd Street New York, NY 10019 212-708-9400 <u>www.moma.org</u> Free admission on Friday 4 pm to 8 pm Closed Tuesdays, Thanksgiving and Christmas.

Neue Galerie

1048 Fifth Avenue
New York, NY 10028
212-628-6200
<u>www.neuegalerie.org</u>
\$10 admission fee for seniors. Open from 11 am to 6 pm. Closed Tuesdays and Wednesdays.

Rubin Museum of Art

212-620-5000 150 West 17th Street New York, NY 10011 <u>http://www.rmanyc.org/</u> Free for everyone Fridays from 6-10 pm and free for seniors the first Monday of every month.

Solomon R. Guggenheim Museum

1071 Fifth Avenue New York, NY 10128 212-423-3500 <u>www.guggenheim.org</u> Pay-what-you-wish on Saturdays from 5:45 pm to 7:45 pm. Closed Thursdays.

Whitney Museum

945 Madison Avenue New York, NY 10021 212-570-3600 <u>www.whitney.org</u> Pay-what-you-wish on Fridays from 6 pm to 9 pm. Closed Mondays and Tuesdays, Thanksgiving, Christmas Day and New Year's Day. All other days open 11 am to 6 pm.

Extending the Whitney resources to homebound seniors, the Museum's Teleconference Courses are offered twice a year through the Meals on Wheels programs of our community partners. Through the use of teleconference technology provided by the senior centers, each senior engages in an open forum with a Whitney lecturer and with one another from the comfort of their own homes. For more information, or to schedule a Teleconference Course, center staff members can call (212) 570-7712 or <u>emailSenior Programs@whitney.org</u>.

≈ Music, Dance & Theater ≈

Music, dance, and theater of all types are presented at a wide variety of cultural, educational and religious institutions throughout the city. A small selection of the many venues provides special discounts for seniors or free tickets are listed below. 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.

Juilliard School Performances

The Juilliard School 155 West 65th Street 212-769-7406 www.juilliard.edu

The Juilliard School offers a season of almost 700 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. In addition, the *Wednesdays at One* series is presented each week at Alice Tully Hall, Broadway and 65th Street, throughout the school year, featuring free hour-long concerts performed by Juilliard artists. Throughout the season, free chamber music concerts are presented at 180 Maiden Lane, located south of South Street Seaport, Tuesdays at 12:30 pm. No tickets are required.

Metropolitan Opera Company

Metropolitan Opera House at Lincoln Center Plaza New York, NY 10023 212-362-6000 <u>www.metopera.org</u> Offers a Rush Ticket program for seniors that provides fifty \$20 orchestra tickets for all regular Monday through Thursday performances. Rush tickets go on sale beginning at noon on the day of the performance and can be purchased online or by calling the box office.

New York City Opera

David H. Koch Theater 20 Lincoln Center Plaza New York, NY 10023 212-870-5570 www.nycopera.com

Opera for All \$25 orchestra rush tickets are available every Monday at 10 am during the season for all performances that week, based on availability. Tickets may be purchased by calling 212-721-6500 with the code OFA1, or in person at the box office.

New York Philharmonic

Avery Fisher Hall 10 Lincoln Center Plaza New York, NY 10023 212-875-5900 www.nyphil.org

The Philharmonic has several special programs for seniors. Senior Rush tickets are \$12 plus a \$2 facility fee for selected concerts and are available day of the performance; box office opens at 10:00 am. Open rehearsals are held most weeks, usually on Wednesday or Thursday at 9:45 am. Rehearsal tickets are \$16 each and should be purchased in advance. Call or visit the web site for specific schedule.

Shakespeare in the Park presented by the Public Theater

212-539-8500 www.publictheater.org

Shakespeare in the Park stages plays by Shakespeare and other playwrights during the summer months at the Delacorte Theater in Central Park. Free tickets are available the day of the performance beginning at 1 pm at the Delacorte Theater in Central Park. There is a limit of 2 tickets per person. There are separate ticket lines to accommodate people with disabilities and senior citizens aged 65 or older (proof of age or disability is required). To find the theater, enter the Central Park at 5th Avenue and 79th Street or Central Park and 81st Street and follow the footpaths to the theater.

St. Bartholomew's Church

325 Park Avenue New York, NY 10022 212-378-0222 www.stbarts.org

Offers choral music, chamber music, organ recitals, jazz, and theatre by acclaimed performers. Discounted tickets for seniors.

St. Peter's Church

619 Lexington Avenue New York, NY 10022 212-935-2200 www.saintpeters.org

Midtown Jazz at Midday every Wednesday, September through June from 1 pm to 2 pm in the Living Room of St. Peter's Church. A \$7 donation is requested. Jazz on the Plaza (53rd and Lexington) is presented on Thursdays in July and August from 12:30 pm to 1:45 pm and is free. You may bring your own lunch to both programs. From September through May a Classical Concert Series is presented every Tuesday at 8 pm; donations accepted.

York Theatre Company

The Theatre at Saint Peter's 619 Lexington Avenue New York, NY 10022 212-935-5820 www.yorktheatre.org

The company presents new musicals in downstairs space. Senior Rush tickets, when available, are \$20. Arrive one hour before performance. There are also free readings of new musicals throughout the year. Reservations for these readings are recommended.

≈ Theater Discount Services ≈

Hospital Audiences, Inc. (HAI)

548 Broadway, 3rd Floor New York, NY 10012 212-575-7676 http://hainyc.org/

HAI inspires healing, growth and learning through engagement in the arts for the culturally underserved. Each year, HAI touches the lives of more than 350,000 people in the New York City community whose access to the arts has been limited by health, age or income. HAI provides cultural access through music, dance, theater and the visual arts. Services include tickets to cultural events; arts workshops; on-site performances of music, theater and dance; audio description for visually impaired theater-goers; conflict resolution, HIV and life skills workshops using role play techniques; and transportation for people with disabilities on three specially designed OMNI*BUSES.

New York Show Tickets

244 Fifth Avenue # 2094 New York, NY 10001646-755-3452 http://www.nytix.com/

New York TV Show Tickets Inc. is a New York based discount broker that negotiates special discounts for the general public for services in New York City, including Broadway shows, TV shows, parking, restaurants, and movie shoots in New York. For a small fee, they sell online guides filled with this discount information.

Theater Development Fund (TDF)

520 Eighth Avenue, Suite 801 New York, NY 10018-6507 212-912-9770 http://www.tdf.org/TDF_ServicePage.aspx?id=90

TDF exists to support live performance. Their discount ticket services are available to make sure theatre, music and dance affordable and accessible to more than 2 million people each year. 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, as well as appropriate seating, if needed, to accommodate a guide dog.

≈ Athletic & Recreational Facilities ≈

Asphalt Green

555 East 90th Street New York, NY 10128 212-369-8890 www.asphaltgreen.org

Offers community programs, exercise and swim classes, personal training, massage therapy and more. See website or call for fees, schedule and registration information.

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 seniors, 62 years of age and older, are \$20 and must be purchased in person or by mail. There is an application form on line.

Central Park 93rd St. near West Drive 212-280-0205 (lessons offered) East River Park At Houston Street (walk east over FDR) 212-529-7185 Randall's Island Park 212-427-6150

Recreation Center 54

348 East 54th Street New York, NY 10022 212-754-5411 http://www.nycgovparks.org/facilities/recreationcenters

Operated by the New York City Department of Parks and Recreation, the center provides a wide range of recreational facilities including a gym, pool, basketball court, track, dance room, and computer resource center. The facilities are open Monday through Friday from 6:30 am to 9:30 pm, and Saturday from 8:00 am to 4:00 pm. Yearly membership fee is \$25 for residents age 62 and up. See website for centers in other parts of New York City.

Vanderbilt YMCA

224 East 47th Street New York, NY 10017 212-912-2500 <u>www.ymcanyc.org/index.php?id=1097</u> Programs for older adults include hea

Programs for older adults include health and fitness, swimming classes, trips and programs, social clubs, more. Reduced membership fees for older adults.

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.

තුල ම **EMERGENCY PREPAREDNESS**

To prepare for emergencies, New York City seniors can rely on a number of publication and services targeted to their specific needs in an emergency.

Community Emergency Response Teams (CERT)

http://www.nyc.gov/html/oem/html/get_prepared/cert.shtml

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. The NYC Office of Emergency Management offers training for CERT teams on varied topics from fire safety to search and rescue. Older adults are welcome as CERT volunteers. Certain physical requirements apply. To find and existing CERT team, contact your local community board.

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Disaster Preparedness for Seniors Guide (American Red Cross in Greater New York) <u>http://www.nyredcross.org/?</u>

nd=disaster_safety_guide_for_seniors_and_people_with_disabilities

The Disaster Preparedness for Seniors Guide helps seniors develop a plan of action in the event of a house fire, power outage, hurricane or attack on the community. This guide is offered online in a printer-friendly version by the American Red Cross in Greater New York.

Ready New York for Seniors and People with Disabilities Guide 311

http://www.nyredcross.org/?nd=ready_ny

This guide was collaboratively developed by DFTA and the Office of Emergency Management (OEM). It addresses issues specific to seniors and people with disabilities in the event of an emergency. The guide is available in English, Russian, Spanish and Chinese. You can call 311 for the guide on audiotape.

6 EMPLOYMENT AND UNEMPLOYMENT

≈ Employment & Job Search Programs ≈

Experience Works

277 Tompkins Street, Suite #2 Cortland, NY 13045 1-800-854-1578 www.experienceworks.org

Through this program, seniors benefit from training, counseling, and community service assignments at faith-based and community based organizations prior to transitioning into the workforce.

ReServe

1440 Broadway Suite# 1601 New York, NY 10018 212-710-9220 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 American Museum of Natural History, the Burden Center on Aging, and the Museum of Modern Art.

Senior Community Service Employment Program

212-442-1355 <u>www.doleta.gov/seniors</u> Helps place low-income seniors, age 55 or older, in subsidized, part-time, paid employment with community organizations and non-profit agencies.

≈ Unemployment Benefits ≈

New York State Department of Labor http://www.labor.state.ny.us/

unemploymentassistance.shtm

To apply for Unemployment Insurance Benefits, call the New York State Department of Labor at 888-209-8124 or go online to <u>https://ui.labor.state.ny.us/UBC/index.jsp</u>. 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: Employment Law Project

1-888-218-6974 - Tuesdays Only

www.legal-aid.org

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, especially discrimination based on past criminal convictions or other involvement with the criminal justice system.

National Employment Law Project

75 Maiden Lane, Suite 601 New York, NY 10038 212- 285-3025 http://www.nelp.org/

National organization that advocates to improve worker rights and unemployment benefits. Provide useful factsheets for those first applying for unemployment, and those having difficulty obtaining or maintaining their benefits.

Unemployment Action Center

212-998-6568

www.uac-ny.org

The Unemployment Action Center is a non-profit, student-run organization devote to the representation of unemployment insurance claimants in New York City and Long Island. Students provide free legal services to individuals seeking unemployment benefits. Student advocates represent claimants in front of Administrative Law Judges in Department of Labor hearings.

To contact this group, call the number above. Have your Department of Labor Notice of Hearing and any other documents related to your employment on hand when you call. The case coordinator will ask you a few questions about your case, and your case description will be sent to a list of student advocates that includes law students from Brooklyn Law School, Cardozo, Columbia, Fordham, Hofstra, New York Law School, and NYU.

