

Older Adult Resource Guide

Eleventh Edition



Advocacy & Action Groups

Aging In Place Resources

Caregiver Resources

Community Boards

Consumer Protection

Continuing Education

Crime Victims Assistance

Culture & Recreation

Elder Abuse

Emergency Preparedness

Employment/Unemployment

Government Benefits

Health Care Services

Housing

Legal Resources

LGBTQ+ Resources

Long-Term Care

Older Adult Centers

Pet Care Services

Police Community Councils

Transportation

Veterans' Benefits

Volunteer Opportunities

& More

Important Phone Numbers

Always dial 911 in case of emergency.

New York City Aging Connect	212-244-6469
New York State Department for the Aging Helpline.....	800-342-9871
Social Security Administration.....	800-772-1213
Medicare.....	800-633-4227
New York State Medicaid Helpline.....	800-541-2831
Veterans Administration.....	888-838-7697
Suicide & Crisis Lifeline.....	988
Customer Service Center for all NYC non-emergency government services & information.....	311

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 krueger@nysenate.gov if there are additional resources you think should be included in the next edition.

This edition of the guide was updated in the summer of 2025. Due to recently enacted federal legislation and funding cuts, it is likely that the eligibility requirements for many of the programs listed in this guide will change over the coming months and years. Please check the website or call any program you are interested in for the latest details.

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**CHAIR, MAJORITY MEMBER
FINANCE**

**COMMITTEES:
RULES
BUDGET AND REVENUE**

Fall 2025

Dear Community Member,

I am grateful that we are able to share the Eleventh Edition of our Older Adult Resource Guide with you.

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

One of my most important resources continues to be the input I receive from each of you. It is a great privilege to represent you in Albany, and I am always eager to hear from you. I encourage you to contact my office at (212) 490-9535 or lkrueger@nysenate.gov with any questions or concerns. You can also email my office at that address to sign up for LizList and receive email updates from me.

As in the past, I find my office constantly receiving requests for the guide. Please call or email my office if you would like to receive another copy or have one sent to a friend, family member, or neighbor. An electronic version can also be accessed online at <https://www.nysenate.gov/senators/liz-krueger>.

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 cannot find, please contact my office, and my staff will be happy to help you find the information you need.

Sincerely,

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

Liz Krueger
State Senator

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

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ADVOCACY & ACTION GROUPS

AARP

866-227-7442

www.aarp.org

AARP is a national organization providing benefits, advocacy, and resources for people ages 50 and over.

LiveOn NY

212-398-6565

www.liveon-ny.org/advocacyopportunities

LiveOn NY is a leading voice on issues related to services for older adults and aging in NY City and State. It is committed to advocating for fair and equitable funding for aging services that enable older adults to thrive in their communities. Its benefits outreach and assistance staff screen older adults for public benefits and assist with enrollment. There are opportunities to get involved with advocacy efforts on both the City and State levels and around specific issues.

Medicare Rights Center

212-869-3850

www.medicarerights.org/get-involved

The Medicare Rights Center is the largest independent source of health care information for people with Medicare and brings a consumer voice to policy discussions on Medicare. It provides direct assistance to older adults and people with disabilities, as well as friends, family, caregivers, and professionals with Medicare questions or problems. It offers advocacy alerts, holds webinars, and maintains Medicare Interactive, a free and independent online tool to help people learn about Medicare, Medicare Advantage plans, Medigap plans, prescription drug coverage, and Medicare savings programs. There are opportunities to volunteer.

New York Gray Panthers

917-535-0457

www.graypanthersnyc.org/

The Gray Panthers aggressively tackles the issues of ageism. Its members advocate for progress in areas such as older adult rights, health care, and the environment, pushing national leaders to preserve Medicare, Medicaid and Social Security, and for New York State and City to protect the most vulnerable. They also host events and webinars to get involved.

New York Statewide Senior Action Council

Statewide Office: 800-333-4374

NYC Office: 646-918-6101

www.nysenior.org

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



AGING IN PLACE RESOURCES

(also see OLDER ADULT CENTERS AND HEALTH CARE SERVICES)

Concerned Home Managers for the Elderly, Inc.

212-514-7147

www.cohme.org

Concerned Home Managers for the Elderly provides home health aide, nursing, and social work case management services to older adults and their family members. Their staff have particular expertise in caring for individuals with Alzheimer's disease and other dementias. Serving all five boroughs, it is a nonprofit agency, but does not accept Medicaid or Medicare.

DOROT

212-769-2850

www.dorotusa.org

DOROT offers a multitude of free programs that empower older adults to stay active, healthy and socially connected with people of all generations. Older adults can build one-on-one relationships with volunteers in programs like Friendly Visiting, Caring Calls, and Tech Coaching, or connect with peers through a wide range of opportunities to explore lifelong learning, culture, discussions, exercise, and information on aging well. Programs are offered in person, online and by phone.

Entertainment Community Fund

Senior Services: 800-221-7303, ext. 279

www.entertainmentcommunity.org/services-and-programs/senior-services

The Entertainment Community Fund assists entertainment industry professionals 65 years old and older, their families, and caregivers in addressing the myriad issues they may face daily. Services offered by social workers include assessment, advocacy, access to benefits, financial management and assistance, referrals to elder law attorneys, information about health insurance, exploring housing options, and organizing home care.

Health Advocates for Older People, Inc.

212-980-1700, ext. 206

www.hafop.org

Health Advocates for Older People promotes healthy aging by providing older adults with the support and tools needed to live with independence and vitality. Their Healthy Aging Program helps older adults remain healthy, active and connected to their communities, and offers wellness programs, exercise classes, cultural and museum visits, lectures, and seasonal luncheons. They also offer a Home Safety and Fall Prevention program to help older adults make their homes safer and easier to navigate independently. Programming is offered in person and virtually. Visit their website for the monthly activity schedule.

Met Council on Jewish Poverty

212-453-9539

www.metcouncil.org/

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

New York Foundation for Senior Citizens

Home Sharing and Respite Care Programs: 212-962-7559

Case Management Program: 212-962-7817

www.nyfsc.org

The New York Foundation for Senior Citizens works to help older adults continue to live and function in their homes and communities and help avoid premature institutionalization. Services include a home sharing matching program, home attendants, case management, respite care, enriched housing, affordable housing, and free transportation in Manhattan.

PSS

General Number: 212-874-6633

Caregiver Hotline: 866-665-1713

www.pssusa.org/

PSS works to strengthen the capacity of older New Yorkers, their families and communities. It operates ten older adult centers and PSSLifeU, which offers a growing schedule of community education presentations and workshops. It also offers free support and services for caregivers, grandparents, and other family members raising children ages 18 and younger.

Search and Care

212-289-5300

www.searchandcare.org/

Search and Care provides older adults who need assistance managing life's daily activities or accessing essential services with support and companionship. Services include health care advocacy, assistance obtaining benefits and services, and a bill-paying program. Home-delivered meals, benefits and entitlements, housekeeping, and personal assistance with activities of daily living are also available. Services are limited to qualified older adults who live between East 86th and 138th Streets from Fifth Avenue to the East River.

Selfhelp Community Services

212-971-7600

www.selfhelp.net

Selfhelp provides home care, case management, home health aides, a Holocaust Survivor program, older adult housing, an Alzheimer's resource program, and a virtual older adult center.

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

212-741-2247

www.sageusa.org

SAGE works to meet the unique needs of LGBTQ+ older New Yorkers. It operates five older adult centers and offers daily cultural and social events, case management, support groups, health, financial, and social services, and a friendly visiting program.

Visiting Neighbors

212-260-6200

www.visitingneighbors.org

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

VNS Health (formerly Visiting Nurse Service of New York)

866-986-7691

www.vnsny.org

VNS Health is a nonprofit provider of home and community-based health services, including skilled nursing care, personal care, hospice care, and behavioral health services. Some divisions accept Medicare and Medicaid.

≈ Case Management ≈

Case management agencies provide services to adults age 60 and above who need support. Staff work with clients in their homes to help them access benefits and obtain services including home-delivered meals, medical escort services, referrals to other resources, and assistance with activities of daily living, such as bathing or dressing.

Each agency has a specific catchment area, and some have a waiting list. As of September 2025, the agencies below serve the 28th Senate District, but this is subject to change. To find a case management agency serving your area, call NYC Aging Connect at 212-244-6469.

Carter Burden Network

212-879-7400, ext. 1

www.carterburdennetwork.org/

Catchment area is East 59th Street – East 143rd Street from Fifth Avenue to the East River and Roosevelt Island.

Encore Community Services

646-494-8740

www.encorenyc.org/

Catchment area is Manhattan Community Districts 4 and 7.

New York Foundation for Senior Citizens

212-962-7817

www.nyfsc.org/

Catchment area is Manhattan Community Districts 1, 2, 5, and 6.

Search and Care

212-289-5300

www.searchandcare.org/

Catchment area is East 86th Street – East 138th Street from Fifth Avenue to the East River.

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

212-741-2247

www.sageusa.org/

Citywide LGBTQ+ affirming services.

Stanley Isaacs Senior Center

212-360-7620, ext. 1107

<https://isaacscenter.org/>

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



CAREGIVER RESOURCES

(also see AGING IN PLACE RESOURCES)

AARP Caregiving Resource Center

Caregiver Hotline: 877-333-5885

www.aarp.org/caregiving/

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

Caregiver Action Network

Caregiver Help Desk: 855-227-3640

www.caregiveraction.org/

The Caregiver Action Network offers a virtual toolbox of educational materials for family caregivers and their Caregiver Help Desk provides free support to family caregivers nationwide.

NYC Department for the Aging Caregiver Support

Call 311 or 212-244-6469

www.nyc.gov/site/dfta/services/caregiving.page

Caregiver programs assist with accessing entitlements and benefits, counseling, support groups, respite and supplementary services, and referrals to additional resources.

New York Foundation for Senior Citizens Respite Care Program

212-962-7655

www.nyfsc.org/support-services/respice-care-program/

The Respite Care Program provides temporary relief to caregivers of frail older adults over age 60 who reside throughout New York City and are not Medicaid eligible.

Next Step in Care

www.nextstepincare.org/

Next Step in Care offers guides in many languages to help family caregivers and health care providers work together to plan safe and smooth transitions for chronically or seriously ill patients.

PSS Circle of Care

Caregiver Hotline: 866-665-1713

www.pssusa.org/caregivers/

PSS Circle of Care provides consultations, training, support groups, and wellness activities for family members caring for older adults who are frail, chronically ill, or showing memory loss. Services are also offered to kinship caregivers (grandparents or other family members raising children) including support groups, workshops, and assistance with adopting and guardianship options.

COMMUNITY BOARDS

Community Boards are New York City's most local level of government. There are 59 in NYC, including 12 in Manhattan. Each board consists of up to 50 unsalaried members appointed by the Borough President, with half nominated by the City Councilmembers who represent the area. Each board has a paid District Manager and other staff who coordinate the work of each board and help to resolve problems with City services. Board members are selected from active, involved people in each community, with an effort made to assure that every neighborhood is represented. Board members must reside, work, or have some other significant interest in the community.

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

Below is a list of community boards in the 28th Senate District. A citywide list of boards is available at www.nyc.gov/site/cau/community-boards/community-boards.page. All meetings are open to the public. Many boards are meetings in a hybrid fashion. Visit each website or call for the latest details and sign up for email newsletters.

Manhattan Community Board 4

212-736-4536

<https://cbmanhattan.cityofnewyork.us/cb4/>

Community Board 4 meets the first Wednesday of each month at 6:30pm except August and any changes due to holidays.

Manhattan Community Board 5

212-465-0907

www.cb5.org

Community Board 5 meets the second Thursday of each month at 6pm except August and any changes due to holidays.

Manhattan Community Board 6

212-319-3750

www.cbsix.org

Community Board 6 meets on the second Wednesday of each month at 7pm except July, August, and any changes due to holidays.

Manhattan Community Board 8

212-758-4340

www.cb8m.com

Community Board 8 meets on the third Wednesday of each month at 6:30pm except August and any changes due to holidays.



CONSUMER PROTECTION

(also see *LEGAL RESOURCES*)

≈ Consumer Rights & Complaints ≈

AARP Foundation ElderWatch

www.aarp.org/aarp-foundation/our-work/income/elderwatch/report-fraud/

800-222-4444

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

Do Not Call Registry

888-382-1222

www.donotcall.gov

The national Do Not Call Registry allows consumers to opt out of most telemarketing calls. 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 complaints online or by phone. Even if your number is registered, charities, political organizations, and telephone surveyors may legally continue to call you. Companies with which you do business may also call, unless you have asked them to stop. If you have asked a company to stop calling, keep a record of the date you made the request, and include that in the comment section of any complaint.

Federal Trade Commission

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

1-877-IDTHEFT (438-4338)

www.ftc.gov

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

NYC Department of Consumer and Worker Protection

Call 311

www1.nyc.gov/site/dca/index.page

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

NY State Attorney General Consumer Frauds Bureau

General helpline: 800-771-7755

Hearing/voice impaired: 800-788-9898

www.ag.ny.gov/file-complaint/consumer

The NY State Attorney General's Consumer Frauds Bureau investigates and prosecutes businesses and individuals engaged in fraudulent, misleading, deceptive, or illegal trade practices. The Bureau also mediates some complaints from individual consumers.

NY State Division of Consumer Protection

800-697-1220 or 518-474-8583

www.dos.ny.gov/consumer-protection

The NY State Division of Consumer Protection 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.

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

Attorneys

Judicial Department Attorney Grievance Committees

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

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

www.nycourts.gov/attorneys/grievance/complaints.shtml

Banks

Federally chartered banks:

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

www.helpwithmybank.gov/index.html

Consumer Financial Protection Bureau (855-411-2372)

www.consumerfinance.gov/

State chartered banks:

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

www.dfs.ny.gov/complaint

Cable and Telephone

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

www.dps.ny.gov/complaints

Car Repairs

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

www.dmv.ny.gov/contact-us/report-problem-dmv-regulated-automotive-business

Cell Phone Service

Federal Communications Commission (888-225-5322)

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

Credit Card Companies

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

www.ag.ny.gov/file-complaint/consumer

Consumer Financial Protection Bureau (855-411-2372)

www.consumerfinance.gov/

Dentists

New York State Education Department Office of Professional Discipline (800-442-8106)

www.op.nysed.gov/enforcement/discipline-complaint-form

Doctors

NY State Health Department Office of Professional Medical Misconduct (800-663-6114)
www.health.ny.gov/professionals/doctors/conduct/

Insurance Companies

NY State Department of Financial Services (800-342-3736)
www.dfs.ny.gov/complaint

Moving Companies

NY State Department of Transportation (518-457-6512)
www.dot.ny.gov/divisions/operating/osss/truck/moving

Product Safety Recalls

U.S. Consumer Product Safety Commission (800-638-2772)
www.cpsc.gov/

≈ Financial Protection for Consumers ≈

Community Service Society's Education Debt Consumer Assistance Program (EDCAP)

Helpline: 888-614-5004

www.cssny.org/programs/entry/edcap

EDCAP provides free assistance to New Yorkers struggling with education debt. EDCAP staff can assist with determining the best repayment options, accessing loan forgiveness, and discharge programs, getting out of default to prevent Social Security offsets, and resolving other issues with loan services.

Consumer Financial Protection Bureau (CFPB)

855-411-2372

www.consumerfinance.gov/

The CFPB is a federal agency that handles consumer complaints about financial products and services including banks, credit cards, mortgages, money transfers, debt collection, vehicle and other consumer loans, payday loans, student loans, credit reporting, and virtual currency. You can submit complaints online or by phone. As of September 2025, the future of the CFPB is uncertain due to substantial budget and staffing cuts being enacted by the federal government.

Credit Freeze

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

Experian Security Freeze

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

www.experian.com/freeze

TransUnion Security Freeze

P.O. Box 160
Woodlyn, PA 19094
800-916-8800

<https://freeze.transunion.com/>

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

888-298-0045

www.equifax.com/personal/credit-report-services/

Free Credit Reports

877-322-8228

www.annualcreditreport.com

While there are many companies that charge people to obtain copies of their credit reports, federal law entitles everyone to receive one free credit report every 12 months from the three national credit bureaus at www.annualcreditreport.com. You are also entitled to a free report if a company denies your application for credit, insurance, or employment. As of September 2025, you can get a free credit report each week from all three major credit bureaus.

New Economy Project

212-680-5100

Financial Justice Hotline: 212-925-4929

www.neweconomynyc.org/

New Economy Project is a nonprofit advocacy and education organization that works to eliminate predatory economic practices and improve consumer protections. They provide a wide range of resources on issues such as community banking and finance, credit reports, debt collection, identity theft, foreclosure prevention, and predatory lending available on their website.

The New Economy Project operates the **NYC Financial Justice Hotline**, which provides information and referrals for low-income residents regarding issues with unfair debt collection practices, frozen bank accounts, wage garnishment, payday loans, and credit repair. The hotline can be reached at 212-925-4929 on Mondays from 4am-6pm and Tuesdays, Wednesdays, and Thursdays from 12pm-2pm. Assistance can also be requested online at <https://neweconomynyc.ourpowerbase.net/intake>.

NYC Financial Empowerment Centers

311

www.nyc.gov/site/dca/talk-money/get-free-financial-counseling.page

The NYC Office of Consumer and Worker Protection operates Financial Empowerment Centers which provide free one-on-one financial counseling by professional counselors. Counselors can help with budget management, debt collection, improving credit, and opening affordable bank accounts. Appointments are available via the website or by calling 311.

