

Senior Resource Guide

2015-2016 Edition



Advocacy
Caregiving
Community Boards
Computer Training
Consumer Protection
Continuing Education
Cultural & Recreational
Disability Services
Elder Abuse
Emergency Info
Employment
Government Benefits
Health Insurance
Low Cost Healthcare
Housing
Legal Resources
Long-Term Care
Senior Centers
Social Security
Social Service Agencies
Transportation
Veterans' Benefits
Volunteer Opportunities
& More

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 lkruieger@nysenate.gov 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**

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RANKING MINORITY MEMBER
FINANCE
COMMITTEES:
CODES
ELECTIONS
HIGHER EDUCATION
HOUSING, CONSTRUCTION
& COMMUNITY DEVELOPMENT
MENTAL HEALTH &
DEVELOPMENTAL DISABILITIES
RULES

Fall 2015

Dear Community Member,

It is hard to believe that this is the Sixth Edition of our Senior Resource Guide—the most comprehensive guide to resources for older adults in our community. You will find expanded information about long-term care, veterans’ benefits, advanced directives, caregiving, and elder abuse. You will also find additional resources on 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 the guide. This Sixth Edition can also be accessed online by going to krueger.nysenate.gov, where you can obtain an electronic copy and sign up for *LizList* to receive e-mail updates from me.

In these tough economic times, it is so important for older adults to be informed about the benefits and entitlements they have earned throughout their lifetimes, as well as ways to increase their quality of life. That is the goal of everyone who contributed to this new and expanded Sixth 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 organizations move, phone numbers change, and programs 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 and my staff will be happy to help find you the information you need.

Sincerely,

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

Liz Krueger
State Senator

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



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INDICATES THAT THIS RESOURCE IS ONLY AVAILABLE ONLINE



ADVOCACY & ACTION GROUPS

American Association for Retired Persons (AARP)

780 Third Avenue, 33rd Floor
New York, NY 10017
866-227-7442

www.aarp.org

National organization providing benefits, advocacy and information on aging for people age 50 and over.

JASA's Institute For Senior Action

247 West 37th Street, 9th Floor
New York, NY 10018
212-273-5272

www.jasa.org/advocacy/ifsa

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.

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

49 West 45th Street, 7th Floor
New York, NY 10036
212-398-6565

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

LiveOn NY is a membership organization of more than 200 senior service agencies that serve over 300,000 senior citizens throughout New York City. Its mission is to ensure that New York's elderly receive quality care by helping senior service organizations provide superior programs through advocacy, training, innovative programming and the exchange of ideas.

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 brings a consumer voice to the national debate on Medicare reform. It provides direct assistance to older adults and people with disabilities, as well as friends, family, caregivers and professionals who have Medicare questions or problems. Trained hotline counselors respond to questions about available health plan options, rights and benefits, and can also help people get the care and medicine 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

917-535-0457

www.graypanthersnyc.org

New York Chapter of a national organization committed to social justice including the expansion of healthcare programs, the creation of suitable housing, fighting discrimination and promoting peace.

New York StateWide Senior Action Council

275 State Street

Albany, NY 12210

518-436-1006

www.nysenior.org

Advocates for legislation of importance to 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 resources and intervention services.

New York State Coalition for the Aging

1450 Western Avenue, Suite 101

Albany, NY 12203

518-765-2790

www.coalitionforaging.org

Dedicated to helping older adults live independently, with dignity and with the appropriate support services in their communities.

OWL - The Voice of Women 40+

1627 Eye St, NW, Suite 600

Washington, DC 20006

202-450-8986

www.owl-national.org

A national grassroots organization advocating for economic, political and social equality for mid-life and older women.

The Radical Age Movement

<http://theradicalagemovement.com/>

A grassroots organization founded with the understanding that people are living longer, and as a society we need to make the most of the extra years. The organization seeks to inspire a new social vision that supports people to grow and participate actively throughout their lives by challenging ageism and creating a new cross-generational social paradigm. The organization hosts events and roundtable discussions on an ongoing basis.



CAREGIVER RESOURCES

[ALSO SEE LONG-TERM CARE]

Advance Directives are legal documents that let adults of all ages plan how they want to be cared for in case they become seriously ill and cannot make decisions for themselves. These documents include: health care proxies, Medical Orders for Life Sustaining Treatment (MOLST) and powers of attorney. Samples of various Advance Directives are available by contacting my office at 212-490-9535 or lkrueger@nysenate.gov.

@ AARP Caregiving Resource Center

877-333-5885 – Caregiver Hotline

<http://www.aarp.org/home-family/caregiving/>

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

NYC Department for the Aging (DFTA) Caregiver Support

2 Lafayette Street, Suite 18

New York, NY 10007

Call 311

www.nyc.gov/html/dfta/html/caregiver/support.shtml

Caregiver programs in every borough can assist you with:

- Information about available services.
- Assistance in accessing entitlements and benefits.
- Individual counseling, support groups and workshops on topics of interest to caregivers.
- Respite or temporary relief on a limited basis. Respite can include in-home care, adult day service or overnights in a nursing home.
- Supplemental services. These complement the care provided by caregivers and can include assistive devices, personal emergency response systems, health equipment or supplies, and transportation.

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

Call 311

www.nyc.gov/html/dfta/html/caregiver/alzheimer.shtml

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

@ Caregiver Action Network

<http://caregiveraction.org/>

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

DOROT Caregivers' Connections

171 West 85th Street
New York, NY 10024
212-769-2850

http://www.dorotusa.org/site/PageServer?pagename=cc_connections_D

Caregivers' Connections provides weekly support groups, workshops and health-related classes over the phone for caregivers through conference call technology.

Friends In Deed

594 Broadway, Suite 706
New York, NY 10012
212-925-2009

<http://www.friendsindeed.org>

Friends In Deed is a crisis center providing emotional and spiritual support for anyone with a diagnosis of HIV/AIDS, cancer or other life-threatening physical illnesses. Any caregivers, family and friends of those who are ill, and those dealing with grief and bereavement are welcome to call. All of its services are free of charge.

Health Outreach Caregivers Service at NY Weill Cornell Medical Center

525 East 68th Street
New York, NY 10021
212-746-4351

<http://www.nyp.org/services/geriatrics.html>

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

Home Care Association of New York State

518-426-8764

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

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

@ Net of Care

www.netofcare.org/

Beth Israel Hospital's source of information and resources for NYC caregivers.

@ NYC Caregiver

www.nyc.gov/html/caregiver/

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

@ Next Step in Care

www.nextstepincare.org/

A service of the United Hospital Fund that offers easy-to-read guides to working with health care providers. Educational materials include tips for family caregivers, information on agencies and organizations that provide caregiver support, workshops on communicating effectively with other caregivers.

New York Foundation for Senior Citizens Respite Care Program

11 Park Place, 14th Floor

New York, NY 10007

212-962-7559

www.nyfsc.org/services/support_respice.html

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

SAGE Caring and Preparing (SAGECAP)

212-741-2247

www.sageusa.org/sagecap

Service organization dedicated to advocating for and providing services to LGBT elders and helps caregivers navigate their current and future needs as they provide care for LGBT loved ones and friends.

Share the Care

121 Avenue of the Americas, 6th Floor

New York, NY 10013

212-991-9688

www.sharethecare.org

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



COMMUNITY BOARDS

Community Boards are New York City's most local level of government. There are 59 in 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. Board members are selected from active, involved people in each community, with an effort made to assure that every neighborhood is represented. Board members must reside, work, or have some other significant interest in the community.

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

Below is a list of community boards in Senate District 28. 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

www.cb5.org

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

www.cbsix.org

Meets on the second Wednesday of each month at 7 pm at the NYU Medical Center, 550 First Avenue at 32nd Street. Room varies.

Manhattan Community Board #8

505 Park Avenue, Suite #620
New York, NY 10022
212-758-4340

www.cb8m.com

Meets on the third Wednesday of each month at 6:30 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. (Multiple other programs unrelated to tech.)

Computer Training Resource Centers

430 West 25th Street
New York, NY 10001

For this location:

212-255-3705 or 212-255-3066, ext. 119

<http://www.nycgovparks.org/crc>

348 East 54th Street
New York, NY 10022

For this location:

(212) 754-5411 or (212) 754-0293

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.

The **New York Public Library** offers hands-on classes from the basics to internet search strategies to Microsoft Word and Excel – and much more.

Register online at www.nypl.org/classes 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
212-340-0863**

58th Street Branch

**127 East 58th Street
New York, NY 10022
212-759-7358**

Older Adults Technology Services (OATS) Senior Planet Exploration Center

127 West 25th Street
New York, NY 10001
646-590-0615

<http://seniorplanet.org/the-center/welcome/>

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. Call for latest information.

SeniorNet

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

<http://www.seniornetny.org/Pages/default.aspx>

A non profit organization that provides computer classes to seniors. The program works in the multi-media center of the Jewish Community Center. Registration for courses is available through the website or through calling the number above. In order to register for full courses membership in SeniorNet is required. For new members the annual membership is \$44 and renewal is \$33. Membership is not required for one day classes.

Stanley Isaacs Neighborhood Center

415 East 93rd Street
New York, NY 10128
212-360-7620 Ext. 12

www.isaacscenter.org

Beginning and intermediate classes introduce members to email and the internet. Programs for education, work force development and senior services. Call for more information.

YMCA

Various locations
212-630-9600

www.ymcanyc.org/

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 is \$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 and internet skills at all levels. Annual fee for the 60+ program is \$395 with an additional fee for computer classes.



CONSUMER PROTECTION

[ALSO SEE LEGAL RESOURCES]

≈ 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 can file a complaint at www.donotcall.gov or call 888-382-1222.

***Reminder:** Even if your number is registered, charities, political organizations, and telephone surveyors may legally continue to call you. Companies with which you do business may also continue to call, unless you have asked them to stop calling you. If you have asked them to stop calling, please keep a record of the date you made the request and include that information in the comment section of any complaint you submit against that company.*

Federal Consumer Financial Protection Bureau

855-411-2372 or 202-435-7000

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

Provides consumers with information to make educated financial decisions. The bureau also has various online resources to help answer questions consumers might have about their rights or situations they face. It also acts as an intermediary between companies and consumers to facilitate consumer complaints

NYC Department of Consumer Affairs

42 Broadway, 9th Floor

New York, NY 10004

Call 311 or 212-487-4104

<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 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 materials can be obtained on the website or by calling 311.

NY State Division of Consumer Protection

800-697-1220 or 518-474-8583

www.dos.ny.gov/consumerprotection

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

www.ag.ny.gov/bureau/consumer-frauds-bureau

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 complaints from individual consumers. As part of its mission, the Bureau provides information to consumers and seeks to ensure a fair and vigorous market place.

NY State Department of Financial Services

One State Street

New York, NY 10004-1511

Consumer Hotline at (800) 342-3736

Local calls can be made to (212) 480-6400

External Appeals Calls (800) 400-8882

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

Reforms and regulates financial services and programs in New York. Protects users of financial services from unscrupulous and predatory products and services. It also seeks to educate consumer with regards to financial matters. Provides resources for consumers to file complaints against financial institutions, including insurance companies.

Due to jurisdictional reasons, the New York City and State Departments of Consumer Affairs, as well as the New York State Attorney General's office, can only take complaints regarding certain types of businesses and institutions.