Workers Defense League

212-627-1931

The Workers Defense League assists workers with work related problems and conducts educational campaigns around various workers' rights issues. The Workers Defense League provides free representation to hundreds of people who are believed to have been unfairly denied unemployment insurance benefits after losing or leaving their jobs. Please be aware that the individuals providing advice and representation are not lawyers, but are qualified to represent clients at hearings.

To get help, call the number above. Callers should have the Notice of Determination of Ineligibility for Unemployment Insurance benefits and/or the Notice of Unemployment Insurance hearing on hand when they call if possible. Working hours are Monday – Friday, 9:00 a.m.-5:00 p.m. Messages can be left 24 hours a day, 7 days a week.



Lawhelp

<u>www.LawHelp.org</u> Provides links to information and advocacy groups useful for people applying for unemployment benefits for the first time, as well as to those having difficulty obtaining or maintaining their benefits.

තුල ි GOVERNMENT BENEFITS & ENTITLEMENTS

The benefits and programs discussed below are only a selection of the many offered by different levels of government. The New York City website **www.nyc.gov/accessnyc** identifies and screens for over 30 city, state, and federal government benefit programs. Most senior centers can also help residents determine which benefits and programs may be of interest.

Benefits Checkup

http://www.benefitscheckup.org/

The purpose of this website is to help people find all of the benefits that they qualify for. You can learn more about local and national programs that can help with medical costs, prescriptions, food costs and more.

Citymeals-on-Wheels

212-687-1234

www.citymeals.org

Citymeals delivers meals to seniors who are homebound and unable to prepare their own meals. To receive the service, seniors have to be assessed by a case manager. If you are over 60, unable to prepare nutritious meals, ineligible for Medicaid services such as a home care attendant, and unable to afford privately paid home care assistance, call Citymeals at the number below to find the nearest case management agency for referral.

Community Service Society

Advocacy, Counseling & Entitlement Services Project

Program Director Financial Advocacy Program 212.614.5482 Email: <u>rhaase@cssny.org</u>

www.cssny.org/services/aces_vita_financial_coaching_corps/

The Advocacy, Counseling and Entitlement Services (ACES) Project helps low-income New Yorkers receive needed public benefits and services. Volunteers receive training in Medicaid, Food Stamps, SSI, Public Assistance, housing, and many other government benefit programs. After successfully completing the training course, ACES volunteers work in hospitals and community-based agencies throughout New York City, where they provide information and referrals, screen for eligibility for public benefits, advocate for clients when they run into problems, and help people fill out applications.

EIS: Benefits Entitlement Counseling

1233 Second Avenue New York, NY 10065 212-308-2210 www.eisny.org

Each week, a volunteer, trained by the Community Service Society, offers individual appointments at EIS. The counselor provides information regarding public and government entitlements. These programs might offer long-term assistance, therefore EIS encourages clients to meet with a Benefits Entitlement Counselor. Counseling is available for anyone interested in programs including Food Stamps, Medicaid/Medicare, and Access-a-Ride.

Food Stamps

Call 311 or 1-800-342-3009 For the Emergency Food Line, call 311 or 1-866-888-8777 http://www.nyc.gov/html/hra/html/directory/food.shtml

Food stamp benefits help low-income working people, seniors, the disabled, and others feed their families. The program issues monthly benefits that can be used to purchase food at authorized retail food stores. Benefits are provided through an electronic benefit card, similar to a debit or credit card. Eligibility and benefit levels are based on household size, income, expenses and other factors. Recent changes to the Food Stamp Program have made it easier for many working households to apply and gain access to these critical nutrition supports. The income eligibility levels are higher for seniors than others, and deductions are available for some expenses.

Applications can be submitted in NYC through the mail or at any Human Resources Administration or Food Stamp office (the ones most convenient to NY Senate District #26 are listed below). If you submit an application by mail, you will be called for an interview once your application has been processed. Call 311 for applications and additional locations.

East End

2322 Third Avenue, 3rd Floor New York, NY 10035 (212) 860-5159 (212) 860-5147 Monday-Friday 8:30 am to 5 pm

Waverly

12 West 14th Street, 4th Floor New York, NY 10011 (212) 352-2519 (212) 352-2524 Monday, Wednesday, Thursday & Friday: 8:30 am to 6:00 pm Tuesday: 8:30 am to 6:00 pm Saturday: 9:00 am to 5:00 pm

Lenox Hill Neighborhood House Food Stamp Advocate Program

343 East 70th Street New York, NY 10021 212-744-5022, ext. 1278 http://www.lenoxhill.org/content/who-we-help/legal-advocacy-and-organizing.html

Recent changes have expanded Food Stamp eligibility in New York City, so more individuals and families are eligible for Food Stamps than ever before. Lenox Hill Neighborhood House's Food Stamp Advocate conducts confidential pre-screenings to determine whether clients are eligible and assists them in submitting their application. If you are interested in determining whether you are eligible for Food Stamps, please call their Food Stamp Advocate at the above number. You can also go to their Food Stamp Assistance Clinic, which is held every Wednesday from 10:00 a.m. - 1 p.m. No appointment is needed for the Food Stamp Assistance Clinic.

Food Stamp Outreach Project

http://www.foodstampshelp.org/

Statewide organization that provides comprehensive information about food stamps and provides links to local nonprofit organizations that can assist with enrollment.

Home Energy Assistance Program (HEAP)

Call 311 for information or application

1-800-342-3009

http://www.nyc.gov/html/dfta/downloads/pdf/heap_application_08.pdf ---- for application

A one-time grant per year to help low-income homeowners and renters pay fuel and utility costs. There are income limitations but no asset restrictions. Available to both households that pay directly for heat and 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 a benefit up to \$800.00. Funds are limited. Residents 65 and older apply through the NYC Department for the Aging. Residents under 65 apply through the NYC Human Resources Administration. Both agencies can be reached by calling 311. Funds are limited, apply early.

Temporary Assistance

1-800-342-3009

http://www.otda.state.ny.us/main/ta/ (for information)

http://www.otda.state.ny.us/main/apps/4726.pdf (for application)

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 can be submitted in NYC at any Human Resources Administration Job Center (the ones most convenient to NYS Senate District #26 are listed below). Call 311 for applications and additional locations.

| Waverly | East End | Senior Works Center |
|---------------------|--------------------|--------------------------------------|
| 12 West 14th Street | 2322 Third Avenue | Primarily serves public assistance |
| New York, NY 10011 | New York, NY 10035 | recipients who are age 60 and older. |
| (212) 620-9890 | (212) 860-2749 | 109 East 16 th Street |
| (212) 620-9421 | (212) 860-6801 | New York, NY 10003 |
| | | (212) 835-8445 |
| | | (212) 835-7691 |

Assurance Wireless Lifeline Program

1-888-898-4888

http://www.assurancewireless.com/Public/MorePrograms.aspx

Assurance Wireless is an eligible telecommunications carrier for the Lifeline phone program that provides free wireless phones and service to income-eligible consumers in New York State. You may qualify for Assurance Wireless if you participate in any of the following government programs: Medicaid, Food Stamps/SNAP, Supplemental Security Income (SSI), Temporary Assistance for Needy Families (TANF), Federal Public Housing Assistance (FPHA) or Section 8, Low Income Home Energy Assistance Program (LIHEAP), or National School Lunch Program's Free Lunch Program. You may also qualify based on household income.

Verizon LifeLine

1-800-555-5000

http://www.usac.org/li/low-income/lifelinesupport/browser/permalink.aspx?state

=NY&company=1370

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. Anyone enrolled in one of the following government benefit programs is eligible for LifeLine: Food Stamps, Home Energy Assistance Program (HEAP), Medicaid, Supplemental Security Income (SSI), and Temporary Assistance.

Weatherization, Referral and Packaging Program (WRAP)

Call 311 for information and application

www.nyconnects.org/services/housing/wrap.shtml

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

DO HEALTH & PRESCRIPTION DRUG INSURANCE

≈ Health Insurance ≈

Medicaid

Seniors with Medicare may also be eligible for Medicaid if their income is low enough to qualify. Those who have both Medicare and Medicaid are considered "dual eligibles."

To find out more about Medicaid, call the NYC Medicaid Helpline at 888-692-6116, go on line to

888-692-6116, go on line to

http://www.health.state.ny.us/health_care/medicaid/

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 (dental care, home care, institutional care, prescription drugs, eye glasses, and hearing aids). There are asset and income limitations and other eligibility requirements.

To apply for Medicaid in Manhattan contact one of the offices below:

Bellevue Hospital Medicaid Office

462 First Avenue "G" Link (Ground Floor) (212) 679-7424

Chinatown Medicaid Office

115 Chrystie Street (5th Floor) (212) 334-6114

Metropolitan Hospital Medicaid Office

1901 First Avenue (1st Fl. - Room 1D-27) (212) 423-7006

Manhattanville Medicaid Office

520-530 West 135th St. (1st Floor) (212) 939-0207/0208

Lenox Hill Neighborhood House

Health Care Advocate

(212) 744-5022, ext. 1369 – To find out if you are eligible. (212) 744-5022, ext. 1291 – If you have problems with Medicaid or Medicare.

Healthy NY

New York State Insurance Department 25 Beaver Street New York, NY 10004 866-432-5849 www.HealthyNY.com

A subsidized public health insurance program that promotes access to quality health care for people age 64 and younger by providing comprehensive health insurance to eligible individuals, small businesses, and sole proprietors. All HMOs in New York State offer Healthy NY coverage. There are many eligibility requirements including household income, employment history, and past health insurance coverage.

Family Health Plus

New York State Department of Health Corning Tower Empire State Plaza Albany, NY 12237 866-881-2809 <u>http://www.health.state.ny.us/nysdoh/fhplus/</u>

A public health insurance program for adults who are aged 19 to 64 who have income or resources too high to qualify for Medicaid. It is available to single adults, couples without children, and parents who are residents of New York State and are United States citizens or fall under one of many immigration categories. Eligibility requirements include a household income threshold.

Extra Help Paying for Medicare Prescription Drug Coverage

800-772-1213

www.ssa.gov/prescriptionhelp/

You are eligible for Extra Help if you have Medicare Part A/or Part B, your income is not above \$16,335 (single person) or \$22,065 (married couple), and your resources in 2011 must be less than \$12,640 (single person) or \$25, 260 (married couple). Resources do not include your home or car. You can apply online on the Social Security Administration's website or call Social Security toll-free.

Health Insurance Information, Counseling, and Assistance Program (HIICAP)

Toll Free Hotline in Multiple Languages: 800-701-0501

DFTA HIICAP Office: 212-341-3200

DFTA HIICAP Hotline: 212-333-5511

HIICAP offers free information about health insurance, including Medicare, Low Income Subsidy ("Extra Help"), EPIC, Medigap, Medicaid Managed Care, and Long-term Care. HIICAP hotlines are operated by New York State as well as the NYC Department for the Aging. You can call the hotline to ask questions or to make an appointment for one-on-one counseling with one of their volunteer counselors. The Department for the Aging also serves as a walk-in center, Monday through Friday, 9 am to 5 pm. DFTA is located in Manhattan at 2 Lafayette Street, between Duane and Reade Streets.