NY State Department of Financial Services (DFS)

Consumer Hotline: 800-342-3736

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

DFS regulates financial services and insurance companies in New York. It seeks to educate consumers regarding financial matters and provides resources for consumers to file complaints against financial institutions and insurance companies that are regulated by New York State.

Tips to Avoid Scams and Protect Your Identity

- Never give your personal information through a phone call, email, mail, or in-person service. Any caller, emailer, or texter who asks you to give your Medicare number, Social Security number, mother's maiden name, birthdate, birthplace, username, password, credit card information, billing information, and/or other identifying information is likely fraudulent.
- Do not send money or give credit card information until you have checked the credentials of the company that you are dealing with. Beware of unusual payment methods. Scammers often ask for payment by wire transfers, gift cards and even Google Pay, ApplePay, PayPal, iTunes cards, or Bitcoin.
- Resist pressure to take any immediate actions. Scammers usually will try to get you to answer or send money right away. Hang up the phone and do thorough research before you make a decision to do anything.
- Do not answer calls from unknown numbers. If you do pick up and learn it is a scam call, do not engage. Do not respond to any questions on the phone, especially those that can be answered with "Yes" or "No." Hang up immediately.
- Do not open suspicious texts, pop-up windows, or emails—delete them. If an email appears suspicious, do not open attachments or click on links in the text. If unsure, verify the identity of the contact through an independent source such as a phone book or online search. Don't use the contact details provided in the message sent to you.
- Choose your passwords carefully. Choose passwords that would be difficult for others to guess and update them regularly. A strong password should include a mix of upper and lowercase letters, numbers, and symbols. Don't use the same password for every account.
- Carry only the identification, checks, credit cards, or debit cards you really need. Cover or block the Point of Service/ATM keypad when you enter your PIN.
- Use direct deposit for paychecks, tax refunds, benefit payments, etc. Shred documents with personal/financial information before disposing of/recycling them.
- Review financial statements and bills monthly and identify/correct errors. Review your credit report annually and identify/correct errors. See page 10 for more information about requesting free credit reports.
- Cold calls, emails, and texts regarding the following topics are likely scams: Social Security, taxes/IRS, FBI, lotteries/sweepstakes, charities, utilities, Medicare, car insurance/EZ Pass/DMV, unclaimed funds, missed deliveries, and cryptocurrency.
- If you receive a scam call or email, consider reporting it to the Federal Trade Commission at <https://reportfraud.ftc.gov/>.

For more information on scams, tips on avoiding them and who to reach out to for assistance, visit: <https://www.nysenate.gov/newsroom/articles/2024/liz-krueger/senator-kruegers-anti-scam-newsletter-fall-2024> and <https://www.nysenate.gov/newsroom/video/liz-krueger/dont-get-scammed-learn-how-protect-yourself>.

CONTINUING EDUCATION

Center for Learning and Living

212-644-3320

www.clandl.org/

The Center for Learning and Living offers a wide range of courses for adults age 55+. Classes are offered both online and in person. Registration for each semester is available online or via the mail. Program fee for the fall 2025 semester is \$265.

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

CUNY Senior Colleges: When space is available, people age 60+ can audit tuition-free courses at any of the four-year CUNY colleges. Students do not take tests or receive academic credit and are limited to no more than 6 credits a term. A fee of \$80 per semester is applied.

CUNY Community Colleges: When space is available, tuition-free courses are offered at community colleges. Students participate fully in classes by doing homework, taking tests, and receiving grades and academic credit. A \$65 fee is charged per semester as well as a consolidated services fee.

Bernard M. Baruch College

646-312-1000

www.baruch.cuny.edu

Hunter College

212-772-4000

www.hunter.cuny.edu

Borough of Manhattan Community College

212-220-8000

www.bmcc.cuny.edu

John Jay College of Criminal Justice

212-237-8000

www.jjay.cuny.edu

The City College of NY

212-650-7000

www.ccny.cuny.edu

CUNY Graduate Center

212-817-7000

www.gc.cuny.edu

CUNY School of Professional Studies

212-652-2869

www.sps.cuny.edu

CUNY Graduate School of Journalism

646-758-7800

www.journalism.cuny.edu/

Columbia University Lifelong Learners Auditing Program

212-854-9666

www.sps.columbia.edu/academics/auditing-programs

Individuals age 65+ can audit courses as Lifelong Learners. Per course tuition is \$750 plus fees.

CUNY Lifelong Peer Program (LP²)

212-817-2474

www.gc.cuny.edu/lifelong-peer-learning-program

Continuing education programming for older adults who are semi-retired or retired, structured like a college course with a peer-learning model. Students share responsibility for designing and teaching courses, and the program is designed to combine learning and socializing.

Fordham University College at 60

212-636-6396

www.fordham.edu/school-of-professional-and-continuing-studies/academics/continuing-education/college-at-60/

College at 60 serves as a bridge back into the classroom for people over age 60 who are interested in learning among a community of peers in a relaxed, intellectually stimulating environment. Tuition is \$480 for 12-week courses and \$240 for six-week courses.

Pace University's Active Retirement Center (PARC)

866-722-3338

www.pace.edu/program/senior-programs-parc

PARC is a lifelong learning program for adults age 55 and over. PARC provides a range of opportunities, such as a lecture series, access to the Pace University library and computer labs, and intergenerational computing assistance. Yearly membership costs \$100.

Quest Lifelong Learning Community

212-925-6625, ext. 229

www.questcontinuingednyc.org/

Part of the City College of New York, the Quest program offers more than 40 college-level, peer-led courses each semester specifically designed for those who are retired and semi-retired. Quest members design their own curriculum and do all the teaching. Quest courses meet Monday through Thursday; Fridays are reserved for group visits to cultural institutions. There are many opportunities for socialization, including informal lunchtime activities. Membership for the year is \$550, but the Summer Encore program is free for non-Quest members although space is limited, and registration is required. Most courses take place in person with a hybrid option.

Senior Planet

888-713-3495

<https://seniorplanet.org/>

Senior Planet shares information and resources by helping people stay engaged and active in the digital age, learn new skills, and discover ways to save money. Their events calendar is emailed to older adults and caregivers across the City. Special events and video conferences promote community among older adults from a wide range of backgrounds. Programs are currently offered in person and remotely.

Sundays at JASA

212-273-5304

www.jasa.org/sai

Sundays at JASA is a unique, college-level continuing education program for adults 55+, offering a wide range of courses and lectures. Instructors include luminaries from the worlds of politics, the arts, media, and more. Courses are currently being offered online and in person. In-person classes take place at 221 East 71st Street in Manhattan. Registration fee is \$100-\$200 per semester.



CRIME VICTIMS ASSISTANCE

Crime Victims Treatment Center (CVTC)

212-523-4728

Legal hotline: 212-683-0605

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

CVTC provides therapeutic crisis intervention services, individual therapy, and support groups, as well as legal advocacy, mental health services for survivors of sexual assault, intimate partner violence, childhood sexual abuse, human trafficking, and other violent crimes. They also advocate on behalf of survivors and help survivors submit claims with the State Office of Victim Services.

Manhattan District Attorney's Survivor Services Bureau

212-335-9040

<https://manhattanda.org/survivor-services-bureau/>

The DA's office provides a variety of court-related services, social services, and counseling services to survivors of crimes, witnesses, and their families, as well as education surrounding the criminal justice system and information related to prosecution of cases and crime survivors' rights.

Manhattan District Attorney's Victim Resources

Cybercrime and Identity Theft: 212-335-9600

Elder Abuse: 212-335-9007

Financial Crimes: 212-335-8900

Hate Crimes: 212-335-3100

Human Trafficking: 212-335-3400

Intimate Partner and Sexual Violence: 212-335-9373

Housing & Tenant Protection: 212-335-3300

Worker Protection & Wage Theft: 646-712-0298

<https://manhattanda.org/victim-resources/>

The DA's office offers a variety of resources for crime survivors and their families on how to report a variety of crimes and access services available to them.

New York State Office of Victim Services

800-247-8035

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

The State Office of Victim Services provides reimbursement for crime-related expenses to crime victims, administers the federal Victims of Crime Act and Witness Assistance funds, and advocates for victims' rights. Call or visit their website to submit a claim application.

Safe Horizon

24-Hour Hotline: 800-621-4673

24-Hour Domestic Violence Hotline: 800-621-4673

24-Hour Rape and Sexual Assault Hotline: 212-227-3000

24-Hour Crime Victims Hotline: 866-689-4357 (provides help to survivors of all types of crimes)

Community Helpline: 855-234-1042 (Monday-Friday 9am-5pm)

www.safehorizon.org

Safe Horizon's mission is to empower survivors of crimes to find safety, support, connection, and hope. It operates numerous programs to provide assistance, advocacy, and support including counseling, legal services, and shelter to victims who have experienced domestic violence, sexual assault, child abuse, stalking, human trafficking, and other crimes.



CULTURAL & RECREATIONAL ACTIVITIES

IDNYC

Call 311

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

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

NYC Culture Pass

<https://www.culturepass.nyc/>

Culture Pass is a collaborative program coordinated by the New York Public Library, Queens Public Library, and Brooklyn Public Library. New Yorkers with a library card from any of the three library systems can reserve passes for free admission to participating cultural institutions, including many of the museums listed below. Reserve a culture pass through the website. Passes are in high demand and availability changes frequently. Passes can be printed or downloaded on your phone, but once you have done so, they cannot be canceled. You may be asked to present ID along with your pass. You can only reserve one culture pass for each institution once a year.

≈ 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 admissions to older adults, and many have special free or pay-what-you-wish hours. Below, you will find a far from comprehensive list of Manhattan museums and cultural centers. Check with each institution before visiting for the latest details on opening hours.

American Folk Art Museum

2 Lincoln Square

212-595-9533

<https://folkartmuseum.org/>

Admission is always free. Open Wednesday-Sunday, 11:30am-6pm.

American Museum of Natural History

200 Central Park West

212-769-5100

www.amnh.org

Pay-what-you-wish for New York State residents (with ID). Some exhibits require tickets at an additional cost. Open daily, 10am-5:30pm.

Asia Society and Museum

725 Park Avenue

212-288-6400

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

Free admission is offered on Fridays. Admission for older adults at other times is \$10. Open Tuesday-Sunday, 11am-5pm. Reservations for timed entry admission are recommended.

Center for Jewish History

15 West 16th Street

212-294-8301

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

Most exhibitions are free, but visitors are encouraged to reserve tickets on their website in advance. The galleries are open Sunday-Thursday, 9:30am-7:30pm, and Friday, 9:30am-3:30pm. Free guided tours are available on Thursdays at 2pm. Advanced tickets are required for tours. Visit the website to reserve.

El Museo del Barrio

1230 Fifth Avenue

212-831-7272

www.elmuseo.org

Suggested gallery admission is \$5 for older adults. Open Thursday-Sunday, 11am-5pm. Admission to El Museo del Barrio also grants you entry to the Museum of the City of New York.

Frick Collection

1 East 70th Street

212-288-0700

www.frick.org

Tickets for older adults are \$22. Pay what you wish Wednesday, 1:30pm-5:30pm. Open Monday and Wednesday-Sunday, 10:30am-5:30pm, with extended hours on Friday, 10:30am-8:30pm. Closed Tuesday. Last tickets are sold an hour before closure.

Metropolitan Museum of Art

1000 Fifth Avenue

212-535-7710

www.metmuseum.org

Suggested donation for admission for New York State residents (with ID), but you must pay something. Open Sunday-Tuesday and Thursday, 10am-5pm, and Friday-Saturday, 10am-9pm. Closed Wednesdays.

Morgan Library and Museum

225 Madison Avenue

212-685-0008

www.themorgan.org

Admission is free on Fridays from 5pm-8pm with a reservation. Admission for older adults at other times is \$17. Admission to the historic rooms of J. Pierpont Morgan's Library is free Tuesday and Sunday, 3pm-5pm. Open Tuesday-Sunday, 10:30am-5pm, with extended hours on Friday to 8pm.

Museum at the Fashion Institute of Technology

227 Seventh Avenue

212-217-4558

<https://www.fitnyc.edu/museum/index.php>

Admission is free. Wednesday-Friday, noon-8pm and Saturday-Sunday, 10am-5pm.

Museum of Arts & Design

2 Columbus Circle

212-299-7777

www.madmuseum.org

Open Tuesday-Wednesday and Friday-Sunday, 10am-6pm, and Thursday, 12pm-8pm. Admission for older adults is \$16. Free admission is sometimes offered once a month during the summer; check the website for the latest details.

Jewish Museum

1109 Fifth Avenue

212-423-3200

www.thejewishmuseum.org

Admission for older adults is \$10. Entry is free on Saturdays. Open Friday-Monday, 11am-6pm and Thursday, 11am-8pm. Closed Tuesday and Wednesday.

Museum of the City of New York

1220 Fifth Avenue

212-534-1672

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

Admission is "Pay What You Can" for NYC residents with ID. Open Friday-Monday, 10am-5pm and Saturday-Sunday, 10am-6pm.

Museum of Modern Art

11 West 53rd Street

212-708-9400

www.moma.org

Open Monday-Sunday, 10:30am-5:30pm, with extended hours Fridays until 8:30pm. Admission for older adults is \$22. Free admission for NY State residents on Friday evenings, 5:30-8:30pm, but advanced online reservations are required.

Neue Galerie

1048 Fifth Avenue

212-628-6200

www.neuegalerie.org

Free admission on select Fridays, 5pm-8pm. \$18 admission for older adults at other times. Open Monday, Wednesday-Sunday, 10am-6pm (closed Tuesday).

New York Historical

170 Central Park West

212-873-3400

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

Open Tuesday-Sunday, 11am-5pm, with extended hours Friday, 11am-8pm. Admission for older adults is \$19. Suggested admission on Friday, 5pm-8pm.

Solomon R. Guggenheim Museum

1071 Fifth Avenue

212-423-3500

www.guggenheim.org

Pay-what-you-wish on Monday and Saturday, 4pm-5:30pm. Admission for older adults at other times is \$19. Open daily, 10:30am to 5:30pm.

Whitney Museum

99 Gansevoort Street

212-570-3600

www.whitney.org

Free admission on Fridays, 5pm-10pm and every second Sunday of the month, but tickets are limited and should be reserved online in advance. Admission fee for older adults at other times is \$24. Open Monday, 10:30am-6pm, Wednesday, 10:30am-6pm, Thursday, 10:30am-6pm, Friday, 10:30am-10pm, Saturday, 10:30am-6pm and Sunday, 10:30am-6pm.

≈ Libraries ≈

New York Public Library (NYPL)

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

The NYPL provides access to free books, e-books, audiobooks, computers and WiFi, language classes, creative programming, and other educational programming at dozens of branches and via its website. It also has many resources, events, and community groups for older adults. To learn about upcoming events, visit: <https://www.nypl.org/events>, call 212-930-0909, or email publicprograms@nypl.org. Applications for library cards are available on the website or in person at all branches. Locations and operating times (accurate as of September 2025) of libraries in Senate District 28 are below. Check the website or call for the complete list and current locations.

Location	Hours
96th Street Library 112 East 96 th Street	Monday-Thursday: 10am-7pm Friday-Saturday: 10am-5pm
Yorkville Library 222 East 79 th Street	Monday & Wednesday: 11am-7pm Tuesday & Thursday: 10am-6pm Friday-Saturday: 10am-5pm
Webster Library 1465 York Avenue	Monday-Thursday: 11am-7pm Friday-Saturday: 10am-5pm
67 th Street Library 328 East 67 th Street	Monday-Thursday: 11am-7pm Friday-Saturday: 10am-5pm
Roosevelt Island Library 504 Main Street	Monday & Wednesday: 10am-8pm Tuesday & Thursday: 10am-6pm Friday-Saturday: 10am-5pm
58 th Street Library 127 East 58 th Street	Monday-Thursday: 10am-6pm Friday-Saturday: 10am-5pm
53 rd Street Library 18 West 53 rd Street	Monday-Saturday: 11am-6pm
Stephen A. Schwarzman Building Fifth Avenue and 42 nd Street	Monday & Thursday-Saturday: 10am-6pm Tuesday-Wednesday: 10am-8pm Sunday: 1pm-5pm
Stavros Niarchos Foundation Library 455 Fifth Avenue	Monday-Thursday: 8am-9pm Friday: 8am-8pm Saturday-Sunday: 10am-6pm
Kips Bay Library 446 Third Avenue	Monday-Friday: 10am-6pm Saturday: 10am-5pm
Andrew Heiskell Braille and Talking Book Library 40 West 20 th Street	Monday & Wednesday: 10am-5pm Tuesday & Thursday: 12pm-7pm Friday-Saturday: 10am-5pm

≈ Music, Dance & Theater ≈

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

Film at Lincoln Center

70 Lincoln Center Plaza (entrance on 65th Street between Amsterdam & Columbus Avenues)
212-875-5825

<https://www.filmlinc.org>

Film at Lincoln Center was founded to celebrate American and international cinema, to recognize and support new filmmakers and to enhance awareness, accessibility, and understanding of art among a broad and diverse film-going audience.

Juilliard School Performances

60 Lincoln Center Plaza
212-799-5000

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

The Juilliard School offers dance, drama and music (classical and jazz) performances featuring Juilliard students, faculty and special guest artists. Almost all of these events are free and open to the public; some carry a nominal charge. Juilliard LIVE streams almost 700 performances each year, with new on-demand programs regularly added to the accessible library of content.

Lincoln Center

61 West 62nd Street (front entrance is on Broadway)
212-875-5456

<https://www.lincolncenter.org>

Lincoln Center is home to the Metropolitan Opera, the NY Philharmonic, the NYC Ballet, Film at Lincoln Center, Juilliard, Jazz at Lincoln Center, and the NY Public Library for the Performing Arts. Its annual *Summer For The City* program offers hundreds of free and pay-what-you-wish events.