Complaints regarding other companies must be directed to the following:

Attorneys

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 Department of Financial Services (800-342-3736)

Federal financial institutions:

Federal Reserve Board (202-452-3693)

Cable and Telephone

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

Car Repairs

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

Cell Phone Service

Federal Communications Commission (888-225-5322)

Credit Card Companies

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

Doctors

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

Insurance Companies

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

Moving Companies

NY State Department of Transportation (800-786-5368)

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**

17 Battery Park, Suite 728

New York, NY 10004

212-566-3050

Foreclosure Helpline: 646-786-0888 or 311

www.cnycn.org

The Center for New York City Neighborhoods (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. Operates a free confidential foreclosure prevention hotline.

Credit Freeze

http://www.dos.ny.gov/consumerprotection/pdf/security_freeze.pdf

New Yorkers who believe they are the victims of identity theft can place a security freeze on their credit files. This prohibits credit reporting agencies from releasing the contents of their credit reports or scores so new credit accounts 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.

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30374
888-349-9960

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
888-397-3742

TransUnion Security Freeze
P.O. Box 6790
Fullerton, CA 92834-6790
888-909-8872

Free Credit Reports

P.O. Box 105238
Atlanta, GA 30348
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.

New Economy Project (formerly known as NEDAP)

121 West 27th Street, Suite 804
New York, NY 10001
212-680-5100

neweconomynyc.org

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

The New Economy Project operates the **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 12pm-2pm, Wednesdays 12pm-2pm, and Thursdays 12pm-2pm.

NYC Financial Empowerment Centers

Midtown Community Court
314 West 54th Street
New York, NY 10019
Call 311

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

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 Wednesdays and Thursdays, 9am-5pm. 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
55 Lexington Avenue
New York, NY 10010

Hunter College

212-772-4000
www.hunter.cuny.edu
695 Park Avenue
New York, NY 10065

Borough of Manhattan Comm. College

212-220-8000
www.bmcc.cuny.edu
199 Chambers Street
New York, NY 10007

John Jay College of Criminal Justice

212-237-8000
www.jjay.cuny.edu
524 West 59th Street
New York, NY 10019

The City College of NY

212-650-7000
www.cuny.edu
160 Convent Avenue
New York, NY 10031

CUNY Graduate Center

212-817-7000
www.gc.cuny.edu
365 Fifth Avenue
New York, NY 10016

CUNY School of Professional Studies

212-652-2869
www.sps.cuny.edu
119 West 31st Street
New York, NY 10001

CUNY Graduate School of Journalism

646-768-7800
www.journalism.cuny.edu
219 West 40th Street
New York, NY 10018

@ Age-Friendly NYC-College Link

The New York Academy of Medicine
1216 Fifth Ave
New York, NY 10029
212-822-7251

<http://agefriendlycollege.org/>

The website-based database provides easy access to NYC-area college and university profiles with information of interest to older adults including degree programs, continuing education, campus events and resources, distance learning, and older adult-specific programs.

City College of New York

Quest: A Community for Lifelong Learning
25 Broadway, 7th Floor
New York, NY 10004
212-925-6625 ext. 229
www.questlifelong.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 Monday through 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 for one or two semesters. Call or see website for details.

Center for Learning and Living

P.O. Box 125
New York, NY 10044
212-644-3320
Courses meet at St. Catherine of Siena, 411 East 68th Street, 2nd Floor
<http://www.clandl.org/>

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

ESTA (Elders Share the Arts)

718-398-3870
<http://estanyc.org>

Community-based arts programs run by professional artists. ESTA offers programs in three disciplines: Living History arts, Intergenerational arts and arts in dementia care for adults 55 years of age and older. The sites are based throughout Manhattan, Brooklyn, Queens, Long Island, Staten Island, and the Bronx.

New York University

School of Continuing & Professional Studies
7 East 12th Street
New York, NY 10003
Office of Student Enrollment Services: 212-998-7171
General Information: 212-998-7200
<http://www.nyu.edu/academics/continuing-education.html>

Seniors aged 65 and older 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 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 or 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
212-229-5682

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. Courses are offered in history, literature, philosophy, the humanities, science, art, music, drama, and other subjects. An application is required. Tuition is \$860/year and \$566/semester. Scholarships are available.

@ Senior Planet

<http://www.seniorplanet.org>

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. Special events and video-conferences promote community among older adults from a wide range of neighborhoods and backgrounds.



CRIME VICTIMS ASSISTANCE

NYC Domestic Violence Hotline

1-800-621-4673

This hotline provides up-to-date service information and assistance in over 150 languages. Open Monday-Friday, 8:30 am - 4:30 pm.

NYC Department for the Aging Elderly Crime Victims Resource Center

311

Elderly crime victims, including victims of elder abuse, and those with suspicions of elder abuse can call the Elderly Crime Victims Resource Center for consultation and referrals. Services include crisis intervention, safety planning, case management, counseling and legal services.

Manhattan District Attorney's Witness Aid Services Unit

212-335-9040

<http://www.manhattanda.org/witness-aid-services-unit>

The Witness Aid Services Unit provides a variety of court-related services, social services, and counseling services designed to meet the needs of crime victims, witnesses, and their families. The unit also provides information related to the prosecution of the case, assists victims in understanding the criminal justice system, and provides information regarding crime victims' rights.

Important Guidelines for Victims from the District Attorney's Office

- Criminal cases are prosecuted by the District Attorney's Office on behalf of the People of the State of New York. Victims, therefore, do not need their own attorneys.
- As a crime victim, you are a witness in the prosecution of your case.
- As a witness for the State, a victim has certain responsibilities to assist with the prosecution of a criminal case. These responsibilities may include signing an affidavit and providing testimony to a grand jury and at trial.
- A victim is under no obligation to speak about the facts of the case with anyone other than a representative of the District Attorney's Office. If someone contacts you concerning the case, make sure you ask that person to identify him or herself.
- If you receive a subpoena, you must appear in court as specified by that subpoena.
- When you answer a question, you must tell the truth.
- If others advise you not to appear in court, or if you are threatened or harassed, immediately contact the Assistant District Attorney assigned to the case or the Witness Aid Services Unit at 212-335-9040.

New York State Office of Victim Services

55 Hanson Street, 10th Floor

Brooklyn, NY 11217

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

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

Available Monday through Friday, 9:00 am - 5:00 pm

This office provides reimbursement for crime-related expenses to crime victims, administers the federal Victims of Crime Act across the state, advocates for victims' rights legislation and provides training for professionals.

Safe Horizon

2 Lafayette Street, 3rd Floor

New York, NY 10007

800-621- 4673

www.safehorizon.org

Safe Horizon's mission is to provide support, prevent violence, and promote justice for victims of crime and abuse, their families and communities. Their programs are located throughout the five boroughs of New York City in court houses, police precincts, schools, shelters, and community offices. Safe Horizon's first priority is the safety of those who seek assistance. Safe Horizon's four toll-free hotlines are gateways to assistance for more than 250,000 of the city's crime victims each year. The program is staffed by experienced professionals 24 hours a day, seven days a week including holidays.

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

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, apply for benefits from the State Crime Victims Board, and provides links to support services.



CULTURAL & RECREATIONAL ACTIVITIES

NYC-ARTS Cultural Guide for Seniors

http://www.nyc-arts.org/resources/NYC-ARTS_Manhattan_Seniors_Guide.pdf

A resource guide of numerous cultural events and organizations throughout Manhattan.

~ Museums ~

New York City is home to a rich variety of museums catering to every interest and displaying a vast range of art. Most offer discounted senior admissions and many have special free or pay-what-you-wish hours. Below, you will find a far from comprehensive list of major Manhattan museums offering free or reduced cost entrance.

American Museum of Natural History

Central Park West and 79th Street

New York, NY 10024

212-769-5100

www.amnh.org

Suggested donation for admission, 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

www.asiasociety.org

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

www.frick.org

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

www.metmuseum.org

Suggested donation for admission, but pay what you can afford. Closed some holidays.

Museum of Art & Design

1 Columbus Circle
New York, NY 10019
212-299-7777

www.madmuseum.org

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

www.thejewishmuseum.org

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

www.moma.org

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

www.neuegalerie.org

\$10 admission fee for seniors. Open from 11 am to 6 pm. Closed Tuesdays and Wednesdays.

Rubin Museum of Art

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

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

Free for everyone Fridays 6-10pm, and free for seniors the first Monday of every month.

Solomon R. Guggenheim Museum

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

www.guggenheim.org

Pay-what-you-wish on Saturdays from 5:45 pm to 7:45 pm. Closed Thursdays.

Whitney Museum

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

www.whitney.org

Pay-what-you-wish on Fridays from 6 pm to 9 pm. Closed Tuesdays and major holidays.

≈ Music, Dance & Theatre ≈

Music, dance, and theatre of all types are presented at a wide variety of cultural, educational and religious institutions throughout the city. A small selection of the many venues 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

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

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

Lincoln Center for the Performing Arts
30 Lincoln Center Plaza
New York, NY 10023
212-362-6000

www.metopera.org

Offers a Rush Ticket program for seniors that provides fifty \$20 orchestra tickets for all regular Monday through Thursday performances. Rush tickets for seniors go on sale beginning at 10am on the day of the performance and can be purchased online or by calling the box office.

New York Philharmonic

Avery Fisher Hall
10 Lincoln Center Plaza #132
New York, NY 10023
212-875-5656

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 the day of the performance.

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 12 pm at the Delacorte Theater in Central Park. There is a limit of two 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 West 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 8pm; 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 Programs ≈

Healing Arts Initiative (HAI)

33-02 Skillman Avenue
Long Island City, NY 11101
212-284-4100

<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 buses

Theater Development Fund (TDF)

520 Eighth Avenue, Suite 801
New York, NY 10018-6507
212-912-9770

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

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.

Senator Liz Krueger's Free Events List for Senior Citizens

Each month New York State Senator Liz Krueger sends out a mailing of free local events that are taking place in or close to her district. All of the events are free and include everything from fiction readings to social justice lectures to live jazz to senior yoga! For a day-by-day listing of free events each month, please call the district office at **212-490-9535** with your name and address. To receive the list via email, please email your request to lkruieger@nysenate.gov.

≈ 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 online.

Central Park
93rd St. near West Drive
212-280-0205
(lessons offered)

East River Park
At Houston St Promenade
New York, NY 10019
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

www.ymcanyc.org/vanderbilt

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.



ELDER ABUSE

Elder abuse can take many forms. If you are a victim of abuse or suspect that someone you know may be a victim, please seek help.

Elder Abuse Facts

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

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

Elder Abuse Laws

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

Adult Protective Services (APS)

Manhattan North Borough Office: 212-971-2727

Manhattan South Borough Office: 212-279-5794

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

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

Eligibility

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

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

Carter Burden Community Elder Mistreatment & Abuse Prevention Program (CEMAPP)

1482 First Avenue
New York, NY 10075
212-879-7400 ext. 116

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

Crime Victims Treatment Center (CVTC)

126 West 60th Street
New York, NY, 10023
212-523-4728

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

CVTC provides medical treatment, forensic documentation, counseling, support groups and advocacy for victims of sexual assault and domestic violence. It also provides counseling for friends and family of victims of violent crimes.