Medicare

800-MEDICARE-(800-633-4227)

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).

There are different parts of Medicare to help cover specific services if you meet certain conditions. Medicare has the following parts:

Medicare Part A (hospital insurance)

Helps cover inpatient care in hospitals, care in nursing facilities, hospice care, and home health care.

Medicare Part B (Medical Insurance)

Helps cover doctors' services, outpatient care, and some preventative services.

Medicare Part C (Medicare Advantage Plans)

A health coverage choice run by private companies approved by Medicare (like an HMO or PPO). Includes Part A, Part B, and usually other coverage including prescription drugs.

Medicare Part D (Medicare Prescription Drug Coverage)

Helps to lower your prescription drug costs and help protect against higher costs in the future. For help, the **Medicare Rights Center** and facilitated enrollers in community-based organizations across the city also provide information and assistance with health insurance questions and applications, as well as help resolving individual cases. To locate the closest one to you call 212-341-3200 or 800-333-4114 or go to <u>www.medicarerights.org</u>.

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. This year's guide is available online at <u>http://www.medicare.gov/Publications/Pubs/pdf/10050.pdf</u>. The guide can also be obtained by calling 1-800-MEDICARE.

Medicare Savings Programs/Extra Help

888-692-6116

http://www.health.ny.gov/health_care/epic/extra_help/

Medicare Savings Programs (MSPs) are Medicaid-administered programs available to Medicare and Medicaid eligible beneficiaries with limited income and resources to help pay for their Medicare cost-sharing, such as monthly premiums and co-pays.

Generally, Medicare beneficiaries pay a monthly premium for their Medicare Part B health insurance. This premium amount usually is deducted automatically from their monthly Social Security checks. Beneficiaries who qualify for a Medicare Savings Program (MSP) no longer have to pay their monthly Medicare art B premiums. The state Medicaid program will pay these premiums for them. As a result, MSP enrollees will have more money in their pockets every month.

There are three main Medicare Savings Programs for Medicare-eligible beneficiaries which are separated based on income and asset levels:

Qualified Medicare Beneficiary (QMB):

Pays your Medicare premiums. Will also pay your deductibles and coinsurances if you see doctors who participate in Medicare or who are in your Medicare's private health network. You can have both QMB and Medicaid

Specified Low-income Medicare Beneficiary (SLMB):

Pays your Medicare Part B Premiums You can have both SLMB and Medicaid

Qualifying Individual (QI) Program: Pays for Medicare Part B Premium.

Pays your Medicare Part B Premium You cannot have both QI and Medicaid

If you enroll in an MSP, you will automatically get Extra Help, the federal program that helps pay most of your Medicare Prescription Drug Plan (Part D) costs.

The application for all three programs is available on the web at bottom of page. <u>http://www.health.state.ny.us/health_care/medicaid/program/update/savingsprogram/</u> <u>medicaresavingsprogram.htm</u> or by calling 311.

TRICARE for Life (TFL)

877-TRI-CARE 877-874-2273 www.mytricare.com

TFL provides Medigap-type coverage for uniformed services retirees (including retired guard and reservists and family members) aged 65 or over, who are enrolled in Medicare Part A and B. To be eligible, you must be registered with DEERS (Department for Defense Eligibility and Enrollment Reporting System); to register call 800-538-9552. Coverage includes prescription drug benefits and medical coverage; you can also enroll in dental coverage.

≈ Enrollment Assistance ≈

Health Insurance Information, Counseling and Assistance Program (HIICAP) See page #36

Medicare Rights Center

520 8th Avenue, North Wing, 3rd Floor New York, NY 10018 800-333-4114 www.medicarerights.org

The Medicare Rights Center is the largest independent source of health care information 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, and can also help people get the care and medicines they need. When appropriate, staff represents clients who cannot secure the care or coverage they need on their own.

Many senior centers also have staff who is qualified to answer questions about health insurance issues. See the Senior Center section on page 71 for more information.

≈ Prescription Drug Insurance & Discount Programs ≈

Elderly Pharmaceutical Insurance Coverage (EPIC)

P.O. Box 15018 Albany, NY 12212-5018 800-332-3742

www.health.state.ny.us/health_care/epic/

EPIC is a New York State-sponsored program for seniors over 65 who need help paying for prescription medications. The plan is open to those who have an annual income of \$35,000 or under (single) or \$50,000 or under (married). Seniors who receive full Medicaid benefits are NOT eligible although those on Medicaid spend-down may be. Everyone who enrolls in EPIC will also automatically be enrolled in a Medicare Part D plan. You may switch that plan if you are unsatisfied during the next open enrollment period. Application is available on the web site or by calling the number above.

Medicare Part D

866-633-4227

www.medicare.gov

Prescription drug plans for seniors receiving Medicare regardless of income or health status. Coverage is not provided by Medicare, but 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 Medicare Rights Center, the NYC Department for the Aging and many senior centers can provide assistance in choosing the best plan for your circumstances. In order for the Part D plan to start on January 1st, registration must take place during the yearly enrollment period which is from November 15th to December 31st each year.

Big Apple Rx

800-697-6974 or 311 www.bigapplerx.com

The BigAppleRx Prescription Discount Card is free for everyone and is accepted at most pharmacies throughout the 5 boroughs. To price your prescription or locate a participating pharmacy, visit the above website or call 311 or the number above.

New York Prescription Saver Card

800-788-6917

https://nyprescriptionsaver.fhsc.com/

A new free pharmacy discount card for New York State Residents who are age 50 to 65 and not receiving Medicaid. Can be used at participating pharmacies to save as much as 60% on generics and 30% on brand name drugs. There are income limitations.

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NYS Department of Health Prescription Drug Price List

http://rx.nyhealth.gov/pdpw/index.jsp

The New York State Board of Pharmacy publishes an annual list of the prices of the 159 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.

MAINTAIN (Medicine Assistance for Those who Are in Need)

866-706-2400

www.pfizerHelpfulAnswers.com

Designed to help recently unemployed Americans and their families who have lost their insurance and are taking Pfizer medicines to continue treatment at no cost for up to one year. The program is open for enrollment for those unemployed on or after January 1, 2009..



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.

Partnership for Prescription Assistance

888-4PPA-Now

www.pparx.org

A service sponsored by pharmaceutical research companies to help patients in need get access to prescription medicines. It provides a single point of access to more than 475 public and private patient assistance programs that could provide help with more than 2,500 brand-name medicines, including a wide range of generics.

Together Rx Access

800-966-0407

www.TogetherRxAccess.com

The Together Rx Access Card was created by many of the nation's pharmaceutical companies to help consumers gain access to savings on prescription products at their neighborhood pharmacy. More than 300 brand name and generic prescription products are included⁴h the program. The card is free. Eligibility is determined by income levels: \$45,000 for a single person and \$60,000 for a family of two.

තිම ම HEALTHCARE SERVICES & SUPPORT

≈ Free and Low Cost Health & Dental Services ≈

Bellevue Hospital Center Outpatient Clinic

462 First Avenue New York, NY 10016 212-562-1685 http://www.nyc.gov/html/hhc/html/facilities/bellevue.shtml

Clinic providing primary and specialty medical services to individuals of all ages. Medicaid, Medicare, and Family Health Plus accepted. Sliding scale fees and payment assistance are available to those who qualify based on income.

Mount Sinai Hospital Dental Clinic

1468 Madison Avenue, 2nd Floor, Area B New York, NY 10029 212-241-7121 <u>http://www.mountsinai.org/patient-care/service-areas/dentistry-and-oral-medicine</u> Accepts Medicaid and Family Health Plus. Sliding scale fees are available to those who qualify based on income.

New York Presbyterian Hospital Dental Clinic

525 East 68 Street, 25th Floor New York, NY 10021 212-746-5190 Accepts Medicaid and Family Health Plus. Sliding scale fees are available to those who qualify based on income.

New York University David Kriser Dental Center

345 East 24th Street New York, NY 10010 212-998-9800 <u>http://www.nyu.edu/dental/patientinfo/info.html</u> Medicaid accepted. Reduced fees for uninsured individuals.

Philips Family Practice

16 East 16th Street New York, NY 10003 212-206-5200 http://www.freemedicalcamps.com/vcampinfo.php?campid=767

Open from 8:30 AM – 8:00 PM on Mondays and Thursdays, 8:30 AM – 6:00 PM on Tuesdays and Wednesdays, 8:30 AM – 4:30 PM on Fridays, and 9:15 AM – 4:00 PM on Saturdays. Services offered include adult medicine, pediatric, dental, women's health, physicals, immunizations, prenatal, disease screening, HIV, mental health, social services. Cost is based on a sliding scale fee.

≈ Eye Care Services ≈

Seniors Eye Care Program

American Academy of Ophthalmology 1-877-887-6327 1-800-222-3937 www.eyecareamerica.org

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 seniors 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 receive care at no charge. In order to be eligible, seniors must be age 65 or older, not have seen an ophthalmologist for three or more years, and not already be covered by an HMO or the VA. Call for eligibility screenings, more information, and referrals.

Sidney Hillman Family Practice

16 East 16th Street New York, NY 10003 212-924-7744 <u>http://www.institute2000.org/health-care/locations/manhattan/</u> Open on weekdays, from 9 am – 5 pm. Services include

Open on weekdays, from 9 am – 5 pm. Services include adult medicine, pediatric, dental, women's health, physicals, immunizations, prenatal, disease screening, HIV, mental health, social services. Cost is on a sliding scale fee.

University Optometric Center

33 West 42nd Street New York, NY 10036 1-888-277-5666 212-938-4001 www.sunyopt.edu/uec/

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

Weill Cornell Community Clinic

505 East 70th Street, 4th Floor New York, NY 10021 646-962-9222 <u>http://wccc.med.cornell.edu</u> Run by medical students, the c

Run by medical students, the clinic provides free healthcare for the uninsured on Mondays from 5:00 pm to 8:00 pm. Services include adult primary care, physicals, laboratory services, and immunizations. Appointments must be made in advance.

≈ Mental Health Services ≈

Geriatric Mental Health Alliance

50 Broadway, 19th Floor New York, New York 10004 212-614-5753

http://www.mha-nyc.org/advocacy/geriatric-mental-health-alliance-of-new-york.aspx

A coalition of over 3,000 individuals and organizations that advocates for improved policies and services for older adults with mental health needs. Part of the Mental Health Association of New York City (MHA-NYC) a nonprofit organization that identifies unmet needs and develops culturally sensitive programs to improve the lives of individuals and families affected by mental illness while promoting the importance of mental health.

Jewish Board of Family and Children's Services

Alan and Kathryn Greenberg Counseling Center 120 West 57th Street New York, NY 10019 212-397-4250 <u>http://www.jbfcs.org/</u> Provides belp to people who are struggling wi

Provides help to people who are struggling with a range of emotional 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.

Mount Sinai Hospital Geriatric Psychiatry Clinic

1 Gustav Levy Place New York, NY 10029 212-241-9382

http://www.mountsinai.on.ca/care/psych/patient-programs/geriatric-psychiatry

Offers evaluation and management of persons over the age of 60 and their caregivers. Physicians, nurse practitioners, and social workers are available for the evaluation of each patient. On-site consultations may be provided by neurologists and neurophysiologists. Services are available in English and Spanish. The Geriatric Psychiatry Clinic specializes in: memory disorders, behavioral disturbances that result from memory disorders, depression, chronic mental illness, individual and family counseling, group therapy for caregiver issues and bereavement issues. Specialty programming includes the Memory Disorders Evaluation and Treatment Program, the Caregivers Program, the Alzheimer's Disease Assistance Center, and Support Groups.