Metropolitan Opera

30 Lincoln Center Plaza
212-362-6000

www.metopera.org

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

New York Philharmonic

10 Lincoln Center Plaza
212-875-5656

www.nyphil.org

The New York Philharmonic has several discount programs. Same Day Rush tickets are \$22 plus fees for select concerts in person at the David Geffen Hall Welcome Center on the day of

performances only. Call the day of the performance to see if Same Day Rush tickets are available. *The Phil for All: Ticket Access Program* provides \$10 tickets for people who are current or former U.S. Military, public housing residents, Medicaid recipients, and SNAP or WIC recipients.

Shakespeare in the Park presented by the Public Theater

212-539-8500

<https://publictheater.org/programs/shakespeare-in-the-park/free-shakespeare-in-the-park/>

The Public Theater stages free plays by Shakespeare and other playwrights during the summer at the Delacorte Theater in Central Park. There is a limit of two tickets per person. Free tickets are distributed via online lotteries and in person. There are separate ticket lines to accommodate people with disabilities and adults age 65 or older (proof of age or disability is required). To find the theater, enter Central Park at 5th Avenue and 79th Street or Central Park West and 81st Street and follow the footpaths to the theater.

York Theatre Company

The Theatre at Saint Jean's

150 East 76th Street

212-935-5820

www.yorktheatre.org

The York Theatre Company presents new musicals and offers free readings of new musicals throughout the year. To find out about upcoming readings, join their invite list through the website. Online performances/events are also available on the website. Senior Rush tickets can be purchased at the box office beginning one hour before the scheduled performance only. Senior Rush tickets are \$20.

≈ Theater Discount Programs ≈

Theater Development Fund (TDF)

212-912-9770

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

TDF offers discount tickets to a wide variety of Broadway and Off-Broadway theater, music, and dance performances each day. Tickets are available via ticket booths at Times Square (Broadway at 47th Street) and Lincoln Center (61 West 62nd Street), where last-minute theater tickets are up to 50% off. Their website and app provide information on the tickets currently available at each booth. 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.

≈ Athletic & Recreational Facilities ≈

Asphalt Green

555 East 90th Street

212-369-8890

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

Offers community programs, exercise and swim classes, personal training, massage therapy, and more. The 50-meter pool has a hydraulic lift chair, and a warm-water teaching and exercise pool with a movable bottom to help lower participants into the water. See the website or call for fees, schedules, and registration details.

Constance Baker Motley Recreation Center

348 East 54th Street

212-754-5411

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

Operated by the NYC Parks Department, the center provides a wide range of recreational facilities including a gym, pool, basketball court, track, dance room, and computer resource center. The yearly membership fee is \$25 for residents ages 62+.

Health Advocates for Older People, Inc.

212-980-1700, ext. 206

www.hafop.org

Health Advocates' Healthy Aging Program promotes healthy aging through wellness programs, exercise classes, cultural and museum visits, lectures, and luncheons. Programming is offered both in person and online. Visit their website or call for a monthly schedule.

NYC Parks and Resources for Older Adults

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

NYC Parks offers a variety of programs for older adults to stay active, healthy, social, and engaged in the community. There are discounted rates for adults 62 and older for recreation centers and indoor pools. Other free or low-cost programs include fitness programs designed for people with limited mobility, adapted aquatics and fitness, tennis, and yoga classes. Membership for older adults is \$25.

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. Open from 7am/8am to dusk. Annual permits for adults 62 years of age and older are \$20 and can be purchased in person at the Arsenal (830 5th Avenue) or online at

<https://www.nycgovparks.org/permits/tennis-permits/apply>.

New York Road Runners (NYRR) Striders Program

<https://www.nyrr.org/run/striders>

NYRR Striders is a free walking and fitness program for adults 55 and older. Sessions are hosted at sites across NYC, including at older adult and community centers. Expert coaches conduct each session, and the program offers a progressive curriculum focusing on walking and functional fitness to improve mobility. Activities include walking, pacing, strength training, balance, agility, and more. See the full list of events with locations and times on their website.

Shape Up NYC

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

Shape Up NYC is a free fitness program at indoor and outdoor locations across the five boroughs. Classes such as aerobics, yoga, Pilates, and Zumba are offered. Online registration is required.

Silver Sneakers

866-584-7389

<https://www.silversneakers.com>

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

YMCA of Greater New York

<https://ymcanyc.org/>

The YMCA offers programs for older adults including health and fitness, swimming classes, programs, social clubs, and more at locations in all five boroughs. As of September 2025, the reduced membership fee for older adults is \$100 monthly. The locations in Senate District 28 are below:

Vanderbilt YMCA

224 East 47th Street
212-912-2500

McBurney YMCA

125 West 14th Street
212-912-2300

92Y (formerly known as the 92nd Street Y)

1395 Lexington Avenue
212-415-5500

www.92y.org

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

ELDER ABUSE

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

Elder Abuse Facts

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

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

Elder Abuse Laws

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

Adult Protective Services (APS)

Central Intake: 718-557-1399

Manhattan North Borough Office: 212-331-3458

Manhattan South Borough Office: 212-331-3524

www.nyc.gov/site/hra/help/adult-protective-services.page

APS is a State-mandated case management program run by New York City that provides services for physically and/or mentally impaired adults. APS works to help at-risk clients live safely in their homes.

Eligibility:

APS can provide assistance to people 18 years of age and older without regard to income, who meet all the following criteria:

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

Carter Burden Network - Community Elder Mistreatment & Abuse Prevention Program

917-409-1261

www.carterburdennetwork.org/cemapp

Carter Burden's services include safety planning, security device installations, crisis and supportive

counseling, court advocacy (Housing and Family Court), legal guidance, community education programs, coordination with police, and a safe place to talk.

Manhattan District Attorney's Elder Abuse Unit

212-335-9007

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

The Manhattan DA's Elder Abuse Unit investigates and prosecutes crimes involving victims age 60 and older. Services include: investigation and prosecution of crimes against older adults, assistance in obtaining orders of protection, consultations to determine whether a criminal investigation, and/or prosecution is warranted, and social service referrals. To reach the staff, call the number above or email EAU@dany.nyc.gov.

NYC Department for the Aging Elderly Crime Victims Resource Center

212-442-3103

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

The NYC Department for the Aging provides resources, referrals, counseling, and supportive services to victims of elder abuse.

New York State Department of Health's Nursing Home, Hospice & Home Care Hotlines

Adult Home and Assisted Living Complaint Hotline: 866-893-6772

Home Care and Hospice Hotline: 800-628-5972

Nursing Home Abuse Hotline: 888-201-4563

The New York State Department of Health is responsible for investigating allegations of abuse and/or mistreatment in nursing homes, hospices, and home care agencies located in New York. File a complaint by calling the hotlines listed above.

Weill Cornell Medicine Center for Elder Abuse Solutions

Helpline: 844-746-6905

<https://elderabuse.weill.cornell.edu/programs/elder-abuse-helpline-concerned-persons>

The Center for Elder Abuse Solutions operates a non-emergency Helpline that provides information, resources, and support to family members, friends, and neighbors of elder abuse victims. Services are free and confidential.



EMERGENCY PREPAREDNESS

Community Emergency Response Teams (CERT)

www.nyc.gov/site/em/volunteer/nyc-cert.page

CERTs are composed of community volunteers who educate members of their communities about preparedness and, in the event of a disaster, handle initial recovery efforts until first responders arrive. Teams are trained in the basic skills needed for fire safety, light search and rescue, community disaster support, and disaster medical operations. Older adults are welcome to volunteer. Some physical requirements apply. Visit the website to learn more or apply to join.

Disaster and Emergency Preparedness for Older Adults Guide

Disaster Distress Helpline: 800-985-5990 (call or text)

www.redcross.org/get-help/how-to-prepare-for-emergencies/older-adults.html

The American Red Cross has multiple resources on its website for older adults, including this guide. The guide helps people develop an action plan in the event of an emergency or disaster.

Notify NYC

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

<https://a858-nycnotify.nyc.gov/notifynyc/>

Notify NYC is NYC's official source for information about emergency events. Alert messages are available through many formats including email, text messages, telephone, the Notify NYC website, RSS, and American Sign Language videos. Text "NOTIFYNYC" to 692-692 to receive text message updates. There is also a mobile application for iOS and Android called "Notify NYC."

Ready New York for Seniors and People with Disabilities Guide

311

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

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

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

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

- 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 home care agency's emergency plan.
- If you rely on home-delivered meals, always stock nonperishable food at home in case meal deliveries are suspended during an emergency.
- Have a plan with your doctor to get emergency prescription refills.
- If you receive dialysis or other medical treatments, find out your provider's emergency plan, including where your back-up site is located.
- If you rely on medical equipment that requires electric power:
 - ~Contact your medical supply company for information regarding a back-up power source.
 - ~Ask your utility company if the equipment qualifies you to be listed as a life-sustaining equipment customer.



EMPLOYMENT & UNEMPLOYMENT

≈ Employment & Job Search Programs ≈

Entertainment Community Fund Career Center (formerly the Actors Fund)

212-221-7300, ext. 259

<https://entertainmentcommunity.org/services-and-programs/career-counseling>

Assists entertainment industry professionals with finding meaningful work that either complements their industry career or uses their creative skills for a new career. Seminars, webinars, and select workshops are open to established and early-career professionals in the performing arts and entertainment industry. Individual career counseling and groups are open to established professionals with a minimum of five years of recent experience in the performing arts entertainment industry. Special workshops are offered for job seekers ages 50+.

GoodTemps

212-986-9566

<https://www.goodtemps.org>

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

MaturityWorks

203-610-8500

<https://www.workplace.org/maturityworks/>

MaturityWorks is a training program for people age 55 and up that helps increase their job skills by completing paid community service in local nonprofit organizations. Older adults are matched with local nonprofits and public agencies and then have the opportunity to build their skills working an average of 20 hours a week while receiving a modest income. The experience frequently leads to full-time employment. The application is available on their website.

NYC Department for the Aging Older Adult Workforce Programs

212-602-6958 or 212-602-6968

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

The Department for the Aging's Older Adult Workforce Programs support New Yorkers age 55 and over who are unemployed or underemployed to find new opportunities where they can utilize their skills and knowledge. Visit their website or call for information about the programs offered.

New York State Department of Labor

518-457-9000

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

The NY State Department of Labor offers a variety of in-person and virtual classes, workshops, hiring events and informational sessions. Many businesses list job openings on the NYS Job Bank online at <https://newyork.usnlx.com/>. In partnership with businesses, the Career Centers offer recruitment events and on-site interviews.

Professionals for Nonprofits

212-546-9091

<https://pnpstaffinggroup.com/>

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

ReServe

212-727-4335

www.reserveinc.org

ReServe matches educated older adults ages 55 and older with paying jobs in nonprofit organizations and government agencies to fight poverty, help navigate the health care system, and to mentor and support vulnerable young people.

Senior Community Service Employment Program Finder

877-872-5627

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

A U.S. Department of Labor program that helps subsidize part-time employment and training in community service positions. The goal is for older workers to move to unsubsidized private-sector jobs.

VISIONS Department of Workforce Development

212-625-1616

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

VISIONS provides work readiness, computer literacy and job placement programs for legally blind older adults aged 55 and over.

≈ Unemployment Benefits & Worker Rights ≈

New York State Department of Labor

Apply for benefits: 888-209-8124

Certify for benefits: 888-581-5812

<https://dol.ny.gov/unemployment/unemployment-insurance-assistance>

To apply for Unemployment Insurance Benefits or certify weekly, visit the DOL website or call the DOL phone number listed above. It is important to apply as soon as possible upon becoming unemployed as there is a one-week waiting period before you are entitled to receive benefits.

Legal Aid Society Access Employment Law Unit

Access to Benefit Helpline: 888-633-6880 *Intake: Monday-Friday, 10am-3pm*

<https://legalaidnyc.org/get-help/employment/>

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

Legal Services NYC Workers' Rights Project

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

<https://www.legalservicesnyc.org/resources/workers-rights/>

Provides legal advice, referrals, and representation to low-income workers facing a range of

problems, including loss of employment, unpaid wages and overtime pay, employment discrimination, and medical leave issues.

Mobilization for Justice Workplace Justice Project

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

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

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

National Employment Law Project (NELP)

212-285-3025

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

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

New York Legal Assistance Group

212-613-5000

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

Provides legal representation and advice to low-income people regarding unpaid wage claims, employment discrimination, harassment, or abuse in the workplace, and unemployment denials.

VOLS Benefits Law Project

Helpline: 347-521-5720

<https://volsprobono.org/projects/benefits-law-project/>

Helps vulnerable New Yorkers access unemployment benefits. Through their help line, callers can connect with attorneys to ask questions about unemployment insurance benefits, seek assistance with applying and/or recertifying, and learn how to file appeals. To seek assistance, call the helpline listed above or email benefitslaw@volsprobono.org.



GOVERNMENT BENEFITS & ENTITLEMENTS

≈ Benefit Screening Tools & Enrollment Assistance ≈

ACCESS NYC

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

This website operated by New York City helps residents identify and apply for over 40 government benefit programs.

ACCESS HRA

<https://a069-access.nyc.gov/accesshra/>

ACCESS HRA is an online benefits portal and mobile app for New York City residents. You can apply or recertify for many public benefits, submit documents for your application, manage your case, and much more. You can also submit and keep track of your documents using the app.

Benefits CheckUp

800-794-6559

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

Benefits CheckUp is a free, confidential service that connects older adults to programs that can help them stay healthy and independent. The website helps older adults learn about all of the benefits for which they qualify and explains how to enroll in these programs. You can learn more about local and national programs that can help with medical costs, prescriptions, food costs, and more.

Catholic Charities Community Services

888-744-7900

<https://cccsny.org/services/benefitsentitlements-assistance-0>

Catholic Charities Community Services has trained professionals who help people apply for the benefits they are eligible for, including SNAP, health coverage, HEAP, and veterans' benefits.

Community Service Society's Public Benefits and Housing Information Line

Benefits Information Line: 212-614-5552

One Shot Deals Line: 718-557-1399

<https://www.cssny.org/programs/entry/benefits-plus-learning-center>

Specially trained volunteers provide information on over 60 government benefit programs (including SCRIE, DRIE, SNAP, public assistance, and Medicaid), screen for eligibility, help fill out applications and recertification forms, and advocate for those having difficulty accessing benefits. The website includes resource guides about access to health care, affordable housing, economic security, and more.

LiveOn NY Benefits Outreach & Assistance Program

212-398-5045

<https://www.liveon-ny.org/benefits-outreach>

LiveOn NY's Benefits Outreach Program offers older adults free and confidential benefit screenings and application assistance for benefits such as SNAP, SCRIE and DRIE, the Medicare Savings Program, Medicaid, HEAP, and more. Their staff understand how difficult and confusing applying for benefit programs can be and provides support throughout the application process. To connect with their Benefits Outreach staff, call the phone number listed above, email benefits@liveon-ny.org, or complete the confidential benefits eligibility screening form on their website.

~ Benefit & Entitlement Programs ~

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

Cash Assistance

311

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

A federally and State funded program that provides cash benefits to very low-income people for essential food, clothing, and shelter. Benefit levels vary depending on specific situations; income and asset limits apply. Applications from NYC residents must be submitted to the Human Resources Administration via Access HRA (<https://a069-access.nyc.gov/accesshra/>) or at a HRA Job Center (the ones most convenient to NYS Senate District 28 are listed below).

East End

2322 Third Avenue

Monday-Friday, 8:30am to 5pm

Lower Manhattan

109 East 16th Street

Monday-Friday, 8:30am to 5pm

Home Energy Assistance Program (HEAP)

Call 311 for information or an application.

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

HEAP provides an annual grant to help low-income homeowners and renters pay fuel and utility costs. There are income limitations, but no asset restrictions. Available to those who pay directly for heat and those whose heat is included in rent. Benefit amounts range from \$40.00 - \$585.00. Eligible households that pay directly for heat whose main source of heat is oil, kerosene, or propane may receive additional amounts. NYC residents apply through the NYC Human Resources Administration. Applications are available online or by calling 311. Funds are limited, so apply early. Applications generally open on November 1.

Lifeline Phone Program

Lifeline is a federal program that provides qualifying low-income households free wireless service. You may qualify if you participate in any of the following government programs: Medicaid, Food Stamps/SNAP, Supplemental Security Income (SSI), public housing, Bureau of Indian Affairs General Assistance, or veterans and survivors pension benefits. You may also qualify based on household income. The companies below are some of the Lifeline providers:

Assurance Wireless Lifeline Program

888-321-5880

www.assurancewireless.com

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

Safelink Wireless Program

800-723-3546

<https://www.safelinkwireless.com/en/#!/newHome>

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

Verizon Lifeline

800-256-4646

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

Verizon offers a reduced rate on residential telephone service to low-income New York residents.

Social Security

800-772-1213 *Representatives available weekdays from 8am to 7pm*

800-325-0778 TTY

www.ssa.gov

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

Full Retirement Age

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

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

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

Early Retirement

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

Benefits for Family Members

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

- Spouses (married for at least 1 year) age 62 or older.
- Spouses (married for at least 1 year) 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 (K-12) who have not yet graduated.
- Children who developed a disability before turning 22, even if they are age 18 or older.

Supplemental Nutrition Assistance Program (SNAP)

SNAP, formerly known as Food Stamps, helps eligible low-income families and individuals purchase food. See page 34 for more details.