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

247 West 37th Street
New York, NY 10018
212-273-5272

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

MFY Legal Services Nursing Home Residents Project (NHRP)

299 Broadway
New York, NY 10007
855-444-6477, Monday-Friday, 10:00 am - 5:00 pm

www.mfy.org

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

Manhattan District Attorney's Elder Abuse Unit

One Hogan Place
New York, NY 10013
212-335-9007

<http://manhattanda.org/resources-victims-elder-abuse>

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

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

2 Lafayette St

New York, NY 10007

Call 311 from 9:00 AM - 5:00 PM, Monday - Friday

<http://www.nyc.gov/html/dfta/html/services/crime-victims.shtml>

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

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

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

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

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

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

Federal and state regulations require the reporting of alleged violations of abuse, mistreatment and neglect immediately to the facility administrator and to the Department of Health.



EMERGENCY PREPAREDNESS

@ Community Emergency Response Teams (CERT)

<http://www.nyc.gov/html/oem/html/getinvolved/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 an existing CERT team, contact your local community board (see page 12 for community board information).

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

http://www.redcross.org/images/MEDIA_CustomProductCatalog/m4640086_Disaster_Preparedness_for_Srs-English.revised_7-09.pdf

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

www.nyc.gov/html/oem/html/ready/myemergencyplan-guide.shtml

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.

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

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

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

- Keep spare sets of your keys.
- Have copies of important documents, such as information about medication and dosage, equipment and other needs.
- If you receive home-based care, include caregivers in developing an emergency plan and familiarize yourself with your homecare agency's emergency plan.
- If you rely on home-delivered meals, always stock nonperishable food at home in case meal deliveries are suspended during an emergency.
- Have a plan with your doctor to get emergency prescription refills.
- If you receive dialysis or other medical treatments, find out your provider's emergency plan, including where your back-up site is located.
- If you rely on medical equipment that requires electric power:
 - ~Contact your medical supply company for information regarding a back-up power source.
 - ~Check with local fire and building officials governing generator and fuel use.
 - ~Ask your utility company if the medical equipment qualifies you to be listed as a life-sustaining equipment customer.



EMPLOYMENT AND UNEMPLOYMENT

≈ Employment & Job Search Programs ≈

The Actors Fund Work Program

729 Seventh Ave, 11th Floor

New York, NY 10019

212-354-5480

<http://www.actorsfund.org/services-and-programs/actors-fund-work-program>

Assists entertainment industry professionals find meaningful work that either complements their industry career, or uses their creative skills for a new career. Services open to union members in good standing or those who meet industry earnings eligibility. Services include career counseling, job training and job development. Special workshops are offered for job seekers over 55. All participants must attend an orientation, held every Monday from noon to 2:30.

ReServe

633 3rd Ave, 6th Floor

New York, NY 10019

212-727-4335

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

1825 Park Avenue

New York, NY 10035

212-423-9922

877-872-5627 (helpline)

www.doleta.gov/seniors

Helps place low-income seniors, age 55 or older, in subsidized, part-time, paid employment with community organizations and non-profit agencies.

VISIONS Workforce Development and Training Program

135 West 23rd Street

New York, NY 10011

646-486-4444

<http://www.visionsvcb.org/visions/programs/wfd/>

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

≈ 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 <https://ui.labor.state.ny.us/UBC/index.jsp>. 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

888-218-6974

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.

MFY Legal Services Workplace Justice Project

212-417-3700

Intake Monday and Thursday: 2-5 pm

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

Provides representation and advice to low-income unpaid wage claims, employment discrimination, health and safety violations, denial of unemployment insurance, and minimum wage and overtime violations.

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.

Provides useful fact sheets 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 devoted to the representation of unemployment insurance claimants in New York City and Long Island. Law Students provide free legal services to individuals seeking unemployment benefits. Student advocates represent claimants in front of Administrative Law Judges in Department of Labor hearings.

When you call, have your Department of Labor Notice of Hearing and any other documents related to your employment on hand. The case coordinator will ask you a few questions about your case, and your case description will be sent to student advocates from local law schools.

Workers Defense League

212-627-1931 Monday – Friday, 9 am-5 pm

www.workersdefenseleague.org

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.

For 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. Messages can be left 24 hours a day, 7 days a week.



GOVERNMENT BENEFITS & ENTITLEMENTS

[ALSO SEE HOUSING]

≈ Benefit Screening Tools ≈

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

@ Access NYC

www.nyc.gov/accessnyc

The New York City government provides this website to help you identify and apply for over 30 city, state, and federal government benefit programs. You can also call 311 to connect with City agencies to apply for certain benefits like Food Stamps/SNAP, HEAP, and Medicaid.

@ Benefits Checkup

571-527-3900

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

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

Community Service Society's Public Benefits and Housing Helpline

212-614-5552

<http://www.cssny.org>

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

@ FoodHelp.NYC

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

A government website to help you apply for SNAP and get emergency food assistance.

≈ Benefit & Entitlement Programs ≈

Home Energy Assistance Program (HEAP)

This grant helps you pay fuel and utility costs. See page 60 for more details.

Public Assistance

1-800-342-3009

www.otda.ny.gov/programs/temporary-assistance (for information)

www.otda.ny.gov/programs/applications/2921.pdf (for application)

<http://www1.nyc.gov/site/hra/index.page> (for information)

A federally and state funded program that provides cash benefits to very low-income people for essential food, clothing and shelter. Benefits vary depending on specific situations, income and asset limitations. Applications can be submitted at any Human Resources Administration Job Center (the ones most convenient to NYS Senate District 28 are listed below). Call 311 for applications and additional locations.

Waverly

12 West 14th Street
New York, NY 10011
(212) 620-9890
(212) 620-9421

East End

132 West 125th Street #3
New York, NY 10027
(212) 666-8686

Senior Works Center

Primarily serves public assistance recipients who are age 60 plus.
109 East 16th Street
New York, NY 10003
(212) 835-8445
(212) 835-7691

Social Security

800-772-1213
800-325-0778 TTY

Representatives available from 7 am to 7 pm weekdays.

www.ssa.gov

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

Full Retirement Age

If you were born from 1938-1960, the age at which full retirement benefits are payable increases gradually from 65 to age 67. People born prior to 1949 are already eligible for full retirement benefits.

Ex. If you were born in 1940, your full retirement age is 65 and 6 months.

Ex. If you were born in 1950, your full retirement age is 66.

Early Retirement

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

Benefits for Family Members

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

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

Supplemental Security Income (SSI)

800-772-1213

800-325-0778 TTY

Representatives available from 7 am to 7 pm weekdays.

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

Supplemental Security Income provides monthly cash benefits to people with low income and limited resources who are age 65 or older, or blind, or have a disability. You do **not** need to have a specific work history to be eligible for SSI.

Telephone Assistance:

Lifeline is a federal program that provides monthly free or discounted phone services. You may qualify for if you participate in any of the following government programs: Medicaid, Food Stamps/SNAP, Supplemental Security Income (SSI), Temporary Assistance for Needy Families (TANF), public housing or Section 8, Home Energy Assistance Program (HEAP), or the free School Meals Program. You may also qualify based on household income.

Assurance Wireless Lifeline Program

1-888-898-4888

www.assurancewireless.com/Public/MorePrograms.aspx

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

Safelink Wireless Program

1-800-723-3546

www.safelinkwireless.com/program_info/faq/eligibility#q5

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

Verizon LifeLine

800-837-4966

www.verizon.com/lifeline

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.

Weatherization, Referral and Packaging Program (WRAP)

Call 311 or 800-342-9871

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

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

≈ Food Benefits & Assistance≈

Citymeals-on Wheels

355 Lexington Avenue

New York, NY 10017

212-687-1234

www.citymeals.org

Citymeals delivers meals to seniors who are homebound and unable to prepare their own meals. If you are over 60 and unable to prepare nutritious meals. A case management agency can provide a referral. Even if you receive homecare or Medicaid, you are still eligible for meal service if the homecare worker cannot prepare a meal to fit your dietary or religious restrictions, or if he or she is designated to assist only with other tasks.

Food Bank for NYC

39 Broadway

New York, NY 10016

212-566-7855

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

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

The Food Bank's SNAP Information Line specialists conduct SNAP pre-screenings — a short, free and confidential interview to determine if you or your family are eligible for SNAP. The Food Bank offers in-person application assistance using an electronic process that is an easy and fast way to submit a SNAP application. The Food Bank also maintains a comprehensive listing of food pantries and soup kitchens on its website.

Food Stamps or SNAP (Supplemental Nutrition Assistance Program)

Call 311 or 800-342-3009

Infoline: 718-557-1399

For the Emergency Food Line, call 311 or 1-866-888-8777

www.nyc.gov/html/hra/html/services/snap/shtml

SNAP, formerly known as Food Stamps, 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. Eligibility and benefit levels are based on household size, income, expenses and other factors. The income eligibility levels are more generous for seniors than others, and deductions are available for some expenses.

Applications can be submitted in through the mail or at any Human Resources Administration or

SNAP office (the ones most convenient to NY Senate District 28 are listed below). Applications can also be filed through the city's Access NYC website at www.nyc.gov/accessnyc. If you submit an application by mail, you will be called for an interview once your application has been processed.

East End

132 West 125th Street, #3
New York, NY 10027
(212) 666-8686
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
Mon, Wed, Thu & Fri: 8:30 am to 6:00 pm
Tue: 8:30 am to 6:00 pm
Sat: 9:00 am to 5:00 pm

God's Love We Deliver

212-294-8102

www.glwd.org

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

Lenox Hill Neighborhood House's SNAP Program

331 East 70th Street
New York, NY 10021
212-218-0503, ext. 2

<http://www.lenoxhill.org/content/who-we-help/legal-advocacy-and-organizing.html>

Lenox Hill's SNAP / Food Stamp Advocate can help determine whether you may be eligible for SNAP and can help you apply. You may call their SNAP Advocate or you can go to their SNAP Walk-in clinic, which is held every Wednesday from 10am - 1pm. No appointment is needed.

In addition, Lenox Hill's Legal Advocacy Department provides assistance screening for and applying for various public benefits, including housing, health benefits including Medicaid and Medicare, and SSI and SSD. **See page 62 for more details, including their catchment area.**



HEALTH & PRESCRIPTION DRUG INSURANCE

≈ Medicaid ≈

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

NYC Medicaid Helpline

888-692-6116

www.health.ny.gov/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).

Eligibility for Medicaid:

- No age restrictions.
- Persons receiving SSI or Public Assistance are automatically eligible.
- Persons 65 and older, as well as disabled or blind 21-64 year olds, are eligible as follows:
 - Income limit is \$825 net monthly for one person and \$1,209 for a couple.
 - Resource or asset limit of \$14,850 for an individual, or \$21,750 for a couple (plus a \$1,500 burial fund perperson).

Note that the income and asset limits will increase as of January 1, 2016.

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

Yes, you may be eligible for the Medicaid Spenddown program:

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

How do I apply?

Many senior centers, as well as the websites and organizations listed on page 46, can help determine if you are eligible and can help you apply. You may also apply at the Medicaid office (listed below) or if you are homebound, you can contact the Home Bound Unit at 929-221-2499.

Manhattan Medicaid offices:

Chinatown

115 Chrystie Street
5th Floor
212-334-6114

Metropolitan Hospital

1901 First Avenue
1st Floor, Room 1D-27
212-423-7006

Manhattanville

520-530 West 135th Street
1st Floor
212-939-0207/0208

≈ Medicare ≈

Center for Medicare and Medicaid Services

800-MEDICARE (800-633-4227)

TTY 877-486-2048

www.medicare.gov

Medicare is a federal health insurance program for all citizens age 65 or older (and those under age 65 with certain disabilities).