Mood Disorders Support Group

P.O. Box 30377 New York, NY 10011 212-533-6374 www.mdsg.org

A nonprofit, self-help organization serving both individuals with depression and manicdepression, as well as their families and friends. Help people to manage their illness and improve the quality of their lives.

Weill Cornell Institute of Geriatric Psychiatry

525 East 68th Street New York, NY 10065 888-694-5700

http://www.cornellpsychiatry.org/research/geriatric_psychiatry.html

Offers specialized psychiatric clinical 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; family interventions, including psycho-education, counseling and support; and pharmacotherapy as indicated. Outpatient, partial hospitalization, and inpatient services are available.

New York Service Program for Older People

302 West 91 Street New York, NY 10024 212-787-7120 www.spop.org

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. Services available at the West 91st Street office and at other locations throughout Manhattan. Call for details. Home visits can be arranged for people unable to leave their homes.

LifeNet

800-LIFE-NET (800-543-3638) – available 24 hours a day, seven days a week

http://www.lifenet.org/

Mental health professionals provide free 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, Inc. and the New York City Department of Health.

≈ Disease Specific Support & Education Groups ≈

AIDS Drug Assistance Program (ADAP)

800-542-2437 <u>www.health.state.ny.us/diseases/aids/resources/adap/index.htm</u> This program provides healthcare to HIV-infected New York State residents who are uninsured or underinsured.

Alzheimer's Association

360 Lexington Avenue New York, NY 10017 646-744-2900 800-272-3900 – 24 hour helpline <u>www.alz.org</u> Provides information, care consultation and supportive services for those with Alzheimer's disease and their families.

American Cancer Society

Manhattan Region 132 West 32nd Street New York, NY 10001 212-586-8700 800-227-2345 – 24 hour helpline www.cancer.org

Referral service offers a list of services providing free or reduced-fee cancer screenings and support programs for people living with cancer.

American Diabetes Association

333 Seventh Avenue, 17th Floor
New York, NY 10001
212-725-4925
212-594-3452
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, helpful for caregivers.

American Heart Association

122 East 42nd Street New York, NY 10168 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 New York City.

SHARE

1501 Broadway, Suite 704A New York, NY 10036 212-719-0364 – General Information 866-891-2392 – Toll Free 212-382-2111 – Breast Cancer Hotline 212-719-1204 – Ovarian Cancer Hotline <u>www.sharecancersupport.org</u> Organization for women diagnosed with breast and/or ovarian cancer who are seeking

US TOO New York

education, support, or advocacy opportunities.

525 East 68th Street New York, NY 10021 212-873-7567 www.ustoonewyork.org

An independent group which provides support and education to prostate cancer survivors and their families throughout the New York Metropolitan area. US TOO New York offers fellowship, peer counseling, education about treatment options and discussion of medical alternatives without bias.



The city and state laws governing the rights and responsibilities of renters and homeowners in New York City are extremely complex. State Senator Liz Krueger's office produces a housing mailer that discusses the most frequently asked questions by renters and cooperative and condominium owners. The guides are available at <u>www.lizkrueger.com</u> or by calling 212-490-9535.

≈ Senior Housing & Assisted Living ≈

There is a wide variety of housing designed for seniors of different ages, levels of health, incomes, activity level, and interests across New York. Options range from low-cost government subsidized housing to privately operated luxury residences with activities to assisted-living facilities with extensive services and everything in between.

The New York City and State Departments for the Aging provide comprehensive lists of senior housing options across the state, searchable by neighborhood, cost, and type of services provided. The list from the City Department for the Aging is available on the web at <u>https://a069-webapps12.nyc.gov/egovt/housing/index.cfm</u>, or by calling 311. The list from the State Department for the Aging includes a list of definitions of the many different types of housing available, and is available at <u>http://www.nyc.gov/html/dfta/html/senior/ housing.shtml</u>.

Also see Long Term Care, Page #57

≈ Tenant Advocacy Organizations ≈

Housing Court Answers

212-962-4795

www.cwtfhc.org

A non-profit organization that provides advice to unrepresented tenants in housing court proceedings, works to improve the housing court system and advocates for the right to counsel in housing court. The taskforce operates a telephone assistance hotline from 9 am to 5 pm to provide information regarding enforcement of housing code violations and other landlord/tenant issues to New York City residents, community-based organizations and other service providers. The assistance line can also provide the most up-to-date listing of non-profit organizations currently providing emergency rental assistance. Staff and volunteers sit at tables in all housing court buildings throughout the five boroughs to answer questions and to provide referrals every day from 9 am to 12 pm. The Manhattan table is located outside Room 104 at Manhattan Housing Court (111 Centre Street, New York, NY, 10013). Many fact sheets about Housing Court are available on website.

East Side Housing Coalition (ESHC)

212-734-8995 (for volunteer opportunities only) Email: e.sidehousingcoalition@gmail.com

www.eastsidehousingcoalition.org/

A volunteer grassroots advocacy organization composed of social justice advocates committed to protecting and expanding affordable middle-income housing in our East Side neighborhoods. ESHC identifies local housing issues and provides participants with the organizing skills necessary to petition for effective legislation through lobbying and public action. ESHC cannot provide assistance with individual housing problems.

EIS: Housing Resource Center

1233 Second Avenue New York, NY 10065 212-308-2210 Email: info@eisny.org www.eisny.org

EIS: Housing Resource Center is dedicated to preventing homelessness which they accomplish by keeping residents in their communities, preserving existing affordable housing, and promoting and supporting the construction of affordable housing for low, moderate and middle-income households.

EIS Programs Include: Legal Clinics, Housing Advocacy, Elder Services, S.O.R.T.: (Space Organization Resource Tools) and Benefits Entitlement Counseling.

Metropolitan Council on Housing

339 Lafayette Street, #301 New York, NY 10012 212-979-6238 – membership information 212-979-0611 – hotline available www.metcouncil.net

A city-wide 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 organizes tenant associations to help tenants get better services and repairs, educates tenants through its monthly newspaper, runs a weekly call-in radio show and operates a volunteer-staffed tenant information hotline. See website for factsheets and resources on housing law, tenants' rights, recommended tenant attorneys, and other information. The tenant information hotline is available Mondays, Wednesdays, and Friday from 1:30 pm to 5 pm.

New York State Tenants and Neighbors Coalition

236 West 27th Street, 4th Floor New York, NY 10001 212-608-4320 www.tenantsandneighbors.org

A state-wide 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.

≈ Government Benefits for Low-Income Renters ≈

Disabled Rent Increase Exemption (DRIE)

311 or 212-639-9675

The DRIE program freezes the rents of disabled people living in rent-regulated apartments or Mitchell Lama buildings and provides a tax abatement for the owners. Households that are eligible include those receiving Social Security Disability, Supplemental Security Income, Veteran's pensions or compensation, and those enrolled in the Medicaid Buy-In Program. DRIE is designed to work in the same way as SCRIE except that it has lower income limits. The eligibility limit for DRIE varies by household size and source of income but in general the income limit for single individuals is \$19,284 and \$27,780 for couples.

Applications for DRIE are available by calling 311 or at <u>http://www.nyc.gov/html/dof/html/property/property_tax_reduc_drie.shtml</u> on the internet.

Real Property Tax Credit (IT-214)

800-225-5829

http://www.tax.ny.gov/pdf/2010/fillin/inc/it214 2010 fill in.pdf

IT-214 provides rent relief to low-income seniors who have been residents of NY State for at least 12 years and have resided in a home for at least six months. Contact the New York State Department of Taxation and Finance for more information.

Senior Citizen Rent Increase Exemption (SCRIE)

311 or 212-639-9675

The SCRIE program run by the New York City Department of Finance 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 apartment, have a household income (after taxes) of \$29,000 or less and be paying more than one-third of your income for rent. You must apply for SCRIE and recertify your eligibility every two years. Tenants who experience a permanent decrease in income of more than 20% can apply to have their benefits recalculated. Applications for SCRIE are available by calling 311 or from the website

http://www.nyc.gov/html/dof/html/property/property_tax_reduc_scrie.shtml.

Property Tax Reduction and Service Programs for Homeowners

For more information regarding any of these property tax exemption programs, or to receive an application, you can contact the NYC Department of Finance at 311 or http://www.nyc.gov/html/dof/html/property/property tax reduc taxreductions.shtml.

Disabled Homeowner's Exemption (DHE)

The Disabled Homeowner's Exemption (DHE) provides a property tax abatement for eligible property owners who have a medically certifiable disability and an annual income below \$38,400.

New York State School Tax Relief Program (STAR)

www.orps.state.ny.us/star/index.cfm

Provides an exemption from the school portion of property taxes for owner-occupied primary residences including one, two or three family homes, condominiums or co-operative apartments. There are no age, asset or income requirements as long as the claim is for a primary residence. The Enhanced STAR Exemption for residents 65 and older with an annual income of \$79,050 or less are eligible for additional savings.

Senior Citizen Homeowner's Exemption (SCHE)

The Senior Citizen Homeowner's Exemption (SCHE) is a partial property tax exemption available for residential property owners age 65 years or older who have held title to their property for at least 12 consecutive months and had an annual income below \$37,400 for the last calendar year. Individuals who file for SCHE do not have to file a separate STAR application. Those who qualify for SCHE are automatically enrolled in Enhanced STAR.

Veteran's 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 & II, Korea, Vietnam, or the Gulf War*. 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 during one of the periods above) are also eligible for this exemption.

*Legislation is currently pending to expand this benefit to veterans of the wars in Iraq and Afghanistan.

STAR, SCHE, Veteran's Exemption, and DHE can be applied for on one application which can be obtained at: <u>http://www.nyc.gov/html/dof/html/property/propertytaxreductions.shtml</u>

Residential Emergency Services to Offer Home Repair to the Elderly (RESTORE) 212-480-7147

http://www.dhcr.state.ny.us/Programs/Restore/

The RESTORE Program is available to low-income seniors who need financial assistance for emergency home repairs. The maximum grant is \$5,000 and is only available to those who have lived in their homes for at least three years. The program is administered through RESTORE-qualified agencies in your service area, call the downstate RESTORE office.

≈ Home De-cluttering, Downsizing, and Organizing ≈

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. All you want to do is close the door behind you and escape.

The following two websites offer many private fee-for-service organizations that can help with decluttering, downsizing, and organizing.

a **Cornell University**

Environmental Geriatrics Program

http://www.environmentalgeriatrics.org/

Environmental Geriatrics is the study and application of design principles to interiors and products to optimize the health, function, and well-being of older adults. This website has information on creating an Alzheimer's friendly home, fall and fire prevention, and hoarding and clutter.