Supplemental Security Income (SSI)

800-772-1213

TTY: 800-325-0778

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

Supplemental Security Income provides monthly cash benefits to people with low incomes and limited resources who are age 65 or older, blind, or have a disability. You do not need to have a specific work history to be eligible for SSI. As of June 2025, to receive SSI, your assets must be worth no more than \$2,000 for an individual or \$3,000 for a married couple or you must earn less than \$2,019 from work each month (the limit increases for couples and adults with children). Assets such as a home, household goods, one car, some life insurance policies, and burial plots are typically excluded. Note that limits are subject to annual adjustment.

Weatherization Assistance Program (WAP)

To find local provider: 877-428-8844

<https://hcr.ny.gov/weatherization-applicants>

The Weatherization Assistance Program helps lower energy costs, conserves energy, and improves safety for income-eligible households at no cost to the household occupants. Households with incomes at or below 60% of State median income are eligible for assistance, but priority is given to older adults, families with children, and people with disabilities. To find your local provider, call the above number above. All of Senate District 28 is served by the Northern Manhattan Improvement Corporation, which can be reached at 212-822-8340.

≈ Food Benefits & Assistance ≈

CrossRoads Community Services

325 Park Avenue

212-378-0234

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

The food pantry at CrossRoads Community Services is open on Thursdays from 9:30am-12:45pm by appointment. To make an appointment, call the number or email pantry@crossroadsnyc.org. CrossRoads is also on the Plentiful app. Family size determines the amount of food received.

Food Bank for NYC SNAP Call Center

212-566-7855

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

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

The Food Bank's SNAP specialists conduct SNAP pre-screenings to determine if your household is eligible and provide assistance with SNAP applications and recertification. Their staff can submit applications and documents directly to the NYC Human Resources Administration on your behalf.

Fresh Food for Seniors

The Fresh Food for Seniors program allows older adults in various Manhattan neighborhoods to purchase fresh, healthy, locally grown produce in pre-packed bags containing the best of what's seasonally available on regional farms. The program generally runs from June-October. It's pay-as-you-go and older adults pay \$10 for \$15+ worth of food about two weeks before each delivery date. Contact your NYC Councilmember's office to see if they are participating and to register.

God's Love We Deliver

212-294-8100

www.glwd.org

God's Love We Deliver provides home-delivered meals to people living with HIV/AIDS, cancer, or other serious illnesses who have difficulty shopping or cooking. God's Love We Deliver provides illness-specific nutrition education and counseling to clients, families, care providers, and other service organizations. Call or visit the website to become a client.

Grand Central Food Program

<https://www.coalitionforthehomeless.org/our-programs/food/grand-central-food-program/grand-central-food-program-routes/>

The Grand Central Food Program, managed by the Coalition for the Homeless, provides up to 1,000 hot, nutritious meals to needy New Yorkers throughout Manhattan every night of the year. The program begins each night by providing meals at 5:30pm at St. Bartholomew's Church at 51st Street between Park and Lexington Avenue. Mobile vans then make stops at locations throughout Manhattan and the Bronx. See website above for all scheduled van stops.

GrowNYC Lenox Hill Farmstand

331 E 70th Street

<https://www.grownyc.org/farmstands>

GrowNYC's 16 farmstands provide fresh, affordable, locally grown produce to NYC communities. SNAP/EBT and Senior Farmers Market Nutrition Program checks are accepted. In Senate District 28, the Lenox Hill Farmstand is open July-November on Thursdays from 12pm-5pm.

Home-Delivered Meals for Older Adults

<https://portal.311.nyc.gov/article/?kanumber=KA-02252>

If you are 60 years of age or older and are unable to attend a group meal program or prepare your own meal, you may be able to receive home-delivered meals at no cost. If you receive home care, you may still be eligible if the home care 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. Eligibility determinations and enrollment are handled by local case management agencies. To locate the agency serving your area, see the list on page 4 or call NYC Aging Connect at 212-244-6469.

Liz's Pantry

St. Elizabeth of Hungary Chapel, 406 East 80th Street

212-288-6250

<https://www.stelmo79.org/lizspantry>

Liz's Pantry offers one bag of groceries and shelf-stable food items per person per visit. The pantry is open every other Saturday from 10am-11am. Bags are distributed on a first-come, first-served basis. Registration in advance using the Plentiful app is highly encouraged. Visit their website to find out the exact dates the pantry is open: <https://www.stelmo79.org/lizspantry>

Neighborhood Coalition for Shelter Street Sheets

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

The Neighborhood Coalition for Shelter Street Sheets are guides to neighborhood resources such as free meals, food pantries, shelter, medical clinics, and mental health services. They are currently available for the Upper East Side, Midtown and Downtown in English and Spanish. Street Sheets are available in digital form online and commonly distributed at free meal programs, houses of worship, community centers, ERs, and local elected officials' offices.

NY Common Pantry

8 East 109th Street
917-720-9700

<https://nycommonpantry.org/>

The NY Common Pantry is a food bank that also offers social services and basic necessities to clients. They offer supermarket-like shopping through their Choice Pantry, operate a Hot Meals program Monday to Friday from 2:30pm-3:30pm, a Brown Bag Meal program from 2:30pm-3:30pm on weekends, and a Nourish program designed for older adults to boost health with nutritious food choices.

Plentiful

<https://plentifulapp.com//>

Plentiful is a free, easy-to-use reservation system for food pantries across NYC. The website and phone app make it easy to find food pantries and make advance reservations.

Roosevelt Island Disabled Association (RIDA) Food Pantry

www.ridainc.org/

546 Main Street in the Cultural Center

RIDA's Food Pantry is open to the entire community. The Pantry is open every other Friday from 4pm-6pm. A one-time registration with ID is required.

Supplemental Nutrition Assistance Program (SNAP)

311

Emergency Food Line: 718-557-1399

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

SNAP, formerly known as Food Stamps, helps eligible low-income families and individuals purchase food. SNAP recipients use electronic benefit transfer (EBT) cards, which are similar to debit cards, to purchase food at authorized retail food stores. Eligibility and benefit levels are based on household size, income, expenses, and other factors. The income eligibility levels are more generous for older adults than others and deductions are available for some expenses. All applications from NYC residents are processed by the NYC Human Resources Administration (HRA). A simplified application is available for older adults and people with disabilities which can be found online at <https://otda.ny.gov/programs/applications/5166.pdf>. Applications can be submitted via Access HRA (<https://access.nyc.gov/>), through the mail, by fax, or in person at any HRA office (the ones most convenient to NY Senate District 28 are listed below).

East End

2322 Third Avenue

Monday-Friday, 8:30am to 5pm

Lower Manhattan

109 East 16th Street

Monday-Friday, 8:30am to 5pm

The Urban Outreach Center

1745 First Avenue

212-288-6743

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

The Urban Outreach Center provides a farmers' market-style food pantry and Tuesday night community dinners. The pantry operates Wednesdays and Fridays from 9am-1pm, and the Tuesday night dinners are held every week from 5:30pm-6:30pm.



HEALTH & PRESCRIPTION DRUG INSURANCE

≈ Medicaid ≈

Older adults may be eligible for Medicaid benefits if their incomes are low enough to qualify. Those who have Medicare may also be eligible for Medicaid, which pays for certain services that Medicare does not cover, such as certain types of dental care, home care, institutional care, prescription drugs, eyeglasses, and hearing aids.

Eligibility for Medicaid:

- People receiving SSI or Cash Assistance are automatically eligible.
- People who are age 65 and above, and people who are blind or have a disability, are eligible if their incomes and assets are at or below the following levels:
 - Income limit: \$1,800 net monthly for one person and \$2,433 for a couple.
 - Resource/asset limit: \$32,396 for an individual, or \$43,781 for a couple.
- People under the age of 65 who are not blind and do not have a disability are eligible if their income and assets are at or below the following levels:
 - Income limit: \$21,597 annually for one person and \$29,187 for a couple.
 - There is no resource/asset limit.

These limits are accurate as of September 2025 and are subject to yearly adjustments. Please note that income limits vary for pregnant people, people with children, and adult children living with their parents.

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

Some people, including those age 65 and over, may still be eligible for Medicaid even if their income is over the Medicaid limit through the Medicaid Excess Income Program (also known as the Medicaid Spenddown 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 in a month, Medicaid will pay any additional medical bills for the rest of that month. If you do not have extra medical bills but you need Medicaid, you may receive Medicaid through another option called the Pay-In Program by paying your monthly excess income amount to the Medicaid office.

How do I apply for Medicaid?

People who are age 65 and above, and people who are blind or have a disability, should apply for Medicaid through the NYC Human Resources Administration (HRA). People under the age of 65 who are not blind and do not have a disability should apply for Medicaid through the New York State of Health Marketplace.

If you are not sure where you should apply for Medicaid, you can call the NYS Medicaid Helpline at 800-541-2831 to inquire.

NYC Human Resources Administration (HRA)

HRA Medicaid Helpline: 888-692-6116 or 718-557-1399

NYS Medicaid Helpline: 800-541-2831

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

People who are age 65 and above, and people who are blind or have a disability, can call the HRA Medicaid Helpline or the NYS Medicaid Helpline to ask general questions about Medicaid and whether they are eligible to apply.

To apply for Medicaid through HRA, the following options are available:

- 1) Apply online using ACCESS HRA: <https://a069-access.nyc.gov/accesshra/>. You can also apply for SNAP and Cash Assistance at the same time. This is the quickest way to apply.
- 2) Call the HRA Medicaid hotline at 888-692-6116 or 718-557-1399 to request an application by mail. If you plan to submit the completed application by mail, ask for the mailing address. You can also submit your completed application by fax to 917-639-0732.
- 3) Apply in person at one of the Manhattan Medicaid offices listed below. Residents are encouraged to apply online, by mail, or by fax if possible.

Dyckman Community

4055 10th Avenue, Lower Level
929-221-3244
Monday – Friday, 8:30am to 5:00pm

Chinatown

115 Chrystie Street, 5th Fl.
212-274-4719
Monday – Friday, 9:00am to 5:00pm

If you are homebound, you can contact Public Health Solutions for assistance at 800-544-8269 or by completing an online form at: <https://www.healthsolutions.org/find-services/>.

NY State of Health Marketplace

NY State of Health Helpline: 855-355-5777 (TTY: 800-662-1220)

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

People under the age of 65 who are not blind and do not have a disability can call the NY State of Health Helpline to ask questions about Medicaid and whether they are eligible to apply. General information about Medicaid can also be found on the NYS Department of Health website at:

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

To apply for Medicaid through the NY State of Health Marketplace, the following options are available:

- 1) Apply online using the NY State of Health website at: <https://nystateofhealth.ny.gov/> (click “Apply Today” and follow the steps to create an account, provide information about yourself and your family members, and to choose your Medicaid or other health insurance plan for which you qualify). For assistance with the online application process, you can call the NY State of Health Helpline at 855-355-5777.
- 2) Apply by phone at 855-355-5777 (TTY: 800-662-1220).
- 3) Apply with the free help of a trained Navigator Site representative. This is the contact information for a local Navigator Site:

Community Service Society of New York

888-614-5400

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

Many older adult centers, as well as the websites and organizations listed on page 42, can help determine if you are eligible for Medicaid and can help you with the application process.

Once you have been approved for Medicaid through NYC HRA or the NY State of Health Marketplace, it is necessary to recertify your Medicaid eligibility each year. The annual recertification requirement was suspended during the COVID-19 public health emergency, but annual recertification is required once again.

- If you have Medicaid through NYC HRA and have questions about your Medicaid status or recertification date, you can call the NYC HRA Medicaid Helpline at 888-692-6116 or 718-557-1399. As of September 2025, the typical hold time to speak with a representative is at least 30 minutes. You can also try calling the NYS Medicaid Helpline at 800-541-2831, which has a shorter wait. NYS Medicaid Helpline staff should be able to tell you if your Medicaid is active, and they may be able to provide your recertification date. You can also create an Access HRA account at: <https://a069-access.nyc.gov/accesshra/> to access the information online.
- If you have Medicaid through the NY State of Health and have questions about your Medicaid status or recertification date, you can call the NY State of Health Helpline at 855-355-5777, or you can create a NY State of Health account at: <https://nystateofhealth.ny.gov/> to access the information online.

≈ 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). For assistance from a trained Medicare counselor, call the Health Insurance, Information, Counseling and Assistance Program (HIICAP) at 212-602-4180 or Community Health Advocates (CHA) at 888-614-5400. HIICAP and CHA are free sources of objective Medicare information. For information about Medicare rights and benefits, call the Medicare Rights Center at 800-333-4114. The “Medicare & You” handbook is also a helpful resource to find answers to your Medicare questions. Visit this link to download an electronic copy of the handbook: <https://www.medicare.gov/medicare-and-you>.

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

Medicare Part A (hospital insurance)

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

Medicare Part B (medical insurance)

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

There is an Initial Enrollment Period (IEP) for Medicare Parts A and B when you turn 65. The IEP is a seven-month period that includes the three months before, the month of, and the three months following your 65th birthday. It is important to get Medicare Parts A and B during the IEP in order to avoid monthly late enrollment penalties and potential gaps in coverage. The penalty applies to Part B, as well as to Part A if you pay a Part A premium. The penalty increases the longer you wait to sign up for Medicare and is added to your monthly premiums for as long as you have Medicare. If you do not enroll in Medicare during your IEP, the next opportunity to sign up for Parts A and B is generally during the yearly General Enrollment Period (GEP), which begins January 1 and ends March 31. If you sign up for Parts A and B during the GEP, coverage will start the first of the month after the month that you enroll.

Medigap (also known as Medicare Supplemental insurance)

Medigap plans are provided by private insurance companies and cover certain out-of-pocket medical service expenses not covered by Medicare Parts A and B. It is important to enroll in a Medigap policy during your Medigap Open Enrollment Period. This is a one-time, 6-month period that starts once your Part B coverage begins, as long as you are at least 65 years of age. During your Medigap Open Enrollment Period, you can enroll in any Medigap policy, you will get better premium rates and more policy choices, an insurance provider can't deny you coverage due to pre-existing health conditions, and you will avoid or reduce waiting periods for a pre-existing condition. You need Parts A and B to buy a Medigap policy. Although you may enroll in a Medigap policy any time of the year once you are enrolled in Medicare Parts A and B, insurance providers are not required to sell you a Medigap policy outside of your Medigap Open Enrollment Period; furthermore, you may pay a higher premium.

Medicare Supplemental insurance is subject to continuous open enrollment in New York. This means that members may switch to a new Medigap coverage provider at any time during the year. Therefore, you may wish to compare premiums for Medigap plans available in your area. You can visit the New York State Department of Finance website at:

https://www.dfs.ny.gov/consumer_health_insurance/supplement_plans_rates/plans to view premium rate information for Medigap plans offered in your region. Please Note: if you switch to a new Medigap coverage provider, you may be subject to up to a 6-month waiting period before pre-existing conditions are covered unless your current coverage has been in effect for over 6 months, with no breaks in coverage of more than 63 calendar days.

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

Part D plans are provided by private insurance companies. When selecting a Part D plan, keep in mind that plan costs and benefits vary widely. Therefore, it is important to look at the deductible, premium, copayments/coinsurance, and formulary (the prescription drugs covered by the plan) when comparing Part D policies. The Health Insurance Information, Counseling and Assistance Program (HIICAP), Community Health Advocates (CHA), the Medicare Rights Center, and many older adult centers can provide assistance in choosing the best Part D plan for your needs. You can also use Medicare's "Find a Medicare Plan" online tool, which allows you to compare Part D plan costs based on prescription drugs that you take regularly. Access this online tool at: <https://www.medicare.gov/plan-compare/#/?year+2025&lang=en>.

The best time to enroll in a Part D plan is during the seven months of your Initial Enrollment Period (IEP), when you first become eligible for Medicare. If you become eligible for Medicare when you turn 65, as is typical, your IEP will include the three months before, the month of, and the three months following your 65th birthday. Signing up when you are first eligible will help you avoid paying a lifetime late enrollment penalty and ensure that you maintain prescription drug coverage. If you do not sign up for a Part D plan during your IEP, you generally need to wait until the Medicare annual Open Enrollment Period (October 15 – December 7). If you sign up for a Part D plan during the Open Enrollment Period, coverage will begin starting January 1.

Medicare Advantage Plans (Part C)

A health coverage plan run by private insurance companies approved by Medicare (like an HMO or PPO). Medicare Advantage Plans include Parts A and B and usually provide other coverage, including prescription drugs. You can sign up for a Medicare Advantage Plan during the seven months of your Initial Enrollment Period, which includes the three months before, the month of, and the three months following your 65th birthday, as long as you have Medicare Parts A and B.

You may also select a new Medicare Advantage Plan, or switch between Original Medicare and Medicare Advantage during the Open Enrollment Period, October 15-December 7.

Please Note: A Medicare Advantage Plan is the best type of Medicare coverage for some individuals, but it is important to be aware that Medicare Advantage Plans differ from Original Medicare in several ways, including which health care providers you can see and what types of medical services are subject to prior authorization. Medicare Advantage Plans have a much smaller number of in-network health care providers and require prior authorization for many more medical services than Original Medicare. It is important to understand the differences in coverage before switching to a Medicare Advantage Plan or to Original Medicare. For more information and to ask questions, you can contact HICAP at 212-602-4180 or Community Health Advocates (CHA) at 888-614-5400. HICAP and CHA are free sources for objective Medicare information.

Avoid Late Enrollment Penalties

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

Each year, the **Center for Medicare and Medicaid Services** publishes a comprehensive guide called *Medicare and You*, which explains Medicare in great detail, provides updates about any recent changes, and answers frequently asked questions. The guide is available by calling 800-MEDICARE (800-633-4227) or online at <https://www.medicare.gov/medicare-and-you>.