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

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. There is an initial enrollment period for Part A & Part B when you first turn 65. General enrollment begins January 1st and ends March 31st. There are also special enrollment periods.

Medicare Advantage Plans (Part C)

A health coverage plan run by private companies approved by Medicare (like an HMO or PPO). Includes Part A, Part B, and usually other coverage including prescription drugs. Open enrollment begins October 15th and ends December 7th.

Medigap (Medicare supplemental plans)

Covers services not covered by Medicare A & B. Enrollment possible any time of the year.

Medicare Part D (prescription drug coverage)

800-633-4227

www.medicare.gov

Coverage is provided by a large number of private insurance companies whose costs and benefits vary widely. Before selecting a company, it is advisable to compare them. The Medicare Rights Center, the NYC Department for the Aging and many senior centers can provide assistance in choosing the best plan for your needs. In order for the Part D plan to start on January 1st registration must take place during the yearly enrollment period, which is from October 15th to December 7th each year.

Each year the **Center for Medicare and Medicaid Services** publishes a comprehensive guide called *Medicare and You*, which explains Medicare in great detail, provides updates about any recent changes, and answers frequently asked questions. The guide is available online at <http://www.medicare.gov/Publications/Pubs/pdf/10050.pdf> or by calling 1-800-MEDICARE.

@ Medicare Plan Finder

www.medicare.gov/find-a-plan/questions/home.aspx

You can do a general or personalized plan search. A personalized search may provide you with more accurate cost estimates and coverage information.

Extra Help Paying for Medicare Prescription Drug Plans

800-772-1213

www.ssa.gov/prescriptionhelp/

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

Annual income limit: \$17,655 (single person) or \$23,895 (married couple).

Resource limit: \$13,640 (single person) or \$27,250 (married couple). Resources do not include your home, car, or life insurance policies.

Medicare Savings Programs

Medicaid office: 718-557-1399

Medicare Rights Center: 800-333-4114

www.medicare.gov/your-medicare-costs/help-paying-costs/medicare-savings-program/medicare-savings-programs.html

Medicare Savings Programs (MSPs) are state programs that help pay for your Medicare costs if your income is below a certain level. MSPs can help pay your Medicare premiums, deductibles, and co-payments. As a result, MSP enrollees will have more money in their pockets every month.

Qualified Medicare Beneficiary (QMB):

Helps pay 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.

Monthly Income limit: \$1001 (single person) or \$1,348 (married couple)

Specified Low-income Medicare Beneficiary (SLMB):

Helps pay your Part B Premiums. You can have both SLMB and Medicaid.

Monthly Income limit: \$1,197 (single person) or \$1,613 (married couple)

Qualifying Individual (QI) Program:

Helps pay your Medicare Part B Premium. You cannot have both QI and Medicaid.

Monthly Income limit: \$1,345 (single person) or \$1,813 (married couple)

NOTE: Call or fill out an application if you think you could qualify for savings—even if your income is higher than the amounts listed here. Also, if you have income from working, you may qualify for benefits even if your income is higher than the limits listed here.

NY State of Health: Affordable Health Care Plans

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

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

NY State of Health is a marketplace where both individuals and small businesses can shop for and enroll in affordable health insurance plans. Health plans include a comprehensive set of benefits. You will not be denied insurance on the basis of a pre-existing condition. Financial aid to buy insurance is available for individuals who earn up to \$46,680 a year, or \$95,400 a year for a family of 4.

These are private health plans, but the marketplace is administered by New York State as part of federal health care reform. The plans are appropriate for people who do not currently receive Medicare and who don't have insurance through their employers.

≈ Health Insurance Enrollment Assistance ≈

The Actors Fund Artists Health Insurance Resource Center

729 Seventh Avenue
New York, NY 10019
212-221-7300

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

AHIRC counsels seniors from the performing arts community on issues related to Medicare, helping them understand how it works and where and when to sign up for it as well as assisting them in picking a Part D plan and supplemental insurance.

@ The Actors Fund e-Learning Center

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

The e-Learning Center healthcare tutorials are multimedia presentations that provide information, resources and practical tips from our experts serving the creative community. View tutorials on Medicare basics, help with Medicare costs, getting medications discounted or free and Healthcare reform basics.

Community Health Advocates

Hotline: 888-614-5400

www.communityhealthadvocates.org

Community Health Advocates is a program of the Community Service Society which exists to help guide individuals, families, and businesses through the healthcare system. The program provides free information, advice and advocacy on all types of healthcare issues.

Health Insurance Information, Counseling and Assistance Program (HIICAP)

2 Lafayette Street, 16th Floor
New York, NY 10007
(212) 602-4180

www.aging.ny.gov/healthbenefits/

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 and the NYC Department for the Aging. You can call the hotline with questions or to make an appointment for one-on-one counseling. The Department for the Aging also has walk-in hours Monday-Friday 9am-5pm. It is located at 2 Lafayette Street, between Duane Street and Reade Street.

Lenox Hill Neighborhood House Health Care Advocate

331 East 70th Street
New York, NY 10021

212-218-0432 – Health Insurance Enrollment

212-218-0503, ext. 3 – Medicare/Medicaid/Medicare Part D

Attorneys and advocates are available to help those who live or work between East 59th and East 110th Streets determine if they are eligible for Medicaid, as well as to assist with Medicaid and Medicare problems.

Medicare Rights Center

266 West 37 Street, 3rd Floor
New York, NY 10018
800-333-4114 or 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 represents clients who cannot secure the care or coverage they need on their own.

Many senior centers also have staff who are qualified to answer questions about health insurance issues. See the Senior Center section on page 81 for more information.

≈ Prescription Drug Insurance & Discount Programs ≈

Elderly Pharmaceutical Insurance Coverage (EPIC)

P.O. Box 15018
Albany, NY 12212-5018
800-332-3742
TTY 800-290-9138

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

EPIC is a New York State program for seniors over 65 who need help paying for prescription medications. EPIC provides secondary coverage for Medicare Part D and EPIC-covered drugs after your Medicare Part D deductible is met. EPIC also covers approved Part D-excluded drugs. You may apply at any time of the year and must be enrolled or eligible to be enrolled in Medicare Part D.

EPIC has two plans based on income. The **fee plan** is for members with income up to \$20,000 (single) or \$26,000 (married). The **deductible plan** is for members with incomes ranging from \$20,001 to \$75,000 (single) or \$26,001 to \$100,000 (married).

AARP Prescription Discount Program

877-422-7718

www.aarp-pharmacy.com

This program was created by AARP to provide you exclusive discounts on FDA-approved prescription medications and specialty drugs at participating retail network pharmacies and through Walgreens' Mail Service.

Big Apple Rx

888-454-5602 or 311

www.bigapplerx.com

The BigAppleRx Prescription Discount Card was created in partnership with New York City. It is

free for everyone and is accepted at most pharmacies throughout the 5 boroughs. To price your prescription or locate a participating pharmacy, use the contact information above.

@ Center for Drug Evaluation and Research

www.fda.gov/Drugs/ResourcesForYou/Consumers/

Provides information for consumers and answers to frequently asked questions about generic drugs.

@ 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.

@ NYS Department of Health Prescription Drug Price List

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

The NYS Board of Pharmacy publishes an annual list of the prices of the 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.

@ U.S. Food and Drug Administration

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

Provides information about buying medicines and medical supplies online.

≈ Medication Assistance ≈

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

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



HEALTHCARE SERVICES & SUPPORT GROUPS

≈ Free and Low Cost Health & Dental Services ≈

Bellevue Hospital Center Outpatient Clinic

462 First Avenue
New York, NY 10016
212-562-4141

www.nyc.gov/html/hhc/html/facilities/bellevue.shtml

Clinic providing primary 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
212-241-7681

www.mountsinai.org/patient-care/service-areas/dentistry-and-oral-medicine

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 68th Street, 21st Floor
New York, NY 10021
800-637-4624
212-746-5175

www.nyp.org/services/dental-oral-surgery.html

Accepts Medicaid and Family Health Plus. Individuals may qualify for scaled fees based on income.

New York University David Kriser Dental Center

345 East 24th Street
New York, NY 10010
212-998-9800

www.nyu.edu/dental/patientinfo/index.html

Medicaid accepted. Reduced fees for uninsured individuals.

Sidney Hillman /Phillips Family Practice

16 East 16th Street
New York, NY 10003
212-206-5200

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

Open from 8am-10pm weekdays and 8am-8pm on Saturday and Sundays. Services include adult medicine, pediatric, dental, women's health, physicals, immunizations, prenatal, screenings, HIV, mental health and social services. Medicaid, Medicare and most private insurance accepted. Costs are on a sliding scale for those without insurance.

Weill Cornell Community Clinic

505 East 70th Street, 4th Floor

New York, NY 10021

646-962-9222

wccc.med.cornell.edu

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

≈ Eye Care and Hearing Loss Services ≈
(Also See Services for the Visually Impaired)

@ American Academy of Ophthalmology Seniors Eye Care Program

aao.org/eyecare-america/online-referral-center

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. Visit website for eligibility screenings and referrals.

Center for Hearing and Communications

50 Broadway, 6th Floor

New York, NY 10004

917-305-7700

<http://chchearing.org/>

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

SUNY 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.

Hearing Loss Association of America

P.O. Box 602, Radio City Station
New York, NY 10101

Hearinglossnyc.org

A vibrant community dedicated to helping people with hearing loss lead more satisfying and productive lives. The New York chapter has monthly meetings on an array of topics and organizes nationally to share information, education, provide support and advocate for people with hearing loss.

≈ Mental Health Services ≈

Crime Victims Treatment Center

126 West 60th Street
New York, NY 10023
212-523-4728

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

CVTC provides counseling and support groups for treatment of emotional trauma due to victimization, and counseling for friends and family of victims of violent crimes.

Geriatric Mental Health Alliance

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

www.mha-nyc.org/gmha

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 NYC, a nonprofit organization that identifies unmet needs and develops programs to improve the lives of people affected by mental illness while promoting the importance of mental health.

Jewish Board of Family and Children's Services

135 West 50th Street, Suite 6
New York, NY 10020
212-582-9100

www.jbfcs.org/

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.

LifeNet

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 and the New York City Department of Health.

@ Medicare Mental Health Provider Directory

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

The Medicare Mental Health Provider Directory lists more than 1,000 NYC-based mental health specialist, including psychiatrists, clinical psychologists and social workers who can assist with all areas of geriatric mental health.

Mount Sinai Hospital Geriatric Psychiatry Clinic

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

<http://www.mountsinai.org/patient-care/service-areas/psychiatry/areas-of-care/geriatric-psychiatry>

Offers evaluation and management for 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

545 8th Avenue
New York, NY 10018
212-533-6374

www.mdsg.org

A nonprofit, self-help organization serving both individuals with depression and manic-depression, as well as their families and friends.

National Alliance on Mental Illness of New York City

505 Eighth Avenue, Suite 1103
New York, NY 10018
212-684-3365

<http://www.naminycmetro.org>

The National Alliance on Mental Illness of New York City is a grassroots organization that provides support, education, and advocacy for families and individuals of all ethnic and socio-economic backgrounds who live with mental illness. As the largest affiliate of the National Alliance on Mental Illness, they work collaboratively with state and national affiliates and with other stakeholders in the community to educate the public, advocate for legislation, reduce stigma and improve the mental health system.