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ThisCaringHome.Org

http://thiscaringhome.org/index.aspx

This CaringHome.org was funded by grants from several foundations to Weill Cornell Medical College, a top ranked clinical and medical research center located in New York City. Rosemary Bakker, MS, ASID is on academic staff at Weill Cornell Medical College and is the Director of ThisCaringHome.org. All materials on ThisCaringHome's website have been reviewed by select members of the Advisory Board, composed of a wide variety of professionals, including nurses, dementia specialists, physical and occupational therapists, safety experts, social workers, and recreational therapists.

GOVERNMENT-FUNDED SERVICES

Adult Protective Services (APS)

Central Intake Referral Line (212) 630-1853 400 Eighth Avenue - 5th Floor New York, N. Y.

APS provide free heavy duty cleaning for their clients. An older person is eligible for APS, irregardless of income or assets if they

a) have a physical or mental impairment;

b) are unable to

- manage their own resources •
- carry out the activities of daily living, protect themselves from physical, sexual or emotional abuse, passive or self-neglect, financial exploitation or other hazardous situations without assistance from others: and
- c) have no one willing and able to assist them responsibly

There are APS clients that refuse to allow APS to perform a heavy duty cleaning. If 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.

Jewish Association for Services for the Aging (JASA)

Program Name: De-cluttering Program Catchment area: Manhattan Contact: JASA Help Center at (212) 273-5272

JASA has been given a small "De-cluttering" grant by New York State to help seniors avoid eviction due to safety and health issues created by an excessive collection of objects. Funding goes directly for the costs of hiring personal organizers, occupational therapy students, or agencies that do similar work. The objective is to avoid the "heavy duty cleaning" syndrome. JASA will conduct an assessment, offer a resource list of personal organizers and occupational therapists, and contribute funds (limited, with a capped amount) towards the cleaning. Due to limited staff, the majority of cases need a social worker from another agency who will work intensively on the project.

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Hoardhouse: Compulsive Clutter in NYC

http://hoardhouse.com/

There is a group of social workers, counselors, and advocates whose job is to support, advise, and console the clutterers of New York. Their task is never easy, but their determination remains firm.

EIS: Housing Resource Center

S.O.R.T. Program

1233 Second Avenue New York, NY 10065 212-308-2210 Email: <u>info@eisny.org</u> www.eisny.org

The S.O.R.T. program at EIS provides legal support and workshops for hoarders. Workshops are held monthly with a staff social worker. Private individual counseling appointments are available for those in housing court or in another form of crisis mode.

Hudson Guild

441 West 26th Street New York, NY 10001 212-760-9800 Email: <u>info@hudsonguild.org</u> <u>http://hudsonguild.org/</u> Hudson Guild runs a bi-monthly meeting with Anna-Leah Braudes.



Unclutterer.com

http://unclutterer.com/

Unclutterer is the website for home and office organization. This website features tips, organization strategies, product reviews, reader questions and more. Unclutterer.com also features a discussion forum where people can exchange information and support.

ර ා C LEGAL RESOURCES

Birth, Death, Marriage and Domestic Partnership Certificates

Birth and Death Certificates: 212-788-4520

Marriage Licenses and Domestic Partnership: 212-669-2400 ext. 2

www.nyc.gov/html/records/html/vitalrecords/home.shtml

These documents are necessary for some benefit applications and can be obtained from the Department of Health's Bureau of Vital Records.

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Elderlaw Answers

http://www.elderlawanswers.com/Default.aspx

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

EIS: Housing Resource Center

1233 Second Avenue New York, NY 10065 212-308-2210 www.eisny.org

Provides legal advice for seniors living on the East Side facing eviction and other serious housing problems (lawyers by appointment only) and holds community outreach programs.

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Law Help

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 – Lower Manhattan Neighborhood Office

199 Water Street New York, NY 10038 212-577-3300 <u>www.legal-aid.org/en/home.aspx</u> 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 poverty line.

Lenox Hill Neighborhood House Legal Advocacy Department

331 East 70th Street New York, NY 10021 212-744-5022 ext. 1392 www.lenoxhill.org

The Legal Advocacy Department provides free assistance with housing, government benefits including Medicaid, Medicare, food stamps, SSI and SSD, simple estate planning and family law. To be eligible for assistance, you must live, work, or go to school between 59th and 110th Streets on the East Side of Manhattan. There are income limits for certain services. Walk-in hours are on Mondays from 10 am to 12 pm. If you need an appointment outside of clinic hours call extension 1392.

Manhattan Legal Services

90 John Street, Suite 301 New York, NY 10038 646-442-3100 www.legalservicesnyc.org

Provides free legal advice and representation to Manhattan residents who would otherwise be unable to afford it. Focus is on housing, government benefits, consumer, and family law cases.

Mid-Atlantic Pension Counseling Project

800-355-7714

Pensionrights.org

Funded by the US Administration on Aging, the project provides information and counseling to workers age 60 and over and their dependents who are having difficulty finding out about pension benefits (both government and private) that might be owed to them or who believe that they might not be receiving benefits to which they are entitled. Available weekdays from 9 am to 5 pm.

The MFY Manhattan Legal Aid for Seniors Program

299 Broadway, 4th Floor New York, NY 10007 212-417-3880 <u>http://www.mfy.org/projects/manhattan-seniors-project/</u>

Provides legal advice and representation to low income residents age 60 and older with eviction prevention, public benefits, Medicare & Medicaid, discrimination, civil & disability rights, and elder abuse cases. Available for calls on Wednesdays between 2 pm and 4:30 pm for intake and appointments.

Neighborhood Economic Development Advocacy Project (NEDAP)

176 Grand Street, Suite 300 New York, NY 10013 212-680-5104 www.nedap.org

A resource and advocacy center for community groups in New York City. Their mission is to promote community economic justice and to eliminate discriminatory economic practices that harm communities and perpetuate inequality and poverty.

NEDAP's <u>NYC Financial Justice Hotline</u> is the only resource of its kind in New York City. The hotline is for community groups and low-income New York City residents, and provides information and referrals on a range of consumer financial issues. NEDAP also coordinates two major coalitions: <u>New Yorkers for Responsible Lending</u>, which promotes access to fair and affordable financial services and the preservation of assets for all New Yorkers and their communities; and the <u>Immigrant Financial Justice Network</u>, which works to remove financial access barriers and eradicate abusive practices leveled at low income and undocumented immigrants.

New York City Bar Association 42 West 44th Street New York, NY 10036 <u>www.nycbar.org</u> The 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. Just to call is free, but there is a \$35 fee for the 30-minute consultation; fees for any additional services are negotiated privately. Call 212-626-7373 to reach the referral service.

• The *Monday Night Law Clinic* operates on various Monday nights from October through July. At the clinic, lawyers meet with clients for one-half hour appointments to discuss a variety of legal topics such as bankruptcy, consumer issues, matrimonial, basic employment, and landlord-tenant issues. Clients must register ahead of time by calling 212-626-7373. Walk-ins are not permitted.

• The *City Bar Justice Center Legal Hotline* is a free advice hotline for low-income callers. A phone call to the hotline connects you with a staff of knowledgeable referral counselors, who are attorneys and paralegals. Counselors will give free legal advice on a wide range of subjects, such as family law, consumer debt, bankruptcy, employment and landlord-tenant issues. Counselors are available to answer questions Monday through Friday from 9 am to 1 pm and Tuesday and Thursday from 3:30 pm to 5:30 pm. To speak with a counselor, call 212-626-7383.

• The *Veterans Assistance Project* provides skilled legal counsel with the hope for senior's to receive the benefits they deserve. The Project is designed to meet the needs of the 254,000 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. You can call212-382-4722 or 877-564-3383 for questions.

• The **Consumer Bankruptcy Project** is one of only two pro bono bankruptcy projects in New York City providing legal assistance to low-income consumers with outstanding debts--assisting debtors filing pro se bankruptcy petitions and providing pro bono representation to debtors in contested matters. You can call 212-626-7383 for more information or with questions.

• The *Elderlaw Project* maintains the dignity and independence of elderly people by training volunteer attorneys to counsel and represent elderly New Yorkers in a variety of areas. At legal clinics held at the Justice Center and at senior centers, staff and volunteer attorneys provide seniors with advice and representation regarding wills, living wills, health care proxies, powers of attorney, government benefits, consumer issues and more. You can call 212-382-6658 for more information or with questions.

Volunteers of Legal Service (VOLS) Elderly Project Legal Clinics

54 Greene Street New York, NY 10013 212-966-4400 www.volsprobono.org

Volunteer attorneys provide free civil legal services to low-income Manhattan residents age 60 and older. Legal clinics are held each month at a variety of senior centers where seniors can discuss their legal concerns in confidence, receive legal advice and, where appropriate, obtain referrals for representation. Call for schedule.

තුල ි LONG TERM CARE

Housing Options for Seniors Who Need Assistance With Activities of Daily Living

What is Home Care?

More than 7.6 million Americans receive home care, according to the U.S. Census Bureau. 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 seniors to remain at home longer rather than enter an assisted living community, nursing home or other type of senior care. Home care may be appropriate if a senior prefers to stay at home but needs minor 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 Assisted Living?

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

Among assisted living communities there is a wide variation in the level of care that may be provided. Some assisted living communities specialize in providing a supportive and safe environment for seniors 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 your loved one will be most comfortable.

There are over 36,000 assisted living options to choose from in the United States.

What Is a Nursing Home?

Today in the United States there are over 16,000 nursing homes. 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 constant care needs of its 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 \$4000 and \$8000* 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 more likely to be in the \$8000/month range and higher.

**Medicare will only pay for 30 days post hospitalization.

≈ Nursing Homes ≈

Amsterdam Nursing Home

1060 Amsterdam Avenue New York, NY 10025 212-316-7700 www.amsterdamcares.org

DeWitt Nursing Home

211 East 79th Street New York, NY 10075 212-671-6000 <u>www.dewittnh.com</u>

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

Kateri Residence

150 Riverside Drive New York, NY 10024 646-505-3500 www.kateriresidenceny.org

Mary Manning Walsh Home

1339 York Avenue New York, NY 10021 212-628-2800 http://www.archcare.org/mary-manning-walsh.html

Rivington House Health Care Facility

HIV/AIDS-specific facility 45 Rivington Street New York, NY 10002 212-477-3100 http://www.villagecare.org/aids_network/rivington_house.html

Village Nursing Home

607 Hudson Street New York, NY 10014 212-255-3003 http://www.villagecare.org/vcrnc

A complete list of NYC nursing homes can be found at: <u>http://nursinghomes.nyhealth.gov/</u> and <u>http://www.doctorsdig.com/n/new-york-nursing-homes-ny.htm.</u>



A Place for Mom

http://www.aplaceformom.com

This website is a free referral service that can find the right senior care center for your loved ones to live in.



New York State Department of Health

http://nursinghomes.nyhealth.gov/ (for Nursing Home Profiles)

http://www.health.state.ny.us/facilities/nursing/ (general information)

All nursing homes in New York are regulated by the NY State Department of Health. The agency's website provides comprehensive information on nursing homes including rankings regulations, and inspection reports, as well as about patients' rights and nursing home alternatives.

Complaints regarding nursing home services can be made to the NY State Department of Health by calling 888-201-4563.