Medicare Plan Finder

<https://www.medicare.gov/plan-compare/#/?year=2025&lang=en>

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

Extra Help Paying for Medicare Prescription Drug Plans

800-772-1213 (TTY 800-325-0778)

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

Extra Help pays for the costs of Medicare prescription drug plans, including monthly premiums, annual deductibles, and prescription co-payments. You are eligible if you have Medicare and your income and resources are below a certain level. Even if your annual income is slightly higher, you may still qualify if you are supporting other family members who live with you or have earnings from work. Apply on the Social Security Administration's website or call 800-772-1213 to set up an appointment to apply by phone.

The income limit is 150% of the federal poverty level. In 2025, this is: \$23,475 (individual) or \$31,725 (married couple living together). Income limits are subject to annual adjustment.

Resource limit in 2025: \$17,600 (individual) or \$35,130 (married couple living together). Resources do not include your home, car, life insurance policies, personal possessions, burial plots, irrevocable burial contracts, or back payments from Social Security or SSI. Resource limits are subject to annual adjustment.

Medicare Savings Programs

HRA Medicaid Hotline: 888-692-6116

NYS Medicaid Hotline: 800-541-2831

Medicare Rights Center: 800-333-4114

https://www.health.ny.gov/health_care/medicaid/program/update/savingsprogram/

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, reducing your out-of-pocket health care costs. There are three programs, each with different income and asset limits. Please Note: The Specified Low-Income Medicare Beneficiary (SLMB) program was phased out in 2023.

You can apply for a Medicare Savings Program by calling the HRA Medicaid hotline at 888-692-6116 and requesting an application or by visiting at one of the Medicaid offices listed on page 36. Call 1-800-MEDICARE (1-800-633-4227) for more information. You can also call NYC HRA at 718-557-1399 to get information regarding which programs you qualify for.

Qualified Medicare Beneficiary (QMB):

Helps pay your Medicare Part A and/or B premiums. Will also pay your deductibles and coinsurance 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.

As of September 2025:

Monthly income limit: \$1,800 (individual) or \$2,433 (married couple).

There is no resource limit.

Qualifying Individual (QI) Program:

Helps pay Medicare Part B premiums for people who have Parts A and B. You must apply for QI benefits every year. QI applications are granted on a first-come, first-served basis, with priority given to people who got QI benefits the previous year. You cannot have both QI and Medicaid. The income requirements for applicants are above 138% and less than 186% of the federal poverty level.

As of September 2025:

Monthly income limit: \$1,800 and less than \$2,426 (individual) or \$2,433 and less than \$3,279 (married couple).

There is no resource limit.

Qualified Disabled and Working Individuals (QDWI) Program:

Helps pay your Medicare Part A premium. This program assists working people who: are under the age of 65, were eligible for Medicare due to disability, are not receiving Medicaid, are no longer entitled to free Medicare Hospital Insurance Part A because they successfully returned to work, and their disability status is unchanged.

As of September 2025:

Monthly income limit: \$5,302 (individual) or \$7,135 (married couple)

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

NOTE: Call or fill out an application online if you think you could qualify for savings. Even if you have income from working, or if your income is higher than the program income threshold, you still may qualify for the QMB, QI, or QDWI Program. If you qualify for a QMB or QI program, you automatically qualify for Extra Help paying for prescription medications (see page 39 for details).

NY State of Health: Affordable Health Care Plans

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

NY State of Health Marketplace Helpline: 855-355-5777 (TTY: 800-662-1220)

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

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

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

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

How Do I Enroll in a NY State of Health Marketplace Plan? You can enroll in a marketplace plan, including a Qualified Health Plan, the Essential Plan, or Medicaid by phone or online:

- **Apply online** using the NY State of Health website at: <https://nystateofhealth.ny.gov/> (click "Apply Today" and follow the steps to create an account, provide information about yourself and your family members, and to choose your health insurance plan). For assistance with the online application process, you can call the NY State of Health Helpline at 855-355-5777.
- **Apply by phone** at 855-355-5777 (TTY: 800-662-1220).

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

Community Service Society of New York

888-614-5400

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

When Can I Enroll in a NY State of Health Marketplace Plan? The Open Enrollment Period for private health plans is November 15, 2025-January 15, 2026. The Open Enrollment Period for future years will be shorter due to changes in federal policy. It is necessary to enroll by December 15 in order for the health insurance plan to be effective as of January 1. Enrollment is open all year for Medicaid and the Essential Plan. It is possible to enroll in a private health plan outside of the Open Enrollment Period due to having a special life event, such as loss of health insurance or divorce or legal separation. For a complete list of special life events, please see the NY State of Health Fact Sheet on Enrollment Periods at:

https://info.nystateofhealth.ny.gov/sites/default/files/Enrollment%20Periods%20Fact%20Sheet_1.pdf.

≈ Health Insurance Enrollment Assistance ≈

Community Health Advocates (CHA)

Hotline: 888-614-5400

www.communityhealthadvocates.org

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

Entertainment Community Fund's Artists Health Insurance Resource Center

800-221-7303 or 917-281-5975

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

The Artists Health Insurance Resource Center provides personalized health insurance counseling, guidance, and enrollment support; referrals to health care resources, and primary and specialty care at the Friedman Health Center for the Performing Arts. Visit their website for assistance and to view upcoming workshops and additional information.

Health Insurance Information, Counseling and Assistance Program (HIICAP)

NYC HIICAP Hotline: 212-602-4180

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

Operated by the NYC Department for the Aging, HIICAP offers free information about health insurance, including Medicare, Low Income Subsidy ("Extra Help"), EPIC, Medigap plans, Prescription Drug Coverage (Part D), Medicare Savings Programs, Medicaid Managed Care, and Long-Term Care. Call the HIICAP hotline to inquire about Medicare plan options, eligibility, Medicare-Medicaid dual eligibility, and other related issues.

HIICAP also publishes an informational Medicare Manual titled the "HIICAP Notebook," and holds monthly Medicare Orientation Sessions online and in person. Orientation Sessions provide an overview of Original Medicare, Medigap coverage, Medicare Part D, Medicare Advantage Plans, and Medicare Savings Programs for people who are new to Medicare. To register for an in-person Medicare Orientation Session, call 212-602-4180. To register for an online session, visit <https://www.eventbrite.com/e/medicare-orientation-understand-your-costs-and-choices-in-medicare-tickets-116307108693>. The Notebook can be found at: <https://aging.ny.gov/hiicap-notebook>.

LiveOn NY Benefits Outreach & Assistance Program

212-398-5045

<https://www.liveon-ny.org/benefits-outreach>

LiveOn NY's Benefits Outreach Program offers older adults free and confidential benefit screenings and application assistance for benefits including the Medicare Savings Program, Medicaid, Low Income Subsidy ("Extra Help"), and more. Their staff understand how difficult and confusing applying for benefit programs can be and provide assistance and support throughout the application process. For more information or to schedule an appointment, please contact LiveOn via phone at 212-398-5045 or by email at benefits@liveon-ny.org. Visit <https://www.liveon-ny.org/screener> to access LiveOn's free benefits eligibility screening tool.

Medicare Rights Center

National Helpline: 800-333-4114

www.medicarerights.org

The Medicare Rights Center is a non-profit health care information center for people with Medicare that works to bring the consumer voice to policy discussions on Medicare. 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. Hotline counselors respond to questions about available Medicare options, rights and benefits, denials and appeals, bills, and complaints about care. Educational initiatives include Medicare Interactive and the Medicare Minute program. Medicare Interactive is a free, independent online reference tool that contains a wide variety of information about Medicare coverage, benefits, and policies at <https://www.medicareinteractive.org/>. The Medicare Minute program provides monthly virtual webinars on current Medicare topics. To access past Medicare Minute webinars and sign up for future events, visit <https://www.medicareinteractive.org/register>.

≈ Prescription Drug Insurance & Discount Programs ≈

Elderly Pharmaceutical Insurance Coverage (EPIC)

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

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

EPIC is a NYS program for older adults who are 65 and above, New York State residents, need help paying for prescription medications, and are not receiving full Medicaid benefits. EPIC provides secondary coverage for Medicare Part D and EPIC-covered drugs after any Medicare Part D deductible is met. EPIC also covers approved Part D-excluded drugs once a member is enrolled in Part D. Older adults may apply at any time of the year and must be enrolled or eligible to be enrolled in a Medicare Part D drug plan to receive EPIC benefits and maintain coverage. EPIC has two plans based on income.

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

The **Deductible Plan** is for members with incomes ranging from \$20,001 to \$75,000 (single) or \$26,001 to \$100,000 (married). Members meet an annual EPIC deductible based on their prior year's income before they pay EPIC co-payments for drugs. Additional EPIC Deductible Plan details are located at: https://www.health.ny.gov/health_care/epic/deductible_plan.htm.

For more information, call the EPIC Helpline at 800-332-3742. To apply for EPIC, you can download then print the application form at: <https://www.health.ny.gov/forms/doh-5080.pdf> or complete an online application at: https://www.health.ny.gov/health_care/epic/application_contact.htm.

AARP Prescription Discount Program

877-422-7718

<https://aarppharmacy.com/>

A free program created by AARP to help older adults get needed FDA-approved medications,

including brand name, generic, and over-the-counter medications prescribed by a physician at more affordable prices. Prescription discounts provided by OptumRx are available to everyone, whether or not you are an AARP member, with greater benefits and savings for members. Discounts are available at participating retail network pharmacies including Walgreens, CVS, and Walmart. Discounts are also available through OptumRx Mail Service for AARP members.

Center for Drug Information

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

Provides a variety of consumer information on FDA-approved products and drugs, including generic drugs, proper drug use, safety, and storage and disposal of unused medicines. To look up information about specific drugs, go to:

<https://www.accessdata.fda.gov/scripts/cder/daf/index.cfm><https://www.accessdata.fda.gov/scripts/cder/daf/index.cfm>.

FreeDrugCard.US

877-321-6755

www.freedrugcard.us

This is not an insurance plan. It is a prescription drug program that works like a drug coupon, offering discounts on prescription drug costs. The card is free and can be printed out, texted, or emailed directly to you from the website and used at more than 68,000 national and regional pharmacies across the country.

≈ Medication Assistance ≈

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

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

≈ Free and Low-Cost Health & Dental Services ≈

Bellevue Adult Dental Clinic

462 First Avenue, H Building, Room 5S23
212-562-8780

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

The adult dental clinic provides the following services: dentures, partial dentures, flipper/night guard, dental implants, crowns, bridges, and non-surgical extractions. The clinic does not provide routine dental maintenance, such as cleaning, and does not perform tooth repairs, such as fillings or root canals. Accepts Medicare and Medicaid plans.

Bellevue Adult Medicine and Geriatrics Clinics

462 First Avenue
Adult Medicine & Geriatrics Clinic: 212-562-5555

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

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

Institute for Family Health

230 West 17th Street
New Patients: 844-434-2778
212-206-5200

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

Services include primary care; reproductive and sexual health care; behavioral health care; dental care; care for chronic conditions including asthma, diabetes, hypertension, and HIV; insurance and benefits enrollment; and care coordination. Medicaid, Medicare, and most private insurance are accepted. If you are uninsured, you may be eligible for the sliding-fee discount program. No one is turned away. Offers both in-person and telehealth appointments.

NewYork-Presbyterian/Weill Cornell Dental Clinic

525 East 68th Street, Baker 21
212-746-5175

<https://weillcornell.org/oralsurg>

Provides general, preventive, restorative, and cosmetic dentistry; implant dentistry; root canal procedures; periodontics – surgical and non-surgical; complex prosthodontics; oral and maxillofacial medicine and pathology; dental rehabilitation under general anesthesia; and other advanced surgical restorative and reconstructive procedures. Accepts Medicaid and Family Health Plus. Individuals may qualify for scaled fees based on income. Contact the dental clinic to schedule a video visit or an in-person appointment or to request a second opinion.

NYU College of Dentistry

345 East 24th Street
To Schedule Your First Appointment: 212-998-9800

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

Provides general dentistry, emergency services/urgent care, oral and maxillofacial surgery, orthodontics, implant dentistry, endodontics, periodontics, prosthodontics, special needs dental services, and more. Medicaid accepted. Patient care services are available by appointment only. Reduced fees are available for uninsured individuals. Urgent care and emergency dental services are provided for patients with pain, excessive bleeding, swelling, oral infection, and/or trauma Monday through Friday, with no appointment necessary, on a first-come, first-served basis.

Weill Cornell Community Clinic

505 East 70th Street, 4th Floor
646-962-9222

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

Run by medical students, the clinic provides free health care for individuals who are above the age of 19, uninsured, live in New York City, and earn less than 400% of the federal income poverty level. Services include primary health care services, certain laboratory tests, health education, eligibility screening for insurance programs, social work services, and coordinating access to community resources, including cancer screenings, and eye care services. Patients may be eligible for the following services and procedures at a reduced cost: referrals to specialists, x-rays, CT scans, MRIs, and ultrasounds. Appointments are required. New patients should request an appointment online at: <https://wccc.weillcornell.org/request-appointment>.

≈ Eye Care and Vision & Hearing Loss Services ≈

American Academy of Ophthalmology EyeCare America

877-887-6327

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

EyeCare America connects eligible adults with local volunteer ophthalmologists who provide a medical eye exam and up to one year of follow-up care for any condition diagnosed during the initial medical eye exam. Eligibility criteria include: U.S. citizen or legal resident; age 18 or older; does not belong to an HMO or PPO, have private insurance, or benefits through the Department of Veterans Affairs; and has not been seen by an EyeCare America volunteer in the past, or by any ophthalmologist in three or more years.

Center for Hearing and Communications

50 Broadway, 6th Floor

917-305-7700 (TTY 917-305-7999)

<https://www.chchearing.org/new-york-services>

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. Most insurance plans are accepted.

Hearing Loss Association of America, NYC Chapter

212-769-4327

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

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

Lighthouse Guild

250 West 64th Street

800-284-4422 (TTY 711)

Health Care Appointments: 212-769-6300

Behavioral Health Appointments: 212-769-7800

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

Provides services that inspire people who are visually impaired to attain their goals. Offers individual psychotherapy and group therapy for people who are blind, visually impaired, or at risk for vision loss, as well as services for families and caretakers. Has a comprehensive health center that provides a full range of services for people who have vision loss, including primary care, diabetes care and endocrinology, occupational therapy, optometry, and podiatry. Also provides support services including tele-support groups, assistive technology training, independent living skills, and orientation and mobility.

SUNY University Eye Care Center

33 West 42nd Street

212-938-4000

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

The patient care facility of the State University of New York College of Optometry provides a wide range of services for all eye care patients including comprehensive exams, vision therapy, laser eye surgery, and low vision services. Accepts most health plans, including Medicaid and Medicare, and financial assistance may be available for patients who are uninsured or underinsured. To request an appointment, call the University Eye Care Center or submit a request online at: <https://www.universityeyecenter.org/schedule-an-appointment/>.

≈ Comprehensive Health Care Services for Older Adults ≈

Center on Aging, NewYork-Presbyterian Hospital Weill Cornell Medicine

525 East 68th Street, Payson 2

212-746-7000

<https://weillcornell.org/agingctr>

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

Martha Stewart Center for Living at Mount Sinai

Mount Sinai Hospital

17 East 102nd Street, 4th Floor Area C

212-659-8552

Mount Sinai Union Square

10 Union Square East, Suite 3G

212-463-0101

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

The Center for Living promotes and facilitates access to health care resources for older adults by providing medical care, healthy living activities, educational programs, caregiver support, and community referrals. Primary care, as well as other services and programs, are offered at the two locations. Interdisciplinary teams include physicians specializing in geriatric medicine and palliative care, nurse practitioners, registered nurses, and social workers. On-site specialists are consulted as necessary. Clinical care teams work with older adults to promote enhancement of

function, intensive symptom management, physical and psychological comfort, and psychosocial, spiritual, and emotional support for patients and their families. Social workers at both locations offer guidance on government benefits, insurance and managing stress.

NYU Langone Health: Division of Geriatric Medicine and Palliative Care

646-929-7800

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

NYU geriatricians see older adult patients with conditions including urinary incontinence and dysfunction, diabetes, frailty, and cognitive impairment. Call the NYU Langone Physician Referral Line at 646-929-7800 to schedule an appointment.

≈ Mental Health & Substance Abuse Services ≈

Alcoholics Anonymous

NYC Helpline: 212-647-1680

www.aa.org/

Alcoholics Anonymous (A.A.) is a fellowship of people who come together to solve their drinking problem. All meetings are free. Closed meetings are for individuals who have a drinking problem and have a desire to stop drinking. Open meetings are available to anyone interested in A.A.'s program of recovery. To find meetings, visit <https://www.nyintergroup.org/meetings/?type+active>.

Crime Victims Treatment Center (CVTC)

212-523-4728

Legal Helpline: 212-683-0605

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

CVTC provides individual therapy and support groups for people who have suffered interpersonal trauma and violence, and who are survivors of violent crime. These treatment modalities help people process in a safe space, deal with Post-Traumatic Stress Disorder, and other symptoms and facilitate healing. CVTC also provides legal services to individuals who have survived a crime, whether you are currently engaged with the criminal, civil, or family court system, or if you want to know what options might be available to you. All services are confidential and free of charge.

Gam-Anon

718-352-1671

<https://gam-anon.org/>

Gam-Anon welcomes and provides assistance and comfort to people of any age impacted by a loved one's gambling. Meetings are open to anyone who is affected by the gambling problem of a family member or friend. Visit their website to find a list of regular virtual and in-person meetings.