New York Service Program for Older People

302 West 91st 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 those unable to leave their homes.

Weill Cornell Institute of Geriatric Psychiatry

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

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. Outpatient, partial hospitalization and inpatient services are available.

≈ Disease Specific Support & Education Groups ≈**AIDS Drug Assistance Program (ADAP)**

800-542-2437

www.health.ny.gov/diseases/aids/resources/adap/

This program provides healthcare to HIV-positive New York State residents who are uninsured or underinsured.

Alzheimer's Association of New York

360 Lexington Avenue, 4th Floor
New York, NY 10017
800-272-3900 – 24 hour helpline

www.alz.org/nyc

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
212-237-3805
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
212-594-3452

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, 18th Floor
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.

CancerCare

275 Seventh Avenue
New York, NY 10001
800-813-4673

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

CancerCare provides free professional support services to individuals, families and caregivers to help them cope with and manage the emotional and practical challenges of cancer. Services include counseling support groups, workshops and financial assistance.

GMHC

446 West 33rd Street
New York, NY 10001
212-367-1000

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

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

SHARE

165 West 65th Street, Suite 712
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

www.sharecancersupport.org

Organization for women diagnosed with breast and/or ovarian cancer who are seeking education, support or advocacy opportunities.

US TOO New York

1300 York Avenue
New York, NY 10021
212-873-7567

www.ustooneyork.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 BENEFITS OF SUPPORT GROUPS

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

Benefits of participating in support groups may include:

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

Source: <http://www.mayoclinic.com/health/support-groups/MH00002>

HOUSING

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 online at krueger.nysenate.gov or by calling 212-490-9535.

≈ Senior Housing ≈

(See *Long-Term Care for Assisted Living information*)

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

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 NYC Department for the Aging is available on the web at www.nyc.gov/html/dfta/html/benefits/housing.shtml, 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 www.aging.ny.gov/housingresources/index.cfm.

New York Foundation for Senior Citizens' Home Sharing Program

11 Park Place
New York, NY 10007
212-962-7559

www.NYFSC.org/services/home_sharing.html

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

@ NYC Housing Connect

www.nyc.gov/housingconnect

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

≈ Tenant Advocacy Organizations ≈

Housing Court Answers

Manhattan Housing Court--111 Centre Street
2nd Floor Clerk's office, Room 225
New York, NY 10013

Table open weekdays, 9 am to 4 pm

212-962-4795 -- Telephone help line Tuesday – Thursdays, 9 am to 5 pm

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 telephone hotline provides information regarding Housing Court proceedings, enforcement of housing code violations and other landlord/tenant issues for residents, community-based organizations and other service providers. They can also provide the most up-to-date listing of non-profit organizations currently providing emergency rental assistance. Staff and volunteers are at tables in all Housing Court buildings throughout the city to answer questions and to provide referrals. Fact sheets about Housing Court are available on the website and at the information tables.

Metropolitan Council on Housing

339 Lafayette Street, Suite 301

New York, NY 10012

212-979-6238 – membership information

212-979-0611 – tenants' rights hotline

www.metcouncil.net

A citywide membership-based tenants' advocacy organization that works to preserve and expand affordable housing and rent regulation through grassroots organizing, lobbying, direct action and public education. Met Council 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 laws, tenants' rights, recommended tenant attorneys, and other information. The tenant information hotline is available Mondays, Wednesdays and Fridays from 1:30 pm to 5 pm.

New York State Tenants and Neighbors Coalition

255 West 36th Street, Suite 505

New York, NY 10018

212-608-4320

www.tenantsandneighbors.org

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

≈Property Tax Reduction and Service Programs for Homeowners≈

For more information regarding any of the property tax exemption programs listed below, or to receive an application, contact the NYC Department of Finance at 311 or www1.nyc.gov/site/finance/benefits/landlords.page

Disabled 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)

Many New York State Residents who are homeowners qualify for the Basic School Tax Relief (STAR) program regardless of age if their annual adjusted gross income is \$500,000 or less and the property is their primary residence (meaning they live in the home for more than six months of each year). STAR provides savings of approximately \$300 a year in NYC. Residents 65 and older who qualify for Basic STAR and have an annual household income of less than \$84,550 are eligible for the **Enhanced STAR** program. Enhanced STAR provides average yearly savings of approximately \$600 in NYC.

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 adjusted annual incomes below \$37,400. Individuals who file for SCHE do not have to file a separate STAR application and are automatically enrolled in Enhanced STAR.

Veterans' 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 eligible for this exemption.

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

Residential Emergency Services to Offer Home Repair to the Elderly (RESTORE)

212-480-7147

www.nyshcr.org/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 or visit the website for additional info.

≈ Government Benefits for Low-Income Renters ≈

Disabled Rent Increase Exemption (DRIE) Program

Walk in office: 66 John Street, 3rd Floor

New York, NY 10038

Open 8:30-4:30 pm weekdays

<http://www1.nyc.gov/site/finance/benefits/tenants-drie.page>

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, Veterans' pensions or compensation, and those enrolled in the Medicaid Buy-In Program. DRIE is designed to work in the same way as SCRIE and has the same income eligibility levels. To be eligible, your income (after taxes) must be \$50,000 or less and you must be paying more than one third of your income for rent. Applications for DRIE are available by calling 311 or online.

Senior Citizen Rent Increase Exemption (SCRIE) Program

Walk in office: 66 John Street, 3rd Floor

New York, NY 10038

Open 8:30am -4:30 pm weekdays

<http://www1.nyc.gov/site/finance/benefits/tenants-scrie.page>

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 \$50,000 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 re-calculated. Applications for SCRIE are available by calling 311 or online.

SCRIE/DRIE Application Clinic at Lenox Hill Neighborhood House

331 East 70th Street

New York, NY 10021

212-218-0503 ext. 6

<http://www.lenoxhill.org/content/who-we-help/legal-advocacy-and-organizing.html>

Attorneys and advocates are available to help tenants living anywhere in NYC determine if they are eligible for SCRIE or DRIE and provide assistance with initial and renewal applications. Before visiting you must schedule an appointment by calling the number above.

Real Property Tax Credit (IT-214)

518-591-5232

http://www.tax.ny.gov/pdf/2010/killin/inc/it214_2010_fill_in.pdf

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

Home Energy Assistance Program (HEAP)

Call 311 for information or application

www.otda.ny.gov/programs/heap/

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, so apply early.

Weatherization Referral and Packaging Program (WRAP)

Call 311 for information or application

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

Service for low-income seniors to lower their monthly energy bills.

≈ Home De-cluttering, Downsizing, and Organization ≈

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

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

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

@ Cornell University Environmental Geriatrics Program

www.environmentalgeriatrics.org/home_safety/clutter.html

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.

@ ThisCaringHome.Org

<http://thiscaringhome.org/index.aspx>

This CaringHome.org was funded by grants from several foundations to Weill Cornell Medical College. 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.

Support Groups

EIS Housing Resource Center SORT Support Group

80 Maiden Lane, 11th Floor

New York, NY 10038

212-308-2210

<http://eisny.org/blog/sort/>

This program emerged to address the long-term complications involved in trying to maintain a healthy and organized living space and to offer ongoing, continuous support and assistance. Their housing advocate makes home visits and offers follow-up assistance as needed to clients. Clients can sign up to receive weekly phone calls from a our housing advocate or social work interns to help problem-solve their clutter on an individualized basis. EIS has a collaborative with the New York State Department of Mental Health and, when appropriate and necessary, can make referrals for psychiatric care. EIS can also facilitate the services of affordable heavy cleaning services for those who participate in their program.

Facilitates support groups for those struggling with clutter and hoarding that currently meet the first Monday of each month at 6:15 pm and the third Tuesday of each month at 5:45 pm. Call for the latest details.

GOVERNMENT-FUNDED SERVICES

Adult Protective Services (APS)

212-630-1853 Central Intake Referral Line

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

APS provides free heavy-duty cleaning for their clients. An older person is eligible for APS, regardless of income or assets, if he or she:

- has a physical or mental impairment;
- is unable to manage his or her 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
- has no one willing and able to assist him or her responsibly.

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

Jewish Association for Services for the Aging (JASA) De-cluttering Program

212-273-5272 JASA Help Center

www.jasa.org/services/support-assistance

JASA has been awarded a small "de-cluttering" grant to help seniors avoid eviction due to safety and health issues created by clutter. 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 limited funds towards the cleaning. The majority of cases need a social worker from another agency who will work intensively on the project.

LEGAL RESOURCES

@ Elderlaw Answers

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

Elderlaw Answers is a website that provides 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.

@ Law Help

www.lawhelp.org

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

Legal Aid Society – Lower Manhattan Neighborhood Office

199 Water Street
New York, NY 10038
212-577-3300

www.legal-aid.org/en/home.aspx

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

www.lenoxhill.org/content/who-we-help/legal-advocacy-and-organizing.html

The Legal Advocacy Department provides free legal assistance with eviction prevention and other housing related matters, government benefits including SCRIE/DRIE, Medicaid, Medicare, SNAP, SSI and SSD, health insurance enrollment on the NYStateofHealth Marketplace, and advance directives such as Powers of Attorney, Health Care Proxies and simple Wills. To be eligible for assistance, you must live, work, or go to school on Manhattan's East Side from 59th Street to 143rd Street or on Roosevelt Island. There are income limits for certain services. Walk-in Clinic for Eviction and other landlord-tenant issues take place on the 3rd Monday of each month from 10 am-1 pm and the Walk-In SNAP clinic is on Wednesdays from 10 am -1 pm.

ADDITIONAL INTAKE NUMBERS:

- *Food Stamps/SNAP:* 212-218-0503, press 2
- *SCRIE* 212-218-0503, press 6
- *Health Insurance Enrollment* 212-218-0432
- *Health Care Access/Medicare/Medicaid* 212-218-0503, press 3
- *End-of-Life Planning/Advance Directives* 212-218-0503, press 4

Manhattan Legal Services

40 Worth Street, Suite 606
New York, NY, 10013
646-442-3100

www.legalservicesnyc.org

Provides free legal advice and representation to Manhattan residents who would otherwise be unable to afford it. The focus is on housing, government benefits, consumer, and family law cases. Intake hours vary by program. Call or visit the website for more details.

Hotlines (intake hours vary)

- Bankruptcy: 646-442-3630
- Consumer and Related Problems: 646-442-3105
- Housing Related Problems: 646-442-3100
- Public Benefits: 917-661-4500
- SSI/SSD Related Problems: 646-442-3103

Mid-Atlantic Pension Counseling Project

800-355-7714

Pensionrights.org/counseling-projects

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.

MFY Legal Services Seniors Project

299 Broadway, 4th Floor
New York, NY 10007
212-417-3700

<http://www.mfy.org/projects/manhattan-seniors-project/>

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. Intake is on Wednesdays between 2 pm and 4:30 pm for intake and appointments. For seniors living below 110th Street in Manhattan.