≈ Aging In Place ≈

Bill Payer Program

212-398-6565, ext..230

http://cscs-ny.org/money_management/index.php

The Bill Payer Program is a free service that helps low-income older adults and adults with disabilities to stay in their homes and communities. Clients gain the reassurance of knowing their monthly bills will be paid on time. Visits take place once or twice a month, usually in the client's home. Bill Payers help clients with: organizing bills, writing checks for the client's signature, balancing the checkbook, and reconciling the bank statement. Bill Payers may also assist clients to access cash, budget, lower monthly bills and pay down debt.

Citymeals-on-Wheels

212-687-1234

www.citymeals.org

Citymeals delivers meals to seniors who are homebound and unable to prepare their own meals. To receive the service, seniors have to be assessed by a case manager. If you are over 60, unable to prepare nutritious meals, ineligible for Medicaid services such as a home care attendant, and unable to afford privately paid home care assistance, call Citymeals at the number above to find the nearest case management agency for referral.

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

11 Broadway, Suite 400 NY, NY 10004 Ph. (212) 514-7147 Fax (212) 785-1515 www.cohme.org

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

Comprehensive Care Management Corporation

Long Term Home Health Care Program Beth Abraham Health Services 127 East 107th Street New York, NY 10029 877-226-8500 <u>http://www.ccmny.org/</u> Program to help older people live at home, providing an alternative to nursing home placement. <u>Must be Medicaid eligible</u>.

ElderServe Home Care Services

The Wright Center on Aging 1484-1586 First Avenue New York, NY 10021 212-717-1430 www.elderserve.org

Provides individuals who are mentally or physically challenged, frail and elderly, or have Alzheimer's or related dementia disorders with nursing services; physical, occupational, and speech therapy; care management; respite care; housekeeping, personal care; and specialized Alzheimer's and HIV/AIDS services.



Long Term Care Community Coalition

http://www.ltccc.org

LTCCC is an organization that was originally founded to keep an eye on the treatment of seniors in nursing homes. Currently, LTCCC is educating, researching and advocating for senior citizens.



Long Term Care Living

http://longtermcareliving.com/

This website is a part of the American Health Care Association and the National Center for Assisted Living and is dedicated to helping families begin and continue conversations about long term care for their loved ones. They have special sections on finding nursing homes, preparing the family for the transition, writing an advance directive, helping understand Medicare Part D and the financial burden of paying for long term care.

Jewish Guild for the Blind

GuildNet Home Care 15 West 65th Street New York, NY 10023 1-800-284-4422 212-769-6200 www.jgb.org/programs guildnet.asp

GuildNet is a managed long-term care plan established to coordinate services for Medicaid-eligible, nursing home-eligible adults wishing to remain in their homes as long as possible. Provides health and personal care.

Jewish Home Lifecare

120 West 106th Street New York, NY 10025 1-800-544-0304 Manhattan Center: 212-870-4715 www.jewishhome.org

A non-sectarian organization that provides skilled nursing, home care, day care, senior housing, rehabilitation services, and care coordination to the elderly and the disabled.

Mount Sinai Visiting Doctors Program

1 Gustave L. Levy Place, Box #1216 New York, NY 10029 212-241-4141 http://www.mountsinai.org/

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. All insurance plans are accepted, including Medicare and Medicaid.

New York Foundation for Senior Citizens

11 Park Place, 14th Floor New York. NY 10007 212-962-7559 www.nvfsc.org

Dedicated to helping the elderly continue to live and function in their own communities. Services include home attendants, respite care, guardian services, enriched housing, transportation and low-income housing.

Senior Health Partners for Independent Living

4 East 107th Street New York, NY 10029 212-360-0067 www.shpny.org

Senior Health Partners is a Managed Long Term Plan and a Pre-PACE program (Program of All-inclusive Care for the Elderly). It provides a variety of services for people 55 years or older who have health problems and limitations that would qualify for nursing home-level care or long -term health services for at least 120 days.

SeniorBridge

845 Third Avenue, 7th Floor New York, NY 10022 212-994-6100 888-321-6161 www.seniorbridge.com

SeniorBridge provides care at home for clients who have complex, chronic health conditions. Services address the well-being of clients and their families through a comprehensive program that includes assessment, planning, service coordination, advocacy, and direct care. Care is provided by a multidisciplinary team led by a professional geriatric care manager, who is a nurse or social worker. Services are personalized according to the level of need and preference of the client. The SeniorBridge program is especially beneficial for clients with chronic medical illnesses, or memory disorders such as Alzheimer's disease, and those who require close oversight and management of care.

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.

≈ Hospice and Palliative Services ≈

The goal of hospice care is 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 home or in a hospice facility. Palliative care can begin sooner than hospice care allowing the patient and family members more time to think about treatment goals and quality-of-life issues.

Beth Israel Medical Center Symptom Control and Palliative Care Practice

10 Union Square East, Suite 2Q/R New York, NY 10003 212-844-1301 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, treatments for symptoms other than pain, psychological therapies to assist patients and families in coping with illness, coordination of care, and bereavement support.

Continuum Hospice Care

39 Broadway, Room 200 New York, NY 10006 212-649-5555 --- 24 hour assistance line www.hospicenyc.org

Interdisciplinary Care Teams provide specialized care to patients with 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.

Metropolitan Jewish Health System

Palliative Care Program 877-218-0230 http://www.mjhs.org/

Palliative care specialists work with the patient, his or her personal physician and the family to design a care plan that creates a supportive and comforting environment for patients with chronic or life-limiting disease. Services range from pain management to spiritual and psychological counseling.

Mt. Sinai Palliative Care Institute

1190 Fifth Avenue New York, NY 10029 212-241-1446 – inpatient care 212-956-8552 – outpatient care

http://www.mountsinai.org/Patient%20Care/Service%20Areas/Palliative%20Care

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. Both inpatient and outpatient services are available.

There is a tremendous amount of information about long term care online. These resources include the following:

http://www.aarp.org/relationships/caregiving-resource-center/info-08-2010/

gs assessment checklist.html

This online resource from AARP can help you assess the level of health of your elder. Factors to take into consideration are physical health, mental health, medication use, daily living, home and community safety, support system, appearance and hygiene and finances.



Administration on Aging

http://aoa.gov/

AOA is committed to developing "a comprehensive, coordinated and cost-effective system of home and community-based services that helps elderly individuals maintain their health and independence in their homes and communities." Their website includes many resources for caregivers as well as the elderly.



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/about.php

Aging with Dignity is an organization that is dedicated to helping our elders make their own educated choices in their later stages in life. They have many resources including their "Five Wishes" program that assists all people ages 18 and up in writing their own personal preferences if their lives were in danger.



American Heath Care Association

http://www.ahcancal.org/Pages/Default.aspx

The American Health Care Association advocates quality in long term care. Their website provides several resources and lots of information in the areas of long term care providers, state affiliates, residents and families, policy makers, and suppliers of products and services.



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. The entire website is dedicated to helping elders and helping those who care for them.

CareGiver.com

http://caregiver.com/aboutus/index.htm

Caregiver.com is a valuable resource to caregivers of all ages and residences. They produce magazines, newsletters, and special articles solely about the caregiving experience. This website is filled with information and personal stories that can help caregivers' situations.



Caregivers Library

http://caregiverslibrary.org

The Caregivers Library is a website that includes various descriptions and explanations of different caregiving terms. This can be very useful for new caregivers or those with questions.

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Children of Aging Parents

www.caps4caregivers.org

Recognizing the growing number of seniors that need full time caregivers, CAPs has been working to make sure that these caregivers have sufficient information and advice available to them when needed. They have resources to answer questions about financial and legal issues, housing, physical conditions, and what to do after the death of a loved one.



Compassion and Choices

http://compassionandchoices.org/

This organization's goals are to support, educate and advocate for people who are in their last stages of life. They believe that all people should have the right to die humanely and with the least amount of pain. They have acted through legislation and the courts and continue to do so.



Elderlaw Answers

http://www.elderlawanswers.com/Default.aspx

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

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Family Caregiver Alliance

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

The Family Caregiver Alliance website is completely devoted to providing all types of information to the public. There are several links to find further information and help as well as information specific to New York. Questions especially about finances and legal issues are answered in detail.

@ Growthhouse

Growthhouse.org

This website can be used as a search engine or a place to find direct resources for those in need of educational materials on aging. They cover a wide variety of issues including music therapy.

@

Hospice Foundation of America

http://www.hospicefoundation.org/

Hospice provides resources for people that deal with 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.



Hospice and Palliative Care Association of New York State (HPCANYS)

http://hpcanys.org/

HPCANYS is an organization that represents hospice and palliative programs that want to see progress within these programs. They focus on educating, researching, public engagement, peer groups, technical assistance and communications.



National Alliance for Caregiving

http://www.caregiving.org

The National Alliance for Caregiving is an organization that is a coalition of national organizations based around the subject of caregiving. Its website can send its users to over 1,000 other websites containing resources for caregivers and the elderly.



The New Old Age by New York Times

http://newoldage.blogs.nytimes.com/

This website is dedicated to helping and educating caregivers so that they are more prepared for the challenges they face. There are many personal stories and accounts that can help people deal with their experiences with senior family members and friends.



New York Connects

http://www.nyconnects.org/index.shtml

NY Connects is a website and resource that is available for the public in order to better the lives and situations of the elderly and their caregivers. Their website includes an A-Z Index of answers and resources for every situation and question.



The New York State Adult Day Services Association

http://nysadultday.com/what-are-adult-day-services.html

This association provides adult day centers so that they can provide caregivers with criticallyneeded respite from their 24/7 caregiving responsibilities so they can continue to provide care for their loved one(s), and remain productive members of the workforce.

When York State Office for the Aging

http://www.aging.ny.gov/NYSOFA/

NYSOFA acts as an advocate for senior citizens of New York. They work to make sure that seniors are independent for as long as they are able to be; and when they are not, they provide all of the appropriate resources to answer their questions.



PBS Online Handbook

http://www.pbs.org/wgbh/caringforyourparents/handbook/gettingstarted/

This online handbook from PBS is a complete guide on how to care for your parents. It starts with research and a conversation with your elder and then takes you through the following items you may have questions about: finances, legal issues, health care, insurance, home care, housing and transportation, staying active and caring for the caregiver.



≈ Police Precinct Community Councils ≈

All police precincts in New York City hold monthly 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. The following three precincts cover the majority of Senate District 26:

13th Police Precinct

230 East 21st Street New York, NY 10011 212-477-7411 The Precinct Community Council meets the third Tuesday of every month at 6:30 pm at the precinct station house.

17th Police Precinct

167 East 51st Street New York, New York 10017 212-826-3211 The Precinct Community Council meeting is held on the last Tuesday of every month at 6 pm at the Sutton Place Synagogue, 228 East 51st Street.

19th Police Precinct

153 East 67th Street New York, New York 10021 212-452-0600 The Precinct Community Council meets the first Monday of the month at 7 pm at the precinct station house. Call 212-452-0613 from 8 am to 2 pm for more information.

≈ Assistance for Crime Victims ≈

Community Elder Mistreatment & Abuse Prevention Program (CEMAPP)

1484 First Avenue New York, NY 10075 212-879-7400

CEMAPP combats elder abuse by assisting victims and providing community education programs in the expanded geographical area of central and northern Manhattan. This innovative program, a collaboration with One Stop Senior Services, assists individuals and families who reside within six CD's on the Upper East and Upper West Sides of Manhattan.