Gamblers Anonymous New York

Helpline: 855-222-5542

www.newyorkga.org/

Gamblers Anonymous is a fellowship of people who share experience, strength and hope as they recover. There are no dues or fees for membership. The only requirement for membership is a desire to stop gambling. Visit their website to find an in-person or virtual meeting.

Jewish Board of Family and Children's Services

Intake: 1-844-ONE-CALL (1-844-663-2255)

www.jewishboard.org

The Jewish Board provides help to people of all backgrounds and ages who are struggling with a range of emotional, behavioral, and social problems. Specialized services include evaluation and assessment, crisis intervention, short-term and ongoing individual, group and family therapy. Accepts Medicaid, Medicare, and most major insurances and offers sliding scale fees.

Mood Disorders Support Group (MDSG-NY)

www.mdsg.org

A nonprofit self-help, peer-run mental health organization serving individuals with mental health challenges such as depression, anxiety, and bipolar disorder, as well as their families and friends. MDSG-NY offers dozens of support groups throughout the month. As of September 2025, support groups are held virtually. A \$5 voluntary donation is requested, but no one is turned away. New participants are required to attend the Newcomers Group before signing up for other meetings. Visit the website for information about support groups, the meeting schedule and FAQs. To join a Newcomers Group, complete the online webform at: <https://mdsg.org/join-our-support-group/>.

Mount Sinai Behavioral Health Center

332-243-1600

www.mountsinai.org/locations/behavioral-health-center

Offers a full array of inpatient and outpatient services to meet individuals' mental health, substance use and primary care needs. Therapeutic care is provided for conditions including mood disorders, psychotic disorders, anxiety disorders, trauma and stress, and substance use disorders. Services include comprehensive evaluation, a partial hospitalization program, an integrated outpatient program, and inpatient services.

Mount Sinai Geriatric Psychiatry Clinic

212-659-9100

www.mountsinai.org/care/psychiatry/services/geriatric

Offers evaluation, diagnosis, and treatment for persons over the age of 60 with various mood, anxiety, and psychotic disorders, as well as dementia. Psychiatric care is provided on an inpatient and outpatient basis, and includes individual and group therapy, as well as support groups for patients and their families who act as caregivers. The clinic participates in most Medicare plans.

Narcotics Anonymous Greater New York Region

Regional Helpline: 212-929-6262

www.newyorkna.org/

Narcotics Anonymous (N.A) is a nonprofit fellowship or society of men and women for whom drugs had become a serious problem. Those recovering from addiction meet regularly to help each other stay clean. Closed meetings are limited to only those who believe they may have a problem with personal drug addiction. Open meetings allow anyone. To find a meeting, visit their website at: <https://newyorkna.org/meetings/> or call the Regional Helpline.

National Alliance on Mental Illness of NYC (NAMI NYC)

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

www.naminycmetro.org

The National Alliance on Mental Illness of NYC (NAMI NYC) is a grassroots organization that provides support, education, and advocacy for families and individuals of all ages, ethnic, and

socio-economic backgrounds who live with mental illness. All services are free, including peer-led support and social groups, and educational programs for people with serious mental illness, as well as for their families. While older adults are welcome to join any of NAMI's support groups for adults, one of their support groups - NAMI Connection 55+ - is specifically for adults ages 55+ with mental illness or any mental health challenge. Visit the website, call the helpline, or email helpline@naminyc.org to get connected.

National Overdose Prevention Line: Never Use Alone Hotline

800-484-3731 or 877-696-1996

www.neverusealone.com

A national hotline that people can call when they're using by themselves, with no one to call for help. Volunteer operators take your location information and alert EMS to that location if you stop responding after using. All operators are people with lived experience. No one will ever judge, shame, or lecture you about quitting and all calls are confidential.

NYC 988 Suicide & Crisis Lifeline (Formerly NYCWell)

Call or Text 988, 24 hours a day, 7 days a week, 365 days of the year

For TTY Users: Use your preferred relay service or dial 711, then 988

<https://nyc988.cityofnewyork.us/en/>

Mental health professionals provide free and confidential emergency counseling and referrals to New York City residents with emotional or substance use problems. To make contact with a mental health professional, you can call the 24/7-hour helpline, text 988 or chat online. A list of free mental health apps is located at: <https://nyc988.cityofnewyork.us/en/app-library/>.

NYC Department of Health – Alcohol & Drug Use

<https://www.nyc.gov/site/doh/health/health-topics/alcohol-and-drug-use.page>

The NYC Department of Health website contains helpful information about alcohol and drug use, overdose prevention, harm reduction and peer-based services.

NewYork-Presbyterian Addiction and Substance Use Rehabilitation

Inpatient treatment: 888-694-5700

Outpatient services: 877-697-9355

<https://www.nyp.org/psychiatry/addiction-substance-use>

NewYork-Presbyterian offers comprehensive inpatient and outpatient rehabilitation programs for those struggling with substance use disorders, including day and evening outpatient programs, and a partial hospitalization program. Personalized treatment focuses on long-term strategies for reducing relapses and improving quality of life. Provides comprehensive evaluation, medication and individual, group, and family counseling. Clinicians have expertise in dual diagnosis treatment and treating older adults.

New York Service Program for Older People (SPOP)

212-787-7120

Intake: 212-787-7120 x 600 or email intake@spop.org

<https://www.spop.org>

SPOP is entirely dedicated to meeting the behavioral health needs of older adults. Provides a wide range of services for adults 55 and older, including individual and group counseling, medication management, crisis intervention, assessment, service coordination, and bereavement support. The STRIVE program, which focuses on adults 55 and older who live in Manhattan, promotes wellness and aging in place for older New Yorkers by integrating behavioral health care

with aging services. Medicaid, Medicare, and many insurance plans are accepted. In-person and telehealth appointments are available.

Odyssey House NYC ElderCare Program

866-888-7880

<https://odysseyhousenyc.org>

Odyssey House provides comprehensive services to individuals with substance use and/or mental health issues. It offers a continuum of care, including admissions, and stabilization at one of their residential treatment programs, followed by outpatient care, and then graduation to the support community. Their ElderCare residential program is designed for the special needs of people age 55+. Odyssey House is an in-network provider for most major insurance companies, managed care programs, and NY State Medicaid and offers assistance to those without insurance.

New York State Office of Addiction Services and Supports (OASAS)

HOPEline: 877-8-HOPENY (877-846-7369) or Text HOPENY (467369)

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

The mission of OASAS is to support and oversee a data-driven continuum of addiction services delivered with dignity, compassion, and respect, including prevention, treatment and recovery programs. If you or someone you know needs help or just someone to talk to about substance abuse, or gambling harms, call or text the 24/7 HOPEline. OASAS also maintains a directory of substance use disorder treatment and problem gambling programs on its website at:

<https://webapps.oasas.ny.gov/providerdirectory/index.cfm>.

Veterans Crisis Line

Dial 988 then Press 1 or Text 838255

For TTY Users: Use your preferred relay service or dial 711 then 988

Chat Online 24/7 at: <https://www.veteranscrisisline.net/get-help-now/chat/>

<https://www.veteranscrisisline.net>

Serves veterans, service members, National Guard, and Reserve members, and the families and friends who support them. The crisis line provides free, confidential support 24 hours per day, 7 days per week to veterans in crisis and individuals who are concerned about a veteran.

Weill Cornell Institute of Geriatric Psychiatry

888-694-5700

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

Offers specialized psychiatric services for older adults, including: comprehensive diagnostic evaluation, individual therapy, group therapy through the use of behavioral and insight-oriented approaches, illness management, stress management, relapse prevention, and individual psychotherapy. Outpatient, partial hospitalization, and inpatient services are available, and therapy is being provided by telephone and video.

≈ Health Care Services for the Homebound ≈

Manhattan House Calls

212-980-4294 / 877-978-4748

www.medhousecalls.com/

Offers primary and specialized care home visits to individuals who are unable to leave their home without the help of another person or assistive device, or if leaving the home is physically taxing. Manhattan House Calls serves individuals living on Grand Street on the East and West Side, up

to 120th Street on the East Side and 110th Street on the West Side. The Manhattan House Calls staff of nurse practitioners provide physical examinations, prescriptions and medical marijuana referrals, in-home radiology, EKG testing, laboratory referrals, vaccinations, medical equipment ordering, and referrals for other house-call specialists and home health agencies as necessary. Call to ask about eligibility, if the program accepts your Medicare plan, and coverage details.

Mount Sinai Visiting Doctors Program

212-241-4141

<https://www.mountsinai.org/care/mount-sinai-at-home/services/visiting-doctors>

Provides primary and palliative care for homebound adults throughout Manhattan living with complex and serious illnesses. A team of physicians, social workers, nurses, nurse practitioners, administrative support, and community health workers provide primary and preventive health care; complex symptom management and palliative care; diagnosis and treatment of medical conditions; prescription of medications; support to family members and other caregivers; referrals for rehabilitation, nursing, hospice, and other home-based services; and assistance with practical needs, including durable medical equipment in the patient's home and via telehealth, 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. Call to ask about eligibility, if the program accepts your Medicare plan and coverage details.

NewYork-Presbyterian EGL House Call Program

212-746-7000

<https://geriatrics-palliative.weill.cornell.edu/patient-care/house-call-program>

The EGL House Call Program at NewYork-Presbyterian Hospital-Weill Cornell Medical Center is comprised of physicians and a geriatric nurse practitioner who provide home-based primary care for homebound older adults. Call to ask about eligibility, if the program accepts your Medicare plan, and coverage details.

Northwell Health House Calls Program

212-434-3015 or 516-876-4100

<https://www.northwell.edu/about/our-organization/northwell-health-solutions/programs/house-calls>

This program provides primary medical care for homebound adults over age 65 with two or more chronic conditions. The program serves residents of Manhattan, Queens, Brooklyn, Staten Island, Westchester, Nassau and Suffolk counties. Services are provided by physicians, nurse practitioners, nurses, social workers, and medical coordinators, and include home-based primary and palliative care, radiology, ultrasounds, EKGs, lab work, prescription refills, 24/7 clinical call center, community paramedic response to prevent unnecessary hospitalizations, social work services, and an after-hours on-call number for patients that is staffed by clinical nurses and Northwell Emergency Telehealth Services physicians. Call to ask about eligibility, if the program accepts your Medicare plan, and coverage details.

≈ Hospice & 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.

End of Life Choices New York

212-726-2010

www.endoflifechoicesny.org/

End of Life Choices serves New Yorkers and their families who may be facing end of life decisions, or who may wish to plan ahead. They offer information and support, either in-person or by phone, about a wide range of end of life issues, including: information about pain specialists, home hospice programs, social service agencies, disease-specific support groups, and other resources; completing advance directives; the appropriateness of advance directives; talking about one's health care wishes; and patient advocacy. Visit their website for additional details and informational resources.

Hospice Foundation of America (HFA)

202-457-5811 / 800-854-3402

www.hospicefoundation.org/

HFA supports individuals and families facing life-limiting illness, educates hospice and grief professionals, and conducts programs and research to improve care and empower informed medical decision making. Visit their website for information on hospice, palliative care, caregiving, and grief.

MJHS Hospice & Palliative Care Programs

Hospice Care & Palliative Care information and admissions: 212-420-3370

24/7 support for current patients of MJHS Hospice: 212-649-5555

www.mjhs.org/about/mjhs-hospice-care/

Interdisciplinary care teams provide specialized care to patients with chronic, life-limiting, and/or end-stage diseases. Provides a full array of medical and social services to enable patients to remain at home. Their staff are specially trained in comforting and alleviating the physical and emotional pain of patients and their family members. Medicare, Medicaid managed care plans, and most private insurance typically cover hospice and palliative care. Visit the website for additional information and their guides to hospice and palliative care.

Mount Sinai Lilian & Benjamin Hertzberg Palliative Care Institute

Inpatient & Outpatient Palliative Care Information: 212-241-1446

www.mountsinai.org/care/palliative-care/about/institute

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 psychosocial support. Operated by a multidisciplinary team of palliative medicine specialist physicians, nurse practitioners, social workers, chaplains, registered nurses, post-graduate fellows in palliative medicine, licensed massage therapists, yoga specialists, art therapists, and child-life specialists. Inpatient palliative care services are available for patients with complex needs.



HEALTH CARE SUPPORT & EDUCATION GROUPS

(also see *MENTAL HEALTH SERVICES*)

≈ Alzheimer's Support & Education ≈

Alzheimer's Association, NYC Chapter

24/7 Helpline: 800-272-3900

NYC Chapter: 646-418-4466

www.alz.org/nyc

The Alzheimer's Association helps all those facing Alzheimer's disease and other dementias by providing support groups and educational resources, while advancing crucial research and public policy initiatives and advocating for the rights and needs of those facing dementia.

Alzheimer's Foundation of America (AFA)

AFA Helpline: 866-232-8484

<https://alzfdn.org/>

The AFA offers various resources including support groups, training programs, grants, and free virtual memory screenings. Screenings are conducted one-on-one through secure video conferences in real-time and are free. Appointments can be made by phone or on their website at: <https://alzfdn.org/virtual-memory-screening-appointment-request/>.

CaringKind

Helpline: 646-744-2900

<http://www.caringkindnyc.org>

CaringKind provides free information, assistance, and support for those with Alzheimer's disease and related dementia and their caregivers, including social work services, education, and training and support groups. Support groups, led by trained facilitators, provide caregivers with the opportunity to discuss the many challenges of caring for a family member with Alzheimer's disease and related disorders with others who understand. For information, resources, and support, call the Helpline, send an email to helpline@cknyc.org, or complete their webform at: <https://www.caringkindnyc.org/contact/>.

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

646-754-2277

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

This program was created to assist family members and close friends who are caring for a person with Alzheimer's disease through counseling, support, education, and referrals. This program is offered free of charge to family caregivers who live in Manhattan, Brooklyn, and Staten Island. For more information, you can call the program or send an email to family.support@nyulangone.org and include your name, phone number and the best time to reach you.

The Memory Tree

917-656-0558

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

The Memory Tree helps people with mild memory loss or in the early stages of Alzheimer's disease to remain active and vital for as long as possible. They provide early intervention, support, respite, and education to a challenged and underserved population. Programs are offered in person and on Zoom in English and in Spanish. Caregivers are welcome to participate in programming.

≈ Aphasia Support & Education ≈

International Aphasia Movement

917-532-7936

<https://iamaphasia.org>

The International Aphasia Movement is an organization that assists people with speech and learning problems due to the disability of aphasia caused by a stroke or other brain injury. They provide speech and language therapy, resources, and community in supportive group settings for free. All groups are on Zoom and they provide resources in English, Spanish, Mandarin, and Cantonese. They also host groups for co-survivors, who are loved ones, friends, caregivers, or anyone whose life has been impacted by changes in their communication with the person with aphasia. The calendar for events can be found on their website.

≈ Cancer Support & Education ≈

American Cancer Society

24/7 Helpline: 800-227-2345

www.cancer.org

The American Cancer Society offers programs for cancer patients, connects patients with survivors, administers a 24/7 cancer helpline and conducts research to help people manage cancer treatment and recovery. They also provide free rides to cancer-related medical appointments, free lodging during treatment, and free smoking cessation support.

CancerCare

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 limited financial assistance. Services are offered online, by phone, and in person.

SHARE

212-719-0364

National Helpline: 844-275-7427

www.sharecancersupport.org

SHARE is an organization for women diagnosed with breast, ovarian, uterine, cervical, or metastatic breast cancer who are seeking education, support, or advocacy opportunities. Educational programs and support groups are held virtually and by phone at this time. Visit the website for additional details.

Us TOO New York

Helpline: 917-830-4357

www.ustoonewyork.org

Us TOO is an independent support group for men with prostate cancer and their families. Offers fellowship, peer counseling, education about treatment options, and discussion of medical alternatives without bias. Meetings are held virtually on the third Thursday of each month. Individuals who wish to attend a meeting should send an email to info@ustoonewyork.org with your first and last name, as well as a sentence or two as to why you would like to attend.

≈ Cardiovascular Disease Support & Education ≈

American Heart Association

Customer Service: 800-242-8721

New York City Office: 212-878-5900

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

<https://www.heart.org/en/affiliates/new-york/new-york-city> (NYC office)

The American Heart Association is dedicated to reducing death and disability from cardiovascular disease and stroke. They offer information and referrals to resources available in NYC, as well as opportunities to advocate for policies and laws that keep New York healthy.

≈ Diabetes Support & Education ≈

American Diabetes Association

Greater NY/NJ Office: 703-549-1500

Helpline: 800-342-2383

www.diabetes.org

The Association works to prevent and cure diabetes and to improve the lives of all people affected by diabetes. They provide nutrition information and recipes, as well as assistance for caregivers.

≈ HIV/AIDS Support & Education ≈

GMHC

212-367-1000

To Access Services: Call 212-367-1057

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

GMHC provides HIV/AIDS prevention, care, and advocacy and offers a number of programs. Among them are wellness services, nutrition education, HIV testing, mental health services, legal services, and assistance with health benefits. They also focus on substance abuse, providing overdose education, and free Naloxone (Narcan) kits and fentanyl test strips.

Uninsured Care Programs

800-542-2437

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

The Uninsured Care Programs provide free access to health care for low-income New York State residents who are uninsured or underinsured and who have HIV or are at risk of acquiring HIV. These include the AIDS Drug Assistance Program, free primary care at selected clinics, and the HIV Home Care Program. Visit the website or call to apply.