Other MFY legal programs for people of all ages (intake hours vary with program)

- Adult Home Advocacy Project: 877-417-2427
- Consumer Rights Project: 212-417-3881 (for low-income consumers city-wide)
- Foreclosure Prevention Project: 212-417-3777
- Government Benefits Project: 212-417-3732 (for low-income residents of NYC)
- Housing: 212-417-3888 (for tenants in Manhattan, Bronx, and Brooklyn)
- Kinship Caregiver Law Project: 212-417-3850
- Low Income Bankruptcy Project: 212-417-3799
- Mental Health Law Project: 212-417-3830
- Nursing Home Residents Project: 855-444-6477
- SRO Law Project: Walk-in Hours Thursdays 1pm -3:30 pm
- Workplace Justice Project: 212-417-3838

New Economy Project (formerly known as NEDAP)

121 West 27th Street, Suite 804

New York, NY 10001

212-680-5100

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

A nonprofit advocacy and education organization that works to eliminate predatory economic practices and improve consumer protections. Provides a comprehensive list of resources and fact sheets on issues such as community banking and finance, credit reports, debt collection, identity theft, foreclosure prevention and predatory lending available at <http://nedap.org/resources/consumer.html>.

The New Economy Project 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, and credit reporting and repair. The hotline can be reached at 212-925-4929 on Tuesdays, Wednesdays, and Thursdays 12pm-2pm.

New York City Bar Association

42 West 44th Street

New York, NY 10036

212-382-6600

www.nycbar.org

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 August. At the clinic, lawyers meet with clients for one-half hour appointments to discuss a variety of legal topics such as bankruptcy, consumer issues, matrimony, 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 call to the hotline connects you with a staff of 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. Call 212-626-7383 Monday through Thursday from 9am-5pm and Friday from 9am-1pm.
- The **Veterans Assistance Project** provides skilled legal counsel to help seniors 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 NYC Regional Office of Veterans Affairs. Call 212-382-4722 or 877-564-3383.
- 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. Call 212-626-7383.

- 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. Call 212-382-6658 for more information.

New York Legal Assistance Group (NYLAG)

7 Hanover Square, 18th Floor

New York, NY 10004

212-613-5000 Intake Line

www.nylag.org

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

Evelyn Frank Legal Resources Program of NYLAG

212-631-7310

eflrp@nylag.org

Advocates for and provides legal representation to low-income elderly and disabled New Yorkers. Provides tools to safeguard access to medical care for vulnerable New Yorkers. It also works to educate care providers in best practices.

Urban Justice Center

123 William Street, 16th Floor

New York, NY 10038

646-602-5600

www.urbanjustice.org

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

Volunteers of Legal Service (VOLS) Elderly Project Legal Clinics

40 Worth Street, Suite 820

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 or visit website for schedule.

Housing 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 who 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.

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

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

What is a Nursing Home?

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

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

The average cost of care for nursing home care across the country ranges between \$4,000 and \$8,000* per month. Cost is determined by the level of care needed, the setting where the care is provided, and the geographic location. Due to the high cost of care, many residents use supplemental funding from the government in the form of Medicare** and/or Medicaid.

**Cost of care for nursing home care in the NYC Metropolitan Area is more likely to be in the \$11,000/month range and higher.*

*** Medicare generally only covers 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
212-879-1600

www.dewittnh.com

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

Coler-Goldwater Hospital

900 Main Street
New York, NY 10044
212-848-6000

www.nyc.gov/html/hhc/coler-goldwater

Fort Tryon Center

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

Greater Harlem Nursing Home

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

www.GHNH.org

New East Side Nursing Home

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

Kateri Residence

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

www.archcare.org/kateri-residence

Mary Manning Walsh Home

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

<http://www.archcare.org/mary-manning-walsh.html>

Village Care Nursing Center

214 West Houston Street
New York, NY 10014
212-337-9400

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

New Gouverneur Hospital SNF

227 Madison Street
New York, NY 10002
212-238-7000

www.nyc.gov/html/hhc/gouverneur

Terence Cardinal Cooke Health Center

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

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

@ A Place for Mom

866-344-8005

<http://www.aplaceformom.com>

This website is a free referral service that can find the right residential senior care center for individuals of loved ones.

@ New York State Department of Health

<http://nursinghomes.nyhealth.gov/> (for nursing home profiles)

www.health.ny.gov/facilities/nursing (general information)

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

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

ICAN (Independent Consumer Advocacy Network)

844-614-8800

ICAN@cssny.org

<http://icannys.org>

An Ombudsprogram for people in Managed Long Term Care, a new initiative started in 2015 by the New York State Department of Health to provide independent, confidential counseling to seniors and people with disabilities who need Medicaid long term care services. Services include representing clients in appeals against managed care plans, lodging official complaints, and monitoring trends to help the State DOH to address systemic issues. They also provide community education for caregivers, consumers and professionals.

@ SeniorAdvisor.com

800-805-3621

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

This website provides consumer ratings and reviews for senior living communities and homecare providers nationwide. It provides an open platform for residents and their families to share their first-hand experience of their senior care services to help others in their own search for senior care.

≈ Aging In Place Resources≈

(ALSO SEE SENIOR CENTERS & SOCIAL SERVICE AGENCIES)

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 age 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 a referral.

Bill Payer Program (through the Department of the Aging)

2 Lafayette Street, 2nd Floor

New York, NY 10007

212-602-6982

The Bill Payer Program is a free service that enables disabled low-income older adults to remain in the community with the assurance that their monthly financial obligations have been met. Visits take place once or twice a month, usually in the client's home.

The Caring Collaborative (a project of The Transition Network)

1732 First Avenue, Suite 27158

New York, NY 10128

347-735-6035

<https://www.thetransitionnetwork.org/home/>

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

CenterLight Health Care

1250 Waters Pl, Tower 1, Suite 602

Bronx, NY 10461

www.ccmny.org/

CenterLight Healthcare is a not-for-profit New York State Managed Long-Term Care organization that provides home healthcare services to the elderly, disabled and chronically ill.

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

11 Broadway, Suite 400
New York, NY 10004
212-514-7147

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.

Jewish Guild Health Care GuildNet Managed Long Term Care

15 West 65th Street
New York, NY 10023
1-800-284-4422 or 212-769-6200

www.jgb.org/health-plans/guildnet-MLTC

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
800-544-0304
212-870-4715 Manhattan Center

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.

Lenox Hill Neighborhood House Geriatric Care Management

331 East 70 Street
New York, NY 10021
212-218-0506

<http://www.lenoxhill.org/content/who-we-help/older-adult-services/case-management.html>

Lenox Hill Neighborhood House's Geriatric Care Management Program provides case management to seniors living on the East Side of Manhattan between 14th and 143rd Streets as well as on Roosevelt Island. Social workers and case managers help clients access myriad services that enable older adults to remain in the community and age at home. If you would like information on how the Geriatric Care Management Program can help you or someone you know, call the Intake line above.

Long Term Care Community Coalition (LTCCC)

1 Pennsylvania Plaza, Suite 6252
New York, NY 10119
212-385-0355

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.

Mount Sinai Visiting Doctors Program

5 East 98th Street
New York, NY 10029
212-241-4141

www.mountsinaifpa.org/patient-care/practices/visiting-doctors-program

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.

Mount Sinai Chelsea-Village House Call Program (CVHCP)

5 East 98th Street
New York, NY 10029
212-604-6534

<http://www.mountsinaifpa.org/patient-care/practices/visiting-doctors-program/patient-services/chelsea-village-house-call-program>

Adopted by Mount Sinai after the closure of St. Vincent's hospital in 2010, the Chelsea-Village Program provides multilingual, interdisciplinary primary medical care for elderly homebound older adults in the Chelsea, Greenwich Village, Chinatown and Lower East Side neighborhoods of Manhattan. Many insurance plans are accepted, including Medicare and Medicaid. Call for additional information.

Lenox Hill Hospital House Call Program

100 East 77th Street, 5 Achelis
New York, NY 10075
212-434-3015

NSLIJDOCS.com

Through North Shore-LIJ Home Care Network, this program provides primary medical care for adults over age 65. The program serves Manhattan residents between Wall Street and 100th Street through registered nurses, therapists and aides. Services include general medical care, psychological counseling, podiatry, dentistry, vaccinations, orthopedic interventions, laboratory and radiography tests. Call for more information. Medicare Part B accepted.

New York Foundation for Senior Citizens

11 Park Place, 14th Floor New
York, NY 10007
212-962-7559

www.nyfsc.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

345 East 102nd Street
New York, NY 10029
800-633-9717

www.shpny.org

100 Church Street
New York, NY 10007

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

www.seniorbridge.com/locations/newyork/newyork.aspx

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. Services are personalized according to the level of need and preference of the client. 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.

SelfHelp

520 8th Avenue, Suite 5
New York, NY 10018
212-239-6621 or 866-735-1234

www.selfhelp.net

Provides home care, case management services, home health aides, senior housing, and Alzheimer's resource program, senior activity centers and community guardians.

Visiting Neighbors

3 Washington Square Village, Suite 1F
New York, NY 10012
212-260-6200

www.visitingneighbors.org

Serves seniors living from 30th Street South to the Battery, river to river. Visiting Neighbors provides supportive services that help seniors stay independent, including friendly visiting to relieve isolation and loneliness, health advocacy, help with errands and shopping, escorts to medical and other appointments and referrals to needed services. Visiting Neighbors' professional staff recruits, trains and provides support to dedicated volunteers of all ages who can be matched with a senior on an as-needed basis.

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.

The Wright Center on Aging

1484-1586 First Avenue
New York, NY 10075
212-746-7000

www.hebrewhome.org/elderserver-long-term.asp

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, specialized Alzheimer's and HIV/AIDS services.

≈ Adult Day Programs≈

Adult day programs are community based group programs designed to meet the needs of functionally and/or cognitively impaired adults through an individual plan of care. These structured, comprehensive programs provide a variety of health, social, and other related support services in a protective setting. Adult day centers generally operate during normal business hours five days a week. Some programs offer services in the evenings and on weekends.

There are two kinds, or models, of adult day programs:

Social model day programs provide supervision and socialization through therapeutic group activities such as discussion groups, arts and crafts, games and dancing, or services such as memory simulation exercises. Most of these programs do not have a medical component, and payment is usually private pay. Each program is slightly different and has different requirements. Almost all offer lunch and many offer transportation. The cost of these programs varies a great deal. The best way to be sure a program is a good fit for a particular person's functional ability, need for service, and financial resources is to visit, watch what goes on, and ask a lot of questions.

Medical model day programs are designed for persons with medical problems (including dementia) who may require one or more of the following services: monitoring, nursing care, social work, occupational therapy, physical therapy, nutritional counseling, or recreational therapy, in addition to socialization. As a result, they are significantly more expensive than social model adult day care. If the person with dementia appears to need medical model care, but does not have the income or assets to pay for it, talk to a social worker at the center about the eligibility requirements for Medicaid, which covers medical model adult day programs.

The best way to be sure a program is a good fit for a particular person's functional ability, need for service, and financial resources, is to visit the programs that interest you. Be sure to watch what goes on and ask a lot of questions. Application procedures may vary among programs.