Manhattan District Attorney's Elder Abuse Program

One Hogan Place New York, NY 10013 212-335-8920 www.manhattanda.org

Unit of the Manhattan District Attorney's office that investigates and prosecutes crimes of elder abuse committed against people age 60 and older, and provides assistance and referrals to victims. The office defines elder abuse as either 1) domestic abuse or neglect at the hands of a family member or partner, caregiver, or other individual, 2) financial exploitation committed by a stranger, relative, companion, home aide, or other professional providing services to a senior, or 3) virtual eviction by drug dealers who have taken over an elderly person's residence or building.

Manhattan District Attorney's Victim Assistance Center

100 Centre Street, Room 231 New York, NY 10013 212-335-9040 www.manhattanda.org

Unit of the Manhattan District Attorney's office that provides a secure, supportive environment where victims, witnesses, and their families are introduced to the services available to them through the District Attorney's office. Victims also receive information about their rights in the criminal justice system and are afforded an opportunity to provide information important to the prosecution of their case. The center is open Monday through Friday from 8 am to 8 pm, and Saturdays and Sundays from 9 am to 5 pm.

New York State Crime Victims Board

55 Hanson Place, 10th Floor Brooklyn, NY 11217 800-247-8035 http://www.cvb.state.ny.us/Home.aspx

The Crime Victims Board provides compensation and medical assistance to innocent victims of crime, funds direct services to crime victims via a network of community-based programs, and advocates for the rights and benefits of victims of crime.

NYC Domestic Violence Hotline

800-621-4673

The NYC Domestic Violence Hotline can provide 24-hour, toll-free, all-language help to find support and shelter services for elderly victims of abuse. The hotline maintains a comprehensive list of service agencies in New York City to meet the needs of victims.

Stein Senior Center Crime Victims Services Program

204 East 23rd Street New York, NY 10010 646-395-8083 www.steinseniorcenter.org

Helps victims to navigate the justice system, to apply for benefits from the State Crime Victims Board, and provides links to support services.

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. The Centers offer a variety of services including meals, educational and recreational programs, assistance with benefits, exercise classes, services to the homebound elderly and field trips to theaters and museums. Almost all centers provide lunch daily for a requested donation of \$1.50.

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

Carter Burden Center for the Aging

1484 First Avenue New York, NY 10075 212-879-7400 www.burdencenter.org Lunch is served at 351 East 74 Street.

The Carter Burden Center for the Aging helps Manhattan residents aged 60 and older to remain in their homes, allowing them to live safely and with dignity. The Center provides on-site activities including yoga, exercise, chorus, arts and crafts, and computer classes. Home delivered meals are available within a 10-block area on The Upper East Side. Other programs include help for people experiencing memory loss and case management. Social service assistance includes home visits, counseling and help with benefit application, an elder abuse and intervention program, cultural connections, and more.

Community Lounge Senior Center

155 East 22nd Street New York, NY 10016 212-777-8333 The Community Lounge Senior Center provides recreational and educational activities, health education, and low-cost lunch to residents age 60 and older. The center is open Monday-Friday from 9 am to 3:30 pm and lunch is served at noon.

Encore Senior Center

239 West 49th Street New York, NY 212-581-2910 <u>http://www.encorecommunityservices.org/senior_programs.html</u> Assistance is available with obtaining entitlements and benefits

Assistance is available with obtaining entitlements and benefits such as Medicare, Medicaid, food stamps and social security. Activities include Yoga, Tai Chi Chih, Salsa movement, painting classes, movies, trips, birthday celebrations, bingo, concerts, holiday parties, billiards and more.

A light breakfast is available at the Center from 9:00 to 10:00 a.m. Hot, nutritious lunches are served five days weekly, from Monday through Friday. Meals are served at two seatings: 11:00 a.m. and 12:30 p.m. All seniors are welcome. A contribution of \$1.00 per meal is suggested.

Lenox Hill Neighborhood House Senior Center

343 East 70th Street New York, NY 10021 212-744-5905 Lunch is served at the address above. Some activities may take place at 331 East 70 St.

The 70th Street Senior Center is open seven days a week from 9 am to 4 pm, Monday through Friday, and from 10 am to 4 pm, Saturday and Sunday. Every day the Center offers lunch at noon and features an array of cultural, educational and recreational activities. In addition, the center provides financial and case management services to older adults, social day care for physically and cognitively frail elders.

Lenox Hill Neighborhood House Senior Center at St. Peter's Church

619 Lexington Avenue New York, NY 10022 212-308-1959 http://www.lenoxhill.org/content/who-we-help/older-adult-services.html

The Senior Center at St. Peter's Church is open Mondays, and Wednesdays through Saturdays from 9 am to 4 pm. The Center provides lunch at noon and a host of activities including on-site jazz concerts every Wednesday, creative movement and language classes, educational lectures on health and finances, and movies. Staffed by a team of dedicated social workers committed to improving older adults' quality of life, free counseling and referrals are provided to all members.

Stanley Isaacs Neighborhood Center

415 East 93rd Street New York, NY 10128 212-360-7620 www.isaacscenter.org

Offers health and wellness programs, social activities, cultural and educational events workshops, adult education, and computer classes. Hot breakfasts are served on weekday mornings and lunches are provided on site every day except Sunday.

Stein Senior Center

204 East 23rd Street New York, NY 10010 646-395-8083 www.steinseniorcenter.org

Lunch and activities for seniors are offered weekdays. Services and programs are continually expanded to answer needs of the community, with staff to assist with benefits, case assistance and entitlements. There is an on-staff nutritionist, a variety of exercise classes, a bi-monthly legal clinic, computer classes, trips, parties, lectures and demonstrations. A new program is SPA (Service Program for Adults), a day care program for those suffering from Alzheimer's disease and related dementia. At this writing, SPA is \$60 a day or \$50 a day for a three-day week. The program is available on Mondays, Wednesdays and Fridays from 1:30 to 4:30. Call for more information.

Meal Programs Available at Senior Centers:

| Senior Center | <u>Address</u> | <u>Food</u> <u>Services</u> | <u>Days Avail-</u> <u>able</u> | <u>Meal Times</u> |
|---|--|------------------------------------|--|--|
| Carter Burden Center for the Aging | 1484 First Ave. New York, NY 10075 | Lunch | Monday- Friday | Noon |
| Community Lounge Senior Center | 155 East 22 nd St. New York, NY 10016 | Lunch | Monday- Friday | Noon-1 pm |
| Encore Senior Center | 239 West 49thSt. New York, NY 10019 | Light <u>Breakfast</u> Lunch | Every day Monday - Friday | 9:00 - 10:00 11:00 am and 12:30 pm |
| Lenox Hill Neighborhood House Senior Center | 343 East 70 th St. New York, NY 10021 | Lunch | Every day | Noon-1 pm |
| Lenox Hill Neighborhood House Senior Center at St. Peter's Church | 619 Lexington Ave. New York, NY 10022 | Lunch | Monday, Wednesday - Saturday | Noon-1 pm |
| Stanley Isaacs Neighborhood Center | 415 East 93 rd St. New York, NY 10128 | Breakfast and Lunch | Monday- Saturday (no breakfast on Saturday) | Breakfast: 8:30-9:15 Lunch: 11:45-12:30 |
| Stein Senior Center | 204 East 23rd St. New York, NY 10010 | Lunch | Monday- Friday | Noon |

තුල ම services for people with disabilities

Access-A-Ride

877-337-2017 718-393-4999 http://www.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)

841 Broadway, Suite #301 New York, NY 10003 212-674-2300 www.cidny.org Provides benefits course

Provides benefits counseling and direct services (e.g. housing assistance, referrals and recreational activities for disabled residents). Also involved in political advocacy to improve the rights and opportunities of people living with disabilities.

Mayor's Office for People with Disabilities

100 Gold Street, 2nd Floor New York, NY 10038 212-788-2830 www.nyc.gov/html/mopd Works with other NYC a

Works with other NYC agencies to assure that the voice of the disabled community is 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

40 Rector Street, 10th Floor New York, NY 10006 212-306-5070 http://www.nyc.gov/html/cchr/home.html

The New York City Human Rights Law is one of the most comprehensive civil rights laws in the nation. The Law prohibits discrimination in employment, housing and public accommodations based on race, color, creed, age, national origin, alien, age or citizenship status, gender (including gender identity and sexual harassment), sexual orientation, disability, marital status, and partnership status.

New York State Human Rights Commission

One Fordham Plaza, 4th Floor Bronx, New York 10458 718-741-8400 http://dhr.state.ny.us/_

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.

Transportation and Weekend Connections

331 East 70th Street New York, NY 10021 212-744-5022, Ext. 1299

http://www.lenoxhill.org/content/who-we-help/transportation-services.html

The Lenox Hill Neighborhood House Senior Centers along with their four partners (the Stanley Isaacs Neighborhood Center, the Burden Center, Search & Care, and United Neighbors of East Midtown) provide transportation services to Older Adults on their wheelchair-accessible bus. Clients are escorted from their doorsteps to supermarkets, religious institutions, senior centers, cultural institutions, and visits to family and friends and special events around NYC.

See page 49 for information about the Disabled Rent Increase Exemption (DRIE) program for low-income renters.

තුල ම services for the visually impaired

American Foundation for the Blind

11 Penn Plaza, Suite #300 New York, NY 10001 212-502-7600 800-232-5463 – information center <u>www.afb.org</u> Provides a directory of services for seniors with vision impairments. Works to expand the possibilities for people with vision loss.

New York State Commission for the Blind & Visually Handicapped

80 Maiden Lane, 23rd Floor New York, NY 10038 212-825-5710 866-871-3000 – hotline www.ocfs.state.ny.us/main/cbvh

Provides a listing of not-for-profit agencies in New York that offer on-the-job training, placement services, assistance technology and other services to the blind and visually impaired.

Jewish Guild for the Blind

15 West 65th Street New York, NY 10023 1-800-284-4422 212-769-6200 www.jgb.org Non-sectarian agenc

Non-sectarian agency that serves persons of all ages who are visually impaired, blind and/or multi-disabled. Programs include medical, vision, low vision, psychiatric, and rehabilitative services, managed long-term care, residential services, day health and training programs.

Lighthouse International

111 East 59th Street New York, NY 10022 212-821-9200 800-829-0500 www.lighthouse.org

Provides services to visually-impaired people of all ages, including vision assessments by doctors, mental health services for people experiencing vision loss, vision rehabilitation services to help people adjust to living with reduced vision, mobility training to help people with impaired vision travel safely, career services, adaptive computer training and reading services. Additionally, Lighthouse International engages in research and advocacy.

National Association for the Visually Handicapped

22 West 21st Street, 6th Floor New York, NY 10010 212-889-3141 <u>www.navh.org</u> Voluntary health organization that provides services to the visually-impaired, including low vision services, visual aids, and training.

National Federation of the Blind of New York State

P.O. Box 09-0363 Sunset Station Brooklyn, NY 11209 718-567-7821 <u>www.nfbny.org</u> Support and advocacy group that strives to reform general attitudes towards the blind, and the attitudes blind people have about themselves. Provides phone support groups for seniors as well.

University Optometric Center

33 West 42nd Street New York, NY 10036 888-277-5666 www.sunyopt.edu/uoc/

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. Accepts Medicaid and Medicare.