≈ Parkinson's Support & Education ≈

Edmond J. Safra Parkinson's Wellness Initiative

646-505-4444

<https://mmjccm.org/parkinsons>

The Parkinson's Wellness Initiative at the Marlene Meyerson JCC is designed to improve the lives of those impacted by Parkinson's through exercise, support, education, and medical/community collaboration. The exercise, support groups, and events help to keep those impacted by

Parkinson's and their families active, connected, and empowered. Intake is required for all fitness classes and support groups, and registration is required for all virtual and in-person events. Visit <https://mmjccm.org/parkinsons> for additional details and to complete the intake form.

Parkinson's Foundation

Helpline: 800-473-4636

www.parkinson.org

The Foundation strives to make life better for people with Parkinson's by improving care and advancing research toward a cure, with a commitment to diversity, equity, and inclusion. The Foundation holds "Moving Days" to raise awareness about Parkinson's disease and works to increase access to care. Visit the Foundation's website to view information about Parkinson's disease, types of treatment, how to find care, the Parkinson's Today Blog, and other resources.

THE BENEFITS OF SUPPORT GROUPS

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

Benefits of participating in support groups may include:

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

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

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

- Caregiver Action Network: <https://www.caregiveraction.org/>
- Emotions Anonymous: <https://emotionsanonymous.org/>
- Hospice Foundation of America: <https://hospicefoundation.org/>
- Well Spouse Association: <https://wellspouse.org/>
- Mental Health America: <https://www.mhanational.org/find-support-groups>

≈ Affordable Housing for Older Adults ≈

There is a wide variety of housing designed for older adults of different ages, levels of health, incomes, and interests across New York. Options range from low-cost subsidized housing to privately operated luxury residences and everything in between. Unfortunately, waiting lists for most affordable older adult housing residences are long. Some applications must be submitted via NYC Housing Connect (see below) and others must be submitted to individual residences.

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

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

New York Foundation for Senior Citizens' Home Sharing Program

212-962-7559

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

The Home Sharing program matches older adults age 60 and over living throughout New York City's five boroughs who have excess space in their homes or apartments to share with responsible, compatible persons of any age in need of housing. This 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

<https://housingconnect.nyc.gov/PublicWeb/>

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

The NYC Department of Housing Preservation and Development partners with community-based organizations, called **Housing Ambassadors**, to help people apply for affordable housing through Housing Connect. These organizations do not provide housing directly and cannot guarantee applicants will receive affordable housing. A list of organizations is available at <https://www1.nyc.gov/site/hpd/services-and-information/housing-ambassadors.page>.

≈ Tenant Advocacy & Assistance ≈

Housing Court Answers

Housing Court Hotline: 212-962-4795 (open Monday-Friday, 9am-5pm)

www.housingcourtanswers.org

Housing Court Answers is a nonprofit organization that educates and empowers NYC tenants through a telephone helpline, tables in NYC Housing Court buildings, and online workshops. Staff provide guidance on NYC Housing Court, obtaining repairs, rent arrears assistance, eviction

prevention, and referrals to legal services. Their website has a wide range of fact sheets about the Housing Court process, applying for emergency rent assistance, and obtaining repairs. Their table in Manhattan Housing Court is open Monday-Thursday from 9am-5pm.

Housing Justice for All

<https://housingjusticeforall.org/>

A statewide coalition of over 80 groups representing tenants and homeless New Yorkers fighting for stronger tenant protections, increased affordable housing, and ending homelessness. They host volunteer opportunities and have information on their website about tenants' rights.

JustFix

<https://www.justfix.org/en/>

A nonprofit organization that provides a wide variety of online tools to help tenants research their buildings, request repairs in their apartments, and obtain rent histories. In collaboration with Housing Justice for All, JustFix developed a new website, <https://goodcausenyc.org/>, to help market rate tenants determine if their apartments are covered by the Good Cause Eviction protections enacted in 2024 and learn about their rights.

Metropolitan Council on Housing

Tenants' Rights Hotline: 212-979-0611 (open Monday & Wednesday 1:30pm-8pm, Tuesday 5:30pm-8pm, Friday 1:30pm-5pm)

<http://metcouncilonhousing.org/>

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

NYC Homebase Homelessness Prevention Program

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

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

NYC Tenant Helpline

Call 311 and ask for the "Tenant Helpline" (open Monday-Friday, 9:30am-5pm)

<https://www.nyc.gov/site/mayorspeu/programs/tenant-support-unit.page>

Operated by the Mayor's Public Engagement Unit, the Tenant Helpline is a centralized hub where tenants at risk of displacement or facing housing-related issues can access information about their rights and get connected to resources. Call 311 and ask for the "Tenant Helpline." Many resources are also available online at <https://www.nyc.gov/content/tenantresourceportal/pages/>.

Tenants & Neighbors

212-608-4320

www.tandn.org

Tenants & Neighbors is 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. Tenants & Neighbors works to strengthen tenant protections while empowering and educating tenants.

≈ Government Benefits for Low- & Moderate-Income Renters ≈

Disabled Rent Increase Exemption (DRIE) Program

311

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

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

Run by the NYC Department of Finance, the DRIE program freezes the rents of people with disabilities living in rent-regulated or Mitchell-Lama apartments by providing tax abatements to building owners. Households that are eligible include those receiving Social Security Disability, Supplemental Security Income, or veterans' pensions or compensation. DRIE is designed to work in the same way as SCRIE and has the same income eligibility levels. To be eligible, your income must be \$50,000 or less, and you must be paying at least one-third of your income toward rent.

Applications for DRIE are available by calling 311 or online. Appointments for virtual and in-person application or renewal assistance can be scheduled by calling 311 or online at

<https://www1.nyc.gov/site/finance/about/make-an-appointment.page>.

Senior Citizen Rent Increase Exemption (SCRIE) Program

311

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

<https://www.nyc.gov/site/finance/property/landlords-scrie.page>

Run by the NYC Department of Finance, the SCRIE program freezes rents for eligible tenants by providing a tax abatement to the building's owner. To be eligible for SCRIE, you must be 62 years of age or older, live in a rent-regulated or Mitchell-Lama apartment, have a household income of \$50,000 or less, and be paying more than one-third of your income for rent. Tenants who experience a permanent decrease in income of more than 20% can apply to have their benefits recalculated.

Initial and renewal applications for SCRIE are available by calling 311 or online. Appointments for virtual and in-person application or renewal assistance can be scheduled by calling 311 or online at

<https://www1.nyc.gov/site/finance/about/make-an-appointment.page>.

≈ Resources for Co-op Shareholders, Condo Owners & Homeowners ≈

Center for NYC Neighborhoods

311 or 646-786-0888

<https://cnycn.org/>

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

Homeowner Help New York

855-HOME-456

<https://homeownerhelpny.org/>

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

Homeowner Stability Project of the City Bar Justice Center

212-382-6766

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

The City Bar Justice Center provides legal assistance to low- and moderate-income homeowners threatened with the loss of their home due to foreclosure and/or predatory practices. Volunteer lawyers work to keep people in their homes whenever possible by negotiating workout arrangements with lenders, attending settlement conferences, litigating when necessary, and correcting title problems. To reach the staff, call the number above or email HSP@nycbar.org.

NYC Bar Association Co-op and Condo Mediation Project

212-382-6663

<https://www.nycbar.org/for-the-public/legal-forms-and-resources/co-op-and-condo-mediation>

Sponsored by the NYC Bar Association's Committees on Cooperative and Condominium Law and Alternative Dispute Resolution, the program offers an impartial mediator from a pre-approved group of mediators to help facilitate a resolution as quickly and painlessly as possible. The service is only available in situations where all parties are prepared to engage in mediation. The dispute can involve owners, renters, sponsors, boards of directors, managing agents, contractors, insurers, or others involved in the dispute. There is a \$100 non-refundable administrative fee per party and an hourly fee for the mediator; mediators' hourly fees will not exceed \$600.

New York Legal Assistance Group (NYLAG) Foreclosure Prevention Project

212-946-0349 or contactffp@nylag.org

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

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

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

800-771-7755

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

The Attorney General's office produces helpful resource guides for co-op shareholders and condo owners on understanding their rights and responsibilities. Visit the website or call to request.

≈ Property Tax Reduction Programs for Homeowners ≈

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

<https://www.nyc.gov/site/finance/property/property-tax-benefits.page#>.

Disabled Homeowners' Exemption (DHE)

<https://www.nyc.gov/site/finance/property/landlords-dhe.page>

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

New York City Property Tax and Interest Deferral Program

<https://www.nyc.gov/site/finance/property/pt-aid.page>

The NYC Department of Finance offers a number of property tax deferral programs to owners of

one- to three-family homes and condominiums with incomes of \$107,300 or less who have fallen behind in their property taxes or who are unable to pay current taxes due to an unexpected event or hardship. Visit the website or call 311 to learn about options, eligibility details, and applications.

New York State School Tax Relief Program (STAR)

<https://www.tax.ny.gov/star/>

<https://www.nyc.gov/site/finance/property/landlords-star.page>

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

Residents 65 and older who qualify for Basic STAR and have an annual household income of less than \$107,300 (in 2025) are eligible for the **Enhanced STAR** program. Enhanced STAR provides average yearly savings of approximately \$650 in NYC.

Homeowners not currently receiving the STAR or Enhanced STAR property tax exemption must apply via the New York State Department of Taxation and Finance at <https://www.tax.ny.gov/star/> or by calling (518) 457-2036.

Senior Citizen Homeowners' Exemption (SCHE)

The Senior Citizen Homeowners' Exemption (SCHE) is a partial property tax exemption available for residential property owners age 65 years or older that have adjusted annual incomes of less than \$58,399. SCHE benefits must be renewed every two years.

Veterans' Tax Exemption

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

≈ Home De-cluttering, Downsizing & Organization ≈

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

Adult Protective Services (APS)

Central Intake: 718-557-1399

Manhattan North Borough Office: 212-331-3458

Manhattan South Borough Office: 212-331-3524

<https://www.nyc.gov/site/hra/help/adult-protective-services.page>

APS provides free heavy-duty cleaning for their clients in limited circumstances. APS is a State-

mandated case management program that arranges for services and support for physically and/or mentally impaired adults who are at risk of harm. APS is available to persons 18 years of age and older without regard to income, who:

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

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

Clutterer's Anonymous

866-402-6685

<https://clutterersanonymous.org/>

Clutterer's Anonymous is a support system for individuals to share experiences with their common problem of clutter and to help each other by sharing knowledge and resources. Individual and group sessions are held in-person, online, and via phone.

LEGAL RESOURCES

Elderlaw Answers

<https://www.elderlawanswers.com>

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

Legal Aid Society

General Intake: 212-577-3300

Access to Benefits Helpline: 888-663-6880 (Monday-Friday, 10:00am-3:00pm)

<https://www.legalaidnyc.org>

Areas of practice include housing, public benefits, Social Security/SSI, elder abuse, and unemployment issues. Legal Aid also operates a Low Income Taxpayer Clinic which can be reached via the Access to Benefits helpline listed above or by filling out an intake form at <https://legalaidnyc.org/programs-projects-units/low-income-tax-payer-unit/>. Serves people who earn below 125% of the federal poverty line.

Manhattan Legal Services – Legal Services NYC

Citywide Legal Assistance Hotline: 917-661-4500 (open Monday – Friday, 9:30am to 4:00pm)

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

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

Legal Services NYC Mid-Atlantic Pension Counseling Project

917-661-4500

<https://www.legalservicesnyc.org/resources/workers-rights/>

Provides information, advice and representation to workers and their family members about their pension benefits. The project helps with questions and issues concerning all types of retirement plans. It can assist regardless of income if the caller, their spouse, employer, or pension plan is located in New York or New Jersey.

Mobilization for Justice Legal Services

212-417-3700

<http://mobilizationforjustice.org/>

Provides legal advice and representation to low-income NYC residents with public benefits, Medicare & Medicaid, discrimination, civil and disability rights, nursing home issues, eviction prevention, consumer cases, and more. Numerous fact sheets and self-help guides are available on their website.

- Access-A-Ride Project: 888-510-2272 (Tuesday: 10am-5pm)
- Adult Home Advocacy Project: 877-417-2427 (Monday-Friday: 10am-5pm)
- Consumer Rights Project: 212-417-3881 (Thursday: 10am-2pm)
- Government Benefits Project: 212-417-3732 (Monday: 10am-noon)
- Immigration Law Project: 212-417-3724 (Wednesday: 10am-noon)
- Kinship Caregiver Law Project: 212-417-3850 (Wed & Friday: 10am-1pm, 2pm-5pm)
- Low-Income Bankruptcy Project: 212-417-3799 (Wednesday: 2pm-4pm)
- Low-Income Taxpayer Clinic: 212-417-3839 (Tuesday: 10am-1pm)

- Mental Health Law Project: 212-417-3830 (Monday, Tuesday, and Thursday: 10am-5pm) or email MHLInfo@mfjlegal.org
- Nursing Home Residents' Project: 855-444-6477 (Tuesday 10am-5pm)
- Social Security Advocacy Project: 866-891-8004 (Tuesday and Thursday: 2pm-4pm)
- Workplace Justice Project: 212-417-3838 (Tuesday: 2pm-5pm)

New York City Bar Association

212-382-6600

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

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

The **Legal Referral Service** provides referrals to pre-screened private attorneys for assistance with all types of legal matters. If the Referral Service determines that someone would benefit from working with a lawyer, the initial 30-minute consultation is \$35 or free, depending on the type of case. Fees for any additional services are negotiated privately. Call 917-634-3609 or fill out the request form at <https://www.nycbar.org/get-legal-help/our-services/request-a-lawyer/>.

The **City Bar Justice Center Legal Hotline** is a free advice hotline for low-income New Yorkers. Callers are connected with referral counselors, who are attorneys and paralegals. Counselors can give free legal advice on a wide range of subjects, such as family law, housing law, consumer debt, and bankruptcy. Call 212-626-7383 Monday-Thursday from 10am-12pm and from 2pm-4pm and Friday from 9am-12pm, or fill out an application online at <http://www.citybarjusticecenter.org/legal-hotline/>.

Other projects of the City Bar Justice Center include:

Consumer Bankruptcy Project

212-626-7383

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

The Consumer Bankruptcy Project provides free legal assistance to low-income New Yorkers. Attorneys help with outstanding debts, assist with filing pro se bankruptcy petitions, and provide free representation in contested matters.

Elderlaw Project

212-382-6658

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

The Elderlaw Project provides low-income people age 60+ with free legal services for life planning. Volunteer attorneys assist with Simple Wills, Health Care Proxies, Living Wills, Powers of Attorney, and other life planning documents.

Homeowner Stability Project

212-382-6766

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

The Homeowner Stability Project provides free legal help to low-income homeowners threatened with the loss of their homes due to foreclosure, payment arrears, the death of a family member, or predatory practices. Attorneys attempt to negotiate workout agreements with lenders, attend settlement conferences, correct title/deed problems, and litigate when needed. To reach the Project, call the number above or email HSP@nycbar.org.

Planning and Estates Law Project

212-382-6756

<https://www.citybarjusticecenter.org/projects/planning-and-estates-law-project/>

The Planning and Estates Law Project offers free legal assistance with end-of-life planning, probate, and estate planning to people with limited resources. Volunteer attorneys help clients who cannot afford a private attorney to claim inheritances to which they are entitled. The Project cannot provide representation in court or assist with contested matters.

Veterans Assistance Project

212-382-4722

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

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

New York Legal Assistance Group (NYLAG)

General Intake Line: 212-613-5000

www.nylag.org

NYLAG serves low-income older adults, the homebound, families facing foreclosure, renters facing eviction, consumers, those in need of government assistance, children in need of special education, domestic violence victims, persons with disabilities, patients with chronic illness, or disease, members of the LGBTQ+ community, Holocaust survivors, and others in need of free legal services. Intake hours are Monday-Friday from 9am-5pm unless otherwise noted below.

- Advance planning: 212-613-6514 or email lifeplanning@nylag.org
- Civil legal issues: 212-613-5000 (Monday, Wednesday & Thursday: 9am-3pm)
- Foreclosure prevention: 212-946-0349 or email contactfpp@nylag.org
- Holocaust compensation issues: 212-613-7306
- Legal services for cancer patients: 212-946-0357 (Monday, Wednesday, Thursday, & Friday: 10am-2pm)
- LGBTQ+ legal issues: 212-659-6161
- Public benefits, Social Security & SSI Disability appeals: (Monday, Wednesday & Thursday: 9am-3pm)
- Veterans' legal issues: 212-946-0343 or email vethelp@nylag.org
- Tenants' rights: 929-356-9582 (Monday-Friday: 7am-1pm)

Evelyn Frank Legal Resources Program of NYLAG

212-613-7310 or email eflrp@nylag.org (Intake is open Mondays 10am-2pm)

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

Provides legal assistance with Medicaid, Medicare, home care services, and public benefits issues affecting older New Yorkers and people with disabilities.

Volunteers of Legal Service (VOLS) Senior Law Project

Senior Law Project Helpline: (347) 521-5704

<https://volsprobono.org/projects/seniorlaw/>

Volunteer attorneys provide free legal services to residents ages 60 and older with wills, powers of attorney, health care proxy, living wills, and other essential life planning documents. There are resource guides in different languages on their website. To access services, call the helpline listed above, email seniorlaw@volsprobono.org, or complete the intake form on their website.



LGBTQ+ RESOURCES

Callen-Lorde Community Health Center

212-271-7200

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

The Callen-Lorde Community Health Center offers comprehensive primary care, sexual health services, behavioral health, and social services free of judgement and regardless of ability to pay. Assists with health insurance outreach and enrollment. Locations in Chelsea in Manhattan, the Bronx, and Brooklyn.