The following organizations operate Adult Day programs that serve Manhattan residents:

C.V. Starr at the Burden Center for Aging
Social Model

445 East 85th Street
New York, NY 10028
212-249-0500

www.burdencenter.org

Council Lifetime Learning (LINC)
Social Model

241 West 72nd Street
New York, NY 10023
646-884-9471

www.ncjwny.org/services_senior.htm

Elder Serve at the Y
Social Model

54 Nagle Avenue, 2nd Floor
New York, NY 10040
212-942-4188

Hamilton Madison House Adult Day Service
Social Model

253 South Street, 2nd Floor
New York, NY 10002
212-349-3724

www.hmhonline.org/

Lenox Hill Neighborhood House
CARE Program

Social Model

331 East 70th Street
New York, NY 10021
212-744-5022 ext. 1301

www.lenoxhill.org/content/who-we-help/older-adult-services/social-adult-day.html

Riverstone Senior Life Services
Memory Center

Social Model

99 Fort Washington Avenue
New York, NY 10032
212-927-5600

www.riverstonenyc.org/programs/memory-center

Stein Senior Center SPA
(Service Program for Older Adults)

Social Model

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

<http://steinseniorcenter.org/programs-activities/early-stage-alzheimers/>

Amsterdam Adult Day Health Care Program
Medical Model

1060 Amsterdam Avenue
New York, NY 10025
212-316-7735

<http://www.amsterdamcares.org/adhc.html>

Isabella Adult Day Health Care Program
Medical Model

525 Audubon Avenue
New York, NY 10040
212-342-9287

<http://www.isabella.org/isabella/programs/adultdayhealthcare.aspx>

Jewish Home Lifecare Adult Day Program
Medical Model

140 West 106th Street
New York, NY 10025
212-870-5084

<http://www.jewishhome.org/our-services/adult-day-program>

Village Care Adult Day Health Center
Medical Model

Parkinson's Disease Specific Program

644 Greenwich Street
New York, NY 10014
212-337-5887

http://www.vcnny.org/senior/adult_day_health/

The Hebrew Home at Riverdale

5901 Palisade Avenue

Riverdale, NY 10471

1-800-567-3648 or 914-368-5550

www.hebrewhome.org/medical-day-program.asp/

Both day and night sessions provide assistance with daily living skills, such as bathing, grooming, and eating. The Hebrew Home at Riverdale serves a medically diverse senior population that includes people who are physically frail or have a dementia related diagnosis. This program operates seven days a week, 365 days a year from 9 am - 3 pm (day session) and 7 pm – 7 am (overnight session). Door-to-door transportation is available. This service may be used from one to seven days a week depending upon the senior's primary care physician approval. Nutritious meals and snacks are served each day and night.

•ElderServe Long-Term Health Care Program of the Hebrew Home at Riverdale

www.hebrewhome.org/long-term_health-care.asp

This program is designed for persons who choose to remain in their own home although are eligible for placement in a long term care facility. The program provides a full range of health care, social and supportive services, including medical management, nursing services, rehabilitation therapies and personal care in a clients own home. Additional care options include home maintenance, Adult Day services, and a personal emergency response system.

SAGEDay

305 7th Avenue, 15th Floor

New York, NY 10001

212-741-2247 ext. 501

<http://www.sageusa.org/nyc/>

An organization designed to improve the lives of older lesbian, gay, bisexual and transgender adults. This social adult day program is held Monday through Friday in midtown for individuals who may otherwise not have access to them. The group addresses issues faced by their community and works as an advocacy group for broader public policies in support of aging adults.

≈ Hospice and Palliative Care ≈

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

Beth Israel Medical Center Symptom Control and Palliative Care Practice

10 Union Square East, Suite 2Q/R

New York, NY 10003

212-844-8930

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

The practice has an interdisciplinary team of physicians, nurses, a psychologist and a social

worker available to work with each patient. The services offered include: pain management, treatment for symptoms other than pain, psychological therapies to assist patients and families in coping with illness, coordination of care and bereavement support.

Continuum Hospice Care

39 Broadway, Room 200
New York, NY 10006
212-420-2844

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
855-692-5058

<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

Inpatient care
1176 Fifth Avenue
New York, NY 10029
212-241-1446

Outpatient care
1450 Madison Avenue
New York, NY 10029
212-659-8552

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

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

≈ Additional Online Long-Term Care Resources ≈

@ Administration on Aging

<http://aoa.gov/>

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. The website includes many resources for caregivers and 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>

An organization that is dedicated to helping our elders make their own educated choices in their later stages in life. 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 Health Care Association

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

Advocates for quality in long term care that provides resources about 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.

@ Care Conversations

www.careconversations.org

Part of the American Health Care Association and the National Center for Assisted Living, a site dedicated to helping families have 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, understanding Medicare Part D and planning to pay for long term care.

@ CareGiver.com

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

A valuable resource to caregivers of all ages and residences. They produce magazines, newsletters, and special articles solely about the caregiving experience.

@ Caregivers Library

<http://caregiverslibrary.org>

A website that includes various descriptions and explanations of different caregiving terms.

@ End Of Life Choices NY

<http://endoflifechoicesny.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 advocate for legislation and through the court system.

@ Elderlaw Answers

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

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.

@ Family Caregiver Alliance

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

A website 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, life threatening illness and end of life care.

@ Hospice Foundation of America

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

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

@ 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.

@ LongTermCare.gov

<http://longtermcare.gov/>

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

@ National Alliance for Caregiving

<http://www.caregiving.org>

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

@ New York State Office for the Aging (NYSOFA)

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

An advocacy group New York senior citizens, they work to ensure that seniors are independent for as long as possible and provide resources about long-term care options.

@ 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. 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.



PET CARE SERVICES

Paws New York

212-203-4760

<http://pawsny.org/>

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



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 precincts cover the majority of Senate District 28:

13th Police Precinct

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

The Precinct Community Council 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, NY 10022
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, 225 East 51st Street.

19th Police Precinct

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

The Precinct Community Council meets the first Monday of the month at 7 pm at the precinct station house.

Midtown North Police Precinct

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

The Community Council meets every third Tuesday of the month at 7:00 P.M. at 306 W54th St which is the Midtown Pct. North station house. Meetings are not held in July / August.

Midtown South Police Precinct

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

The Precinct Community Council meets on the third Thursday of the month at 7:00 p.m at the New Yorker Hotel.



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
212-535-5235

www.carterburdencenter.org

Lunch is served at 351 East 74 Street.

Serves Manhattan residents age 60 and older 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, case management, help with benefit applications, elder abuse intervention program, cultural connections, and more. Call for program schedule.

Lenox Hill Neighborhood House Senior Center

343 East 70th Street
New York, NY 10021
212-744-5905

<http://www.lenoxhill.org/content/who-we-help/older-adult-services.html>

Lunch is served at the address above. Some activities may take place at 331 East 70th Street.

The 70th Street Senior Center is open daily. The Center offers breakfast, lunch, and dinner at 8:15 am, 11:30 am, 5:30 pm respectively and features an array of cultural, educational and recreational activities. There is a suggested donation of \$1 for breakfast and \$1.50 for lunch and dinner. Financial and case management services are provided to older adults and a social day care for physically and cognitively frail elders is located on site.

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 the needs of the community, with staff to assist with benefits, case assistance and entitlements. There is an on-staff nutritionist, 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 Monday, Wednesday and Friday from 1 pm to 4 pm. Call for more information.

Additional Senior Centers

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

Midtown

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

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

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

First full-time LGBT Senior Center in the country. Provides meals and programs related to arts and culture, fitness, food and nutrition, health and wellness, and lifelong education.

Harlem (Oberia D. Dempsey Center)

127 West 127th Street
New York, NY 10027
646-660-8951

Selfhelp Virtual Senior Center

212-971-7676

<http://www.selfhelp.net/virtual-senior-center>

The Virtual Senior Center initiative places easy-to-use large touch screen devices with

integrated webcams into the homes of socially-isolated older New Yorkers to create an interactive experience that reduces social isolation and provides better access to community services. The program allows participants to engage in activities like discussion groups, museum lectures and music classes from the comfort of their own home.

Meal Programs Available at Senior Centers:

<u>Senior Center</u>	<u>Address</u>	<u>Meals Served</u>	<u>Days Available</u>	<u>Meal Times</u>
Carter Burden Center for the Aging	1484 First Avenue	Lunch	Monday- Friday	Noon
Lenox Hill Neighborhood House Senior Center	343 E. 70 St.	Breakfast Lunch and Dinner	Every day	Breakfast: 8:15 - 9:15 am Lunch: 11:30-12:30 Dinner: 5:30-6:30
Lenox Hill Neighborhood House Senior Center at St. Peter's Church	619 Lexington Avenue	Lunch	Monday, Wednesday Thursday Friday Saturday	Tickets distributed from 10am-11:45am Lunch at Noon
Stanley Isaacs Neighborhood Center	415 E. 93 rd St.	Breakfast and Lunch	Monday- Friday (breakfast) Monday-Saturday (lunch)	Breakfast: 8:30-9:15 Lunch: 11:45 & 12:15
Stein Senior Center	204 E. 23rd St.	Lunch	Monday-Friday	11:30 am- 12:45 pm



SERVICES FOR PEOPLE WITH DISABILITIES

Access-A-Ride

877-337-2017

718-393-4999

<http://web.mta.info/nyct/paratran/guide.htm/>

Provides transportation for people who are unable to use public transportation. One-way fare is the same as full fare on mass transit. Exact change required. Access-A-Ride service operates 24 hours a day, seven days a week. Call for application and/or additional information. Please note you must apply and it will take at least 21 days for approval from the date of application.

Center for Independence of the Disabled of New York (CIDNY)

841 Broadway, Suite 301

New York, NY 10003

212-254-5000

212-254-5953 Fax

www.cidny.org

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-NEW-YORK (Out-of-City) or 311 or 711(Relay service for Hard-of-hearing)

www.nyc.gov/html/mopd

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

100 Gold Street, Suite 4600

New York, NY 10038

212-306-7560

<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), sexual orientation, disability, marital status, and partnership status. Provides online education resources with information on various types of discrimination, as well as an avenue through which to file complaints with city about any discrimination an individual might have experienced.

New York State Human Rights Commission

Manhattan Office

163 West 125th Street, 4th Floor

New York, New York 10027

212-961-8650

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

New York has the proud distinction of being the first state in the nation to enact a Human Rights Law, which affords every citizen “an equal opportunity to enjoy a full and productive life.” This law prohibits discrimination in employment, housing, credit, places of public accommodations, and non-sectarian educational institutions, based on age, race, national origin, gender, sexual orientation, marital status, disability, military status, and other specified classes.

Transportation and Weekend Connections

331 East 70th Street

New York, NY 10021

212-218-0505

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

The Lenox Hill Neighborhood House Senior Centers along with their partners (the Stanley Isaacs Neighborhood Center, the Burden Center, and Search & Care) 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 59 for information about the Disabled Rent Increase Exemption (DRIE) program for low-income renters.



SERVICES FOR THE VISUALLY IMPAIRED

American Foundation for the Blind

2 Penn Plaza, Suite 1102
New York, NY 10121
212-502-7600 or information center 800-232-5463

www.afb.org

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
212-383-1740 or hotline 866-871-3000

www.ocfs.ny.gov/main/cbvih/

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.

Lighthouse Guild

15 West 65th Street
New York, NY 10023
800-284-4422

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

Provides a spectrum of integrated vision and healthcare services for those that are blind or visually impaired as well as providing services to those with chronic medical conditions or multiple disabilities. Offers many different services and programs related to mental health, medical expenses, medical plans, behavioral health, vision rehabilitation, adult day services among others. It also participates in research.