(Also see "Senior Centers")

Catholic Charities of the Archdioceses of New York

1011 First Avenue New York, NY 10022 888-744-7900 – helpline 212-371-1000 <u>www.catholiccharitiesny.org</u> Assists the elderly, poor and vulnerable of all religions through an extensive federation of more than 130 agencies and programs.

Community Service Society of New York

105 East 22nd Street New York, NY 10010 212-254-8900 212-614-5222 – Center for Benefits and Services www.cssny.org

Non-profit organization that has helped New Yorkers in need of help with health and housing for over 150 years. Offers a wide array of programs and services from advocacy to case management.

Comprehensive Senior Community Wellness Program (NYCHA)

212-306-3442

http://www.nyc.gov/html/nycha/html/community/senior_services.shtml#wellness

NYCHA has partnered with the City Department of Health and Mental Hygiene to provide seniors a comprehensive senior wellness program that includes health screenings, nutrition workshops, exercise classes, medical referrals, immunization campaigns for flu and pneumonia, and mental health services.

DOROT

171 West 85th Street New York, NY 10024 212-769-2850 www.dorotusa.org

Addresses basic needs such as food and housing, health and wellness resources, and life management skills, and provides social, cultural and educational activities to alleviate isolation and to foster interaction between the young and the elderly. Operates a number of programs including: Friendly Visiting, Shop & Escort, Holiday Package Delivery, Kosher Meals for the Homebound, support for caregivers, and homelessness prevention. Call Monday through Friday from 9:30 am to 12:30 pm.

Federation of Protestant Welfare Agencies

281 Park Avenue South New York, NY 10010 212-777-4800 www.fpwa.org Promotes the social an

Promotes the social and economic well-being of New York's most vulnerable, including the elderly, through their membership of more than 300 agencies and churches.

Food Bank for New York City

39 Broadway New York, NY 10006 212-566-7855 www.foodbanknyc.org

The Food Bank for New York City offers 1,000 emergency and community food programs, including soup kitchens and food pantries, throughout New York City.

Health Outreach at New York Weill Cornell Medical Center

525 East 68th Street New York, NY 10021 212-746-4351 www.nypgeriatrics.org/hea_out.html

Promotes health and quality of life for adults age 60 and older. Certified social workers provide health and insurance information and facilitate access to social services available in the metropolitan area. Health education programs include monthly lectures covering medical, social, legal and entitlement issues. Health Outreach also sponsors a find-a-physician program.

Health Advocates for Older People, Inc.

Two Locations: Grace Institute at 1233 Second Avenue Church of the Holy Trinity at 316 East 88th Street. New York, NY 10065 212-980-1700 www.hafop.org

Health Advocates' Healthy Aging Program provides seniors the tools, techniques, and support to age with independence and vitality in the city they love. Promotes healthy aging through wellness programs, exercise classes, cultural and museum visits, lectures, and the very popular seasonal luncheons. Another important program is the Home Safety Visit which identifies potential safety hazards and recommends specific low-cost solutions. All programs are free.

Institute for the Puerto Rican Hispanic Elderly

105 East 22nd Street, Suite 615 New York, NY 10010 212-677-4181 www.iprhe.org

Bilingual/bi-cultural services for Hispanic and other minority seniors including help with social security payments, housing and health care. Programs include a mental health clinic, homecare services and affordable housing. The Institute also advocates for increased services for the elderly, with a particular focus on underserved minorities.

Jewish Association for Services to Aged

132 West 31st Street, 10th floor New York, NY 10001 212-273-5272 <u>www.jasa.org</u> Provides social, recreational, health, legal, housing, educational and advocacy programs for the elderly regardless of race, religion or ethnicity.

New York Foundation for Senior Citizens

11 Park Place, 14th Floor New York, NY 10007 212-962-7559 www.nyfsc.org

Provides housing alternatives and professionally administered social service programs to help seniors live healthy, independent lives. Its Ombudsman Program specializes in defending the rights of residents in long-term care facilities.

Search and Care, Inc.

1844 Second Avenue New York, NY 10128 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 the medical and social services to which they are entitled. These include a no-fee bill-paying service which helps sort mail, prepares checks for signing, balances bank/check books, mails the checks and creates a record of each visit. To apply for the bill-paying service call Robin Strashun at the phone number listed above. All Search and Care service is limited to qualified seniors who live between 86th and 102nd Streets from 5th Avenue to the East River.

Selfhelp Community Services, Inc.

520 Eighth Avenue, 5th Floor New York, NY 10018 866-735-1234 www.selfhelp.net

For the past 70 years, Selfhelp has been dedicated to enabling seniors and at-risk families to live in their own homes independently and with dignity. Provides a comprehensive network of community based home care, social services and senior housing programs, which integrate progressive strategies, and cutting edge technologies that address the changing needs of their clients. Also operates the largest and oldest Nazi victim services program in the country for aged survivors of the Holocaust.

Senior Action in a Gay Environment (SAGE)

305 Seventh Avenue, 6th Floor New York, NY 10001 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 a regular exercise group.

United Neighbors of East Midtown

310 East 42 Street New York, NY 10017 212-682-1830 www.unem.org

Provide case management and support services for adults age 60 and older who reside between 14th and 59th Streets from 5th Avenue to the East River. Social workers and volunteers help residents access government benefits and other services for which they are eligible (home care, meals, Medicaid, food stamps, money management, etc).

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.



Access-A-Ride

877-337-2017

www.mta.info

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.

Community Arranged Transportation Program (CART)

212-956-0855

http://www.nvfsc.org/services/freetrans.html

CART provides free car service five days a week to and from doctor's appointments and planned events. This service is only available in Manhattan.

EasyPay MetroCard

877-323-RIDE (877-323-7433)

Assistance available 9 am to 5 pm on weekdays, except holidays, and 9 am to 2 pm Saturdays. http://www.mta.info/metrocard/EasyPayXpress.htm

Allows seniors to pay for rides automatically with a credit or debit card. Monthly statements are sent to account-holders and are available online. Call for application and/or additional information.

Metropolitan Transportation Authority (MTA)

New York City Transit Customer Service Center 212-638-7622 - Customer Service & MetroCard line www.mta.info Web site provides schedules, maps, service advisories, trip planner, and more.

Reduced Fare MetroCards

212-638-7622

www.mta.info

Reduced Fare MetroCards currently offer \$1.10 fare to seniors 65 and older and to people with Reduced Fare cards work like standard MetroCards, but are disabilities of any age. personalized with your name and photo. Pay-per-ride and unlimited-ride options available, as well as EasyPay. Call for a form, or apply in person at 3 Stone Street (at Broadway).

Transportation and Weekend Connections

331 East 70th Street New York, NY 10021 212-744-5022, ext. 1299 www.lenoxhill.org/content/home

The Lenox Hill Neighborhood House Senior Centers along with their four partners (the Stanley Isaacs Neighborhood Center, the Burden Center, Search & Care, and United Neighbors of East Midtown) provide transportation services to Older Adults on their wheelchair-accessible bus. Clients are escorted from their doorsteps to supermarkets, religious institutions, senior centers, cultural institutions, visits to family and friends, and special events around New York City.

00 **VETERANS' BENEFITS**

If you are a United States Armed Forces Veteran who served during wartime, and you meet certain financial qualifications, you may be entitled to certain healthcare benefits. These include:

- Outpatient Pharmacy Services
- Dental Care
- Vision Care
- Hearing Aids

Veteran's Health Administration Long Term Care Benefits

VA Long Term Care: The VA offers a spectrum of geriatric and extended care services to veterans enrolled in its health care system.

Non-Institutional Care: Veterans can receive home-based primary care, contract home health care, adult day health care, homemaker and home health aide services, home respite care, home hospice care and community residential care.

For free, professional assistance in accessing your veterans' benefits, contact your state, county or local veterans' benefit counselor at 888-VETS-NYS (888-838-7697) or 718-447-8787, or <u>www.veterans.ny.gov</u>.

The local office is located at 245 West Houston Street and is open Monday to Friday from 8:30 a.m. - 6:30 p.m.

Additional Toll Free Numbers:

| •Department of Veterans' Affairs 800-827-1000 | Special Issues (Gulf War/Agent Orange) 800-749-8387 |
|---|---|
| Counselor Services 718-624-2765 | •Telecommunications Device for the Deaf (TTY) 800-829-4833 |
| •Education and Training (GI Bill) 888-442-4551 | NYS Department of Labor Veterans' Program Office 800-342-3358 |
| •Life Insurance 800-669-8477 | |

Veteran's Health Care Benefits:

•CHAMPVA 800-733-8387 Medical care for dependents and survivors of veterans
•General Benefits 877-222-VETS (877-222-8387
•Mammography Helpline 888-492-7844

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, and the Gulf or the Global War on Terrorism. The spouse 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 during one of the periods above) are also eligible for this exemption. To receive an application, contact the NYC Department of Finance at 311 or http://home2.nyc.gov/html/dof/html/pdf/property/exemption_abatement.pdf.

New York City Bar Association Veterans Assistance Project 42 West 44th Street New York, NY 10036 www.nycbar.org

The Veterans Assistance Project provides skilled legal counsel with the hope for seniors to receive the benefits they deserve. The Project is designed to meet the needs of the 254,000 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. You can call 212-382-4722 or 877-564-3383 for questions.

volunteer opportunities

There are hundreds of volunteer opportunities with organizations throughout NYC. Below is a small sample:

American Red Cross

520 West 49th Street New York, NY 10019 877-REDCROS (877-733-2767) <u>www.nyredcross.org</u> Trains volunteers to work in a variety of capacities, including disaster response, teaching health and safety and support services.

Big Apple Greeters

212-669-7583 http://www.bigapplegreeter.org/04-become_volunteer/00-become_volunteer.html This program shows visitors to New York around all the boroughs. Volunteers who speak languages other than English are especially in demand.

Joint Public Affairs Committee for Older Adults (JPAC)

212-273-5262 http://www.jasa.org/volunteering

JPAC is a social action coalition that offers senior volunteers a leadership training course. Volunteers mobilize friends and neighbors to take action. Volunteers are also needed for office work.

Learning Leaders

212-213-3370 <u>www.learningleaders.org</u> Most public schools need tutors. Contact Learning Leaders for an application and information on how you can become a tutor.

New York Cares

214 West 29th Street, 5th Floor New York, NY 10001 212-228-5000 <u>www.nycares.org</u> Non-profit organization that matches people of all ages with hundreds of volunteer opportunities across New York City. Opportunities are available for volunteers who want to help out for as little as one day.

NYC Service 212-788-7550 www.volunteernyc.org Refers volunteers to a wide range of city organizations.

Retired & Senior Volunteer Program (RSVP)

The Community Service Society of New York 105 East 22nd Street New York, NY 10010 212-254-8900 <u>www.cssny.org</u>

Encourages and assists older adults who want to volunteer in their communities. Includes a senior-to-youth mentoring program.

Senior Companion Program

212-406-5044

http://www.seniorcorps.gov/about/programs/sc.asp

This program arranges for senior citizen volunteers to reach out to other seniors who need friendship and help with simple chores.

The NYC Sub-State Long Term Care Ombudsman Program

212-962-2720

http://www.ltcombudsman.ny.gov/other/volunteernow.cfm

In this program senior citizen volunteers work to ensure that nursing home residents are properly cared for.

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