National Federation of the Blind of New York State NYC Chapter

718-567-7821

www.nfbny.org

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. NYC Chapter meets on the third Wednesday of each month at 6:00 p.m.

SUNY University Optometric Center

33 West 42nd Street
New York, NY 10036
212-938-4001

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.



SOCIAL SERVICE AGENCIES
(ALSO SEE SENIOR CENTERS)

The Actors Fund Senior Care Program

729 Seventh Avenue
New York, NY 10019
212-221-7300

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

The Senior Care Program helps entertainment industry professional 65 years old and older, their families and caregivers with services including assessment, advocacy, access to entitlements or other benefits, financial management and assistance, referrals to general information.

Catholic Charities of the Archdioceses of New York

1011 First Avenue, 11th Floor
New York, NY 10022
888-744-7900 – helpline

www.catholiccharitiesny.org

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

633 3rd Avenue
New York, NY 10017
212-614-5552– Public Benefits Information Line

www.cssny.org

Non-profit organization that helps New Yorkers with health and housing. Offers a wide array of programs and services from advocacy to case management. Extensive information about public benefits available on website and by calling the public benefits line.

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 and 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

40 Broad Street
New York, NY 10004
212-777-4800

www.fpwa.org

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 NYC

39 Broadway

New York, NY 10016

212-566-7855

212-894-8060 - Food Stamp Information Line

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

The Food Bank's Food Stamp Information Line specialists conduct short food stamp pre-screenings — a short, free and confidential interview to determine if you or your family are eligible for food stamps. The Food Bank offers in-person application assistance using an electronic process that is an easy and fast way to submit a food stamp application. The Food Bank also maintains a comprehensive listing of food pantries and soup kitchens on its website.

Health Outreach at New York Weill Cornell Medical Center

525 East 68th Street

New York, NY 10021

212-746-4351

www.nypgeriatrics.org/

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. 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.

708 3rd Avenue

New York, NY 10017

Church of the Holy Trinity at 341 East 87th Street

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 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 populations.

Jewish Association for Services to Aged

247 West 37th Street
New York, NY 10018
212-273-5272

www.jasa.org

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
212-962-7730

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,

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 medical and social services. Services include housing and health care advocacy, assistance obtaining benefits and services, and a no-fee bill-paying. All Search and Care services are limited to qualified seniors who live between 86th and 138th Streets from 5th Avenue to the East River.

Selfhelp Community Services, Inc.

520 Eighth Avenue, 5th Floor
New York, NY 10018
866-735-1234 (main line) 212-917-7600 (central office)

www.selfhelp.net

Selfhelp works to enable 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.

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

305 Seventh Avenue, 15th 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 an exercise group.



TRANSPORTATION

Access-A-Ride

877-337-2017

<http://web.mta.info/nyct/paratran/guide.htm>

Provides transportation on an “as needed” basis for people who are unable to use public transportation. One-way fare is the same as full fare on mass transit. Exact change required. Access-A-Ride service operates 24 hours a day, seven days a week. Call for application and/or additional information. It will take at least 21 days from the date of application for approval.

Community Arranged Resident Transportation Program (CART)

212-956-0855

<http://www.nyfsc.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)

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

Assistance available 9 am to 5 pm on weekdays, except holidays, and 9 am to 2 pm Saturdays. Allows seniors to pay for rides automatically with a credit or debit card. Monthly statements are sent to account holders and are available online.

Reduced Fare MetroCards

511

www.mta.info/nyct/fare/rfindex.htm

Reduced Fare MetroCards currently offer \$1.35 fare to seniors 65 and older and to people with disabilities of any age. Reduced Fare cards work like standard MetroCards, but are personalized with your name and photo. Pay-per-ride and unlimited-ride options available, as well as EasyPay. Call for a form, or apply in person at 3 Stone Street (at Broadway). Two valid Forms of identification are needed.

Transportation and Weekend Connections

331 East 70th Street

New York, NY 10021

212-218-0505

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, visits to family and friends, and special events around New York City.

VETERANS' BENEFITS

If you are a U.S. 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

Veterans' 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 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 www.veterans.ny.gov.

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 V.A. Locations

NYC Mayor's Office of Veteran Affairs (MOVA)

346 Broadway
(bet. Catherine Lane & Leonard St.)
New York, NY 10013
212-442-4172
www.nyc.gov/veterans

Harlem Veteran Center

2279 Third Avenue
(bet. East 123rd & 124th Streets)
New York, NY 10035
212-426-2200 or 646-273-8139
Monday-Friday, 8:00 am-4:30 pm

NYS Division of Veteran Affairs - Manhattan Center

423 East 23rd Street
(bet. 1st Ave. & Asser Levy Place)
New York, NY 10010
212-686-7500
www.veterans.ny.gov/

Manhattan Veteran Center

32 Broadway, Suite 200
(bet. Morris St. & Exchange Alley)
New York, NY 10004
212-742-9591
Monday-Friday, 8:00 am-4:30 pm

NYS Division of Veteran Affairs - Central Office

2 Empire State Plaza, 17th Floor
Albany, NY 12223
1-888-838-7697
www.nys.gov/veterans

USO of Metropolitan New York

625 Eighth Avenue
(bet. West 40th & West 41st Streets)
New York, NY 10018
212-695-6160
www.usonyc.org/
Daily 8:30 am-7:30 pm

Veterans' 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 www.nyc.gov/html/dof/html/property/veterans.shtml

New York City Bar Association's Veterans Assistance Project

42 West 44th Street

New York, NY 10036

www.nycbar.org/citybarjusticecenter/projects/economic-justice/veterans-assistance-project

The Veterans Assistance Project provides skilled legal counsel with the hope for senior 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.

Additional Toll Free Numbers:

•Department of Veterans' Affairs
888-838-7697

•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



VOLUNTEER OPPORTUNITIES

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

AARP Experience Corps

<http://www.aarp.org/experience-corps/experience-corps-volunteer/experience-corps-cities-new-york.html>

Hosted by the Community Service Society, the program enlists volunteers 55 years old and older to improve the literacy skills of elementary school students

American Red Cross

520 West 49th Street
New York, NY 10019
877-733-2767

www.nyredcross/ny/new-york/volunteer

Trains volunteers to work in a variety of capacities, including disaster response, teaching, health and safety and support services.

Big Apple Greeters

1 Centre Street, Suite 2313
New York, NY 10007
212-669-8159

www.bigapplegreeter.org/become-a-volunteer

Through this program, volunteer greeters show visitors to New York around all the boroughs. Volunteers who speak languages other than English are especially in demand.

JASA's Joint Public Affairs Committee for Older Adults (JPAC)

247 West 37th Street, 9th Floor
New York, NY 10018
212-273-5272

www.jasa.org/volunteering

JPAC is a social action coalition that offers senior volunteers a training course in leadership and engagement. Volunteers are also needed for office work.

Learning Leaders

75 Maiden Lane, 8th Floor
New York, NY 10038
212-213-3370

www.learningleaders.org

Trains and places volunteers in NYC public schools to provide meaningful individualized support for students and parents.

New York Cares

65 Broadway, 19th Floor
New York, NY 10006

212-228-6414

www.nycares.org

Non-profit organization that matches people of all ages with volunteer opportunities across the city. Opportunities are available for those who want to help out for as little as one day.

NYC Service

253 Broadway, 8th Floor

New York, NY 10007

212-788-7550

www.volunteernyc.org

Refers volunteers to a wide range of city organizations.

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

646-672-5044

<http://www.oasisnet.org/Cities/Partner-states/New-York>

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

Retired & Senior Volunteer Program (RSVP)

212-254-8900

www.cssny.org/programs/entry/retired-and-senior-volunteer-program

Run by the Community Service Society of New York. Encourages and assists older adults who want to volunteer in their communities. Includes a senior-to-youth mentoring program.

Senior Companion Program

212-406-5044

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

800-342-9871

www.ltombudsman.ny.gov/volunteers/volunteers.cfm

Senior volunteers are needed to ensure that nursing home residents are properly cared for.

Time Banks New York City

nyc.gov/html/timebanks/html/home/home/shtml

A city-wide network for people to share their skills and support one another. Contact the Manhattan Borough Coordinator at manhattan@timebanks.nyc.org or call 311 for details.

Volunteer Referral Center

161 Madison Ave, Suite 5SW

New York, NY 10016

212-889-4805

<http://volunteer-referral.com/>

This 25-year old program connects skilled and willing volunteers with the needs of nonprofit organizations. Interviews are required with all volunteers to match with positions.



WHAT ARE ADVANCE DIRECTIVES?

HEALTHCARE PROXY

The New York Health Care Proxy Law allows you to appoint someone you trust — for example, a family member or close Friend – to make health care decisions for you if you lose the ability to make decisions yourself. By appointing a health care agent, you can make sure that health care providers follow your wishes. Your agent can also decide how your wishes apply as your medical condition changes.

Hospitals, doctors and other health care providers must follow you agent's decisions as if they were your own. You may give the person you select as your health care agent as little or as much authority as you want. You may allow your agent to make all health care decisions or only certain ones. You may also give your agent instructions that he or she has to follow. This form can also be used to document your wishes or instructions with regard to organ and/or tissue donation. You can download copy of the NYS Healthcare Proxy at: <http://www.health.ny.gov/forms/doh-1430.pdf>

POWER OF ATTORNEY

The "durable power-of-attorney" is one of the most powerful planning tools that an attorney can recommend to a client, not only for estate planning, but also for Medicaid and other entitlement programs. When a person (the principal) signs a power-of-attorney, he gives another person (the agent) the power to act in his place and on his behalf in managing his assets and affairs. The agent's powers may be broad and sweeping so as to include almost any act which the principal might have performed. It should be noted, however, that, in general, acts which are inherently testamentary in nature, such as the authority to make or revoke a will, may not be performed by an agent.

A power-of-attorney can be either a "general" power-of-attorney, where the agent may perform almost any act the principal might have performed himself regarding the financial management of his affairs, or a "limited" power-of-attorney where the agent has one or more specific powers, such as the power to sell a particular property to a particular purchaser at a particular time.

A single principal may name one or more agents who can be authorized to act either "jointly" or "severally" (alone without the signature of the other agent or agents).

The "durable" power-of-attorney is unlike the ordinary power-of-attorney in that it does not become inoperative upon the incapacity of the principal. The durable power-of-attorney provides that those powers granted to the agent will not be affected by the subsequent disability or incapacity of the principal or by the lapse of time.

In drafting powers-of-attorney, care should be given to confer powers with as much specificity as possible in order to avoid the possibility of a court construing a specific omission as an intent to fail to grant that specific power. Such an adverse finding could be a serious detriment to the principal's assets.

The power-of-attorney for asset management in the case of a seriously ill or disabled person is especially useful in situations where the person's assets may be modest and, accordingly, do not warrant the expense associated with other planning techniques such as trusts or guardianships.

The great advantage of the durable power-of-attorney is that it remains effective after the principal's incapacity. The agent, therefore, can act immediately upon the principal's incapacity to manage his assets or to take various measures without initiating costly and time-consuming guardianship proceedings to obtain the court's authorization for such transactions.

In a few states, the principal is allowed to delegate to the agent in the durable power-of-attorney various health care powers in addition to control over financial matters. In New York State, however, a health care power-of-attorney or proxy must be a separate document from a power-of-attorney.



This guide was compiled and made available by:

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**A link to the online version of
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KRUEGER.NYSENATE.GOV