GMHC

General Inquiries: 212-367-1000

Hotline: 800-243-7692

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

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

Metropolitan Hospital Pride Center

212-423-7292

<https://www.nychealthandhospitals.org/metropolitan/services/lgbtq-health-center/>

The Pride Center at Metropolitan Hospital provides a variety of services, including: men's and women's health, family planning, geriatrics, immunizations, behavioral health services, HIV/STD screening and treatment, gender affirming care, and all other general medical services. Call or email metlgbt@nychhc.org for an appointment.

New York Legal Assistance Group LGBTQ Law Project

Intake: 212-659-6161

<https://nylag.org/lgbtq-law/>

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

NYC Anti-Violence Project

Hotline: 212-714-1141

<https://avp.org/>

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

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

Midtown (Edie Windsor Center)

305 7th Avenue, 15th Floor

646-576-8669

Harlem (Oberia D. Dempsey Center)

220 West 143rd Street

646-660-8951

<https://sageserves.org/sage-centers/>

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



LONG-TERM CARE

(also see *AGING IN PLACE*)

What is Home Care?

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

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

What is Managed Long-Term Care?

Managed Long-Term Care plans help provide services and support to people with a long-lasting health problem or disability. These plans are approved by the New York State Department of Health to provide Medicaid managed long-term care. A plan can provide your Medicaid home care and other long-term care benefits.

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

For more information about Medicaid Managed Long-Term Care click on the following link:
https://www.health.ny.gov/health_care/managed_care/mltc/aboutmltc.htm

To learn more about income requirements and program eligibility, please call New York Medicaid Choice at 1-888-401-6582 (TTY: 1-888-329-1541) or email MLTCinfo@health.ny.gov.

What is Assisted Living?

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

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

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

What is a Nursing Home?

There are about 16,000 nursing homes in the U.S. Nursing homes, also known as skilled nursing facilities, are for older adults 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 \$10,000 and \$30,000* per month. Cost is determined by the level of care needed, the setting where the care is provided, and the geographic location. Due to the high cost of care, many residents use supplemental funding from the government in the form of Medicare** and/or Medicaid.

*Cost of care in nursing homes in the NYC Metropolitan Area is likely to be in the \$14,000/month range and higher.

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

≈ Manhattan Nursing Homes ≈

Amsterdam Nursing Home

1060 Amsterdam Avenue

212-316-7700

<https://amsterdamcares.org/>

Isabella Geriatric Center

515 Audubon Avenue

212-342-9200

www.mjhs.org/our-services/isabella-center/

The New Jewish Home

120 West 106th Street

212-870-5000

www.jewishhome.org

The Riverside (formerly Kateri Residence)

150 Riverside Drive

646-505-3500

<http://theriversiderehab.com>

Mary Manning Walsh Home

1339 York Avenue

212-628-2800

www.archcare.org/mary-manning-walsh/

Upper East Side Rehab. & Nursing Center

211 East 79th Street

212-879-1600

<http://uesrnc.com>

Fort Tryon Center

801 West 190th Street

212-543-6400

www.forttryonrehab.com/

Harlem Center for Nursing and Rehab

30 West 138th Street

212-690-7400

www.harlemcenterrehab.com/

New East Side Nursing Home

25 Willet Street

212-673-8500

<https://neweastsidenursinghome.com/>

New Gouverneur Hospital SNF

227 Madison Street

212-441-5000

Terence Cardinal Cooke Health Center

1249 Fifth Avenue

212-360-3980

www.archcare.org/terence-cardinal/

Village Care Nursing Center

214 West Houston Street

212-337-9400

<https://wvrnc.com/>

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

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

≈ Long-Term Care Advocacy & Referrals ≈

Guardianship Prevention and Support Helpline

718-750-8474

<https://projectguardianship.org/helpline>

The Guardianship Prevention and Support Hotline provides free information and referrals to anyone with questions about Article 81 guardianship in New York. Staff provide guidance on

guardianship, problems with a guardian, brainstorming resources to care for a loved one, alternatives, referrals, and court processes and papers. To reach the helpline, call the number above or email helpline@projectguardianship.org.

Independent Consumer Advocacy Network (ICAN)

844-614-8800

<http://icannys.org>

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

Long Term Care Community Coalition (LTCCC)

212-385-0355

<http://nursinghome411.org/>

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

Mobilization for Justice Legal Services Nursing Home Residents Project

Intake: 855-444-6477 (Tuesday 10:00am – 5:00pm)

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

The Nursing Home Residents project provides information, advice, and advocacy for nursing home residents and their families. It also provides legal representation in areas such involuntary discharges, reasonable accommodation requests, and day pass disputes.

NY Connects

212-966-9852

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

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

New York State Long Term Care Ombudsman Program - CIDNY

212-674-2300

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

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

~ Additional Online Long-Term Care Resources ~

A Place for Mom

866-732-8240

<http://www.aplaceformom.com>

A free referral service to help find the right residential older adult care for loved ones.

Aging Care

<https://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

<https://agingwithdignity.org/>

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

Caring.com

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

This website addresses all types of questions and concerns about getting help for older adults and caregivers. It also provides many resources on different medical conditions.

Elderlaw Answers

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

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

Family Caregiver Alliance

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

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

LongTermCare.gov

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

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

New York State Office for the Aging

800-342-9871

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

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

SeniorAdvisor.com

800-805-3621

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

A website providing consumer reviews of older adult living communities and home care providers. It includes a platform for residents and their families to share experiences.

OLDER ADULT CENTERS

At present, there are over 100 older adult 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. Older adult centers offer a variety of services including meals, educational and recreational programs, computer and other technology classes, field trips to theaters and museums, case management, assistance with benefits, exercise classes, and assistance for homebound older adults.

The following centers are located within or close to Senate District 28:

Carter Burden Network Luncheon Club & Older Adult Program

351 East 74th Street

212-203-3541

<http://www.carterburdennetwork.org>

Carter Burden/Leonard Covello Older Adult Program

312 East 109th Street

212-423-9665

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

Carter Burden Roosevelt Island Older Adult Program

546 Main Street, Roosevelt Island

212-980-1888

<https://www.carterburdennetwork.org/risc>

Encore Senior Center

239 West 49th Street

212-581-2910

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

Hudson Guild's Adult Services Program

119 Ninth Avenue

212-760-9800

<https://hudsonguild.org/adult-services>

Lenox Hill Neighborhood House Older Adult Center

343 East 70th Street

212-218-0319

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

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

619 Lexington Avenue

646-306-4492

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

Stanley Isaacs Neighborhood Center

415 East 93rd Street

212-360-7620

<https://isaacscenter.org/senior-services/>

Stein Senior Center

204 East 23rd Street, 2nd Floor

646-395-8083

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

VISIONS Center on Aging

135 West 23rd Street

646-486-4444, ext. 215, 233, or 214

<https://visionsvc.org/what-we-do/oac/>

VISIONS Center on Aging is specifically designed for adults ages 60 and older with visual impairments. Provides many services including health and wellness activities, social services, and congregate meal programs.

Woodstock Older Adult Center

127 West 43rd Street

212-575-0693

https://www.projectfind.org/woodstock_center

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

Midtown (Edie Windsor Center)

305 7th Avenue, 15th Floor

646-576-8669

<https://sageserves.org/sage-centers/>

Harlem (Oberia D. Dempsey Center)

220 West 143rd Street

646-660-8951

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

Selfhelp Virtual Senior Center

718-559-4460

<http://vscm.selfhelp.net/>

This initiative places easy-to-use large touch screen devices with integrated webcams into the homes of socially isolated older New Yorkers to create an interactive experience that reduces social isolation and provides better access to community services. The program allows participants to engage in activities such as live classes, hybrid sessions, community events, video chats, and discussions from the comfort of their own homes. Visit the website for the schedule of classes and activities.

Meal Programs at Older Adult Centers:

<u>Older Adult Center</u>	<u>Address</u>	<u>Meals</u>	<u>Days Available</u>	<u>Meal Times</u>
Carter Burden Luncheon Club	351 East 74 th Street	Lunch	Monday - Friday	12pm - 1pm
Carter Burden/ Leonard Covello Older Adult Program	312 East 109 th Street	Breakfast & Lunch	Breakfast Monday - Friday Lunch: Monday-Sunday	Breakfast: 8:30am- 9:30am Lunch: 12pm- 1pm
Carter Burden Roosevelt Island Older Adult Program	546 Main Street Roosevelt Island	Lunch	Monday - Friday	Noon
Encore Senior Center	239 West 49 th Street	Lunch	Monday - Friday	First Lunch: 11am - 11:45am Second Lunch: 12:30pm - 1:15pm
Hudson Guild Adult Services Program	119 Ninth Avenue	Lunch	Monday - Friday	12pm-1pm
Lenox Hill Neighborhood House Older Adult Center	343 East 70 th Street	Breakfast, Lunch & Dinner	Monday - Sunday	Breakfast: 8:15am - 9am Lunch: 11:30am - 12:30pm Dinner: Weekdays 4:30 - 5:30pm Weekend Grab & Go Dinner: 1:30-2:30pm

Lenox Hill Neighborhood House Older Adult Center at Saint Peter's Church	619 Lexington Avenue	Lunch	Monday - Friday	12pm - 12:30pm
Services & Advocacy for Gay, Lesbian, Bisexual and Transgender Elders (SAGE) Edie Windsor Center	305 7th Avenue, 15th Floor	Dinner	Monday - Friday	4:45pm - 6pm
Stanley Isaacs Neighborhood Center	415 East 93rd Street	Lunch	Monday - Friday	First Lunch: 11:30am - 12pm Second Lunch: 12pm - 12:30pm
Stein Senior Center	204 East 23rd Street, 2nd Floor	Lunch	Monday - Friday	12pm
VISIONS Center on Aging	135 West 23rd Street	Lunch	Monday - Friday	12pm - 1pm
Woodstock Older Adult Center	127 West 43rd Street	Breakfast & Lunch	Monday - Saturday	Breakfast: 8am - 9am Lunch: 12pm - 1:30pm

PET CARE SERVICES

ASPCA Animal Hospital

424 East 92nd Street
844-692-7722, ext. 1

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

The ASPCA Animal Hospital provides urgent veterinary care for cats and dogs whose owners are experiencing financial challenges. Hours are by appointment only – no walk-ins are accepted. Closed Sundays and all major holidays. Services are exclusively for households with incomes of \$50,000 or less. To qualify for financial assistance, bring one of the following with you: EBT Benefits card, SSI award letter, VA benefits letter, proof of unemployment or workers' compensation, or proof of public assistance.

Humane Society of New York

212-752-4842

<http://www.humanesocietyny.org>

The Humane Society helps dog and cat owners with limited means obtain veterinary care at affordable rates. The neediest cases (frequently older adults or owners with disabilities with acutely ill pets) receive full or partial underwriting for care. Services range from basic wellness care to advanced and diagnostic surgeries. Covers 100% of spay/neuter costs.

PAWS New York

212-203-4760, ext. 306

<http://pawsny.org/services>

PAWS NY provides services to help older adults and other individuals living with an illness or disability who are struggling with the day-to-day care of their pets. To be eligible, people must be residents of NYC, have an income of less than \$2,500 per month, and be mobility impaired due to advancing age, disability, or illness. 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, medication administration, and other pet care services as needed. They also manage a Foster and Emergency Care Program that provides pet care for individuals who are hospitalized, in a rehab facility, or seeking inpatient treatment for substance use. Additionally, they provide a pet pantry which distributes food and supplies to clients and pets. To reach PAWS New York, call the number above or email referrals@pawsny.org.

Search and Care

212-289-5300

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

Search and Care provides older adults with dog walking services, pet sitting, litter cleanup, grooming and more. They also offer low-income pet owners holiday pet stockings and have a pet medical care fund. They serve residents living between East 86th Street and East 138th Street.



POLICE PRECINCT COMMUNITY COUNCILS

All police precincts in New York City hold regular meetings open to the public. The meetings are an opportunity for citizens to learn about recent developments in their community, meet senior staff at their local precincts, and discuss any concerns or questions. Meetings are generally held year-round except in July and August. Meetings take place in-person unless noted otherwise below. The following precincts cover Senate District 28:

10th Police Precinct

230 West 20th Street

212-741-8211

The Precinct Community Council typically meets the last Wednesday of every month at 7pm.

13th Police Precinct

230 East 21st Street

212-477-7411

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

17th Police Precinct

167 East 51st Street

212-826-3211

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

19th Police Precinct

153 East 67th Street

212-452-0600

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

114th Police Precinct (serves Roosevelt Island)

34-16 Astoria Blvd.

718-626-9311

The Precinct Community Council typically meets the fourth Tuesday of every month at 7pm at Astoria World Manor.

Midtown North Police Precinct

306 West 54th Street

212-767-8400

The Community Council typically meets remotely via Zoom every third Tuesday of the month at 7pm. Email mtncommunitycouncil@gmail.com to be added to the Community Council email list and receive meeting invitations.

Midtown South Police Precinct

357 West 35th Street

212-239-9811

The Precinct Community Council typically meets remotely via Zoom on the fourth Tuesday of the month at 6:30pm. Email brianscottweber@gmail.com to be added to the Community Council email list and receive meeting invitations.



SERVICES FOR PEOPLE WITH DISABILITIES

Access-A-Ride

311 or 877-337-2017 (press 2 to reach a representative)

<https://new.mta.info/accessibility/access-a-ride>

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 is required. Service operates 24 hours a day, seven days a week. Call for application and/or additional information. Please note you must apply, and an eligibility decision will be made within 21 days after your visit to an assessment center. Those approved for Access-A-Ride can use the MY AAR webpage or mobile application to manage their account and book trips.

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

Intake, General Information & Referrals: 212-674-2300 or 646-442-4186

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

CIDNY provides benefits counseling and direct services (i.e. housing assistance, referrals, and recreational activities for residents with disabilities). Also involved in political advocacy to improve the rights and opportunities of people living with disabilities. No walk-ins — in-person visits are by appointment only.

Community Arranged Resident Transportation Program (Project CART)

212-956-0855

<https://www.nyfsc.org/support-services/free-transportation>

Project CART provides free transportation on weekdays from to and from doctor's appointments and planned events. This service operates only in Manhattan from the Battery to 96th Street on the East Side and to 110th Street on the West Side. The service accommodates people in wheelchairs.

Mayor's Office for People with Disabilities

311

711 (Relay service for hard-of-hearing)

TTY Service: 212-639-9675 (Video Phone: 646-396-5830)

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

Works with other NYC agencies to assure that the voices of people with disabilities are represented and that City programs and policies address the needs of people with disabilities. Provides brochures and directories that detail programs, services, activities, and other resources that are accessible to people with disabilities.

NYC Commission on Human Rights

212-306-7450 or 311

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

The NYC Human Rights Law is one of the most comprehensive civil rights laws in the nation. It prohibits discrimination in employment, housing, and public accommodations based on race, color, religion/creed, age, national origin, immigration or citizenship status, gender, gender identity, sexual orientation, disability, pregnancy, marital status, and partnership status. The NYC Human Rights Commission is charged with enforcement of the Human Rights Law, investigates potential violations and provides education to the public. Complaints can be filed via the website, in person or over the phone.

The NYC Human Rights Commission's **Project Equal Access** (PEA) works with housing providers, businesses, and employers to make NYC more accessible. People with disabilities are entitled to reasonable accommodations – changes to a building or space that do not cause undue hardship to the business, employer or housing provider. Examples of reasonable accommodations include: ramps, roll-in showers, electronic doors, grab bars, and permitting service animals in “no pets” buildings. More information is available at <https://www1.nyc.gov/site/cchr/community/equal-access.page>. To request assistance in obtaining accommodations for your disability, call 212-416-0197 or fill out the online form at <https://www1.nyc.gov/site/cchr/about/report-discrimination.page> to report discrimination.

New York Lawyers for the Public Interest (NYLPI) Disability Justice Program

212-244-4664

TTY 212-244-3692

<https://www.nylpi.org/our-work/disability-justice/>

NYLPI provides free legal advice, representation, and referrals to people with disabilities who have a disability-related problem in housing, physical access, transportation, and education. NYLPI also engages in advocacy work to promote disability justice. For intake, call 212-244-4664 or fill out an intake form online at <https://www.nylpi.org/get-help/>.

New York State Human Rights Commission

844-697-3471

TTY 718-741-8300

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

New York has the proud distinction of being the first state in the nation to enact a Human Rights Law, which affords every citizen “an equal opportunity to enjoy a full and productive life.” This law prohibits discrimination in employment, housing, credit, places of public accommodation, and non-sectarian educational institutions, based on age, race, national origin, gender, sexual orientation, marital status, disability, military status, and other specified classes. Complaint forms and details about how to file complaints are available online at <https://dhr.ny.gov/complaint>.

Parking Permits for People with Disabilities

718-433-3100

<https://www.nyc.gov/html/dot/html/motorist/pppdinfo.shtml#nycpermit>

The NYC Department of Transportation issues two types of parking permits for people with disabilities—NY State permits and NYC permits. There are different eligibility requirements and uses for these permits. The NYC permit can be used for on-street parking within NYC while the State permit can only be used for off-street parking spaces designated for people with disabilities. Details and applications are available online and by phone.

****See page 60 for information about the Disabled Rent Increase Exemption program for low-income renters and page 61 for information about the Disabled Homeowners' Exemption for low-income homeowners.**

TECHNOLOGY TRAINING

There are numerous organizations that provide technology training at no or low cost. In addition to the organizations listed below, many Older Adult Centers offer computer training—see page 73 for a list of centers in Senate District 28.

DOROT Tech Coaching

917-441-3706

www.dorotusa.org/programs/tech-coaching/

The DOROT Tech Coaching program allows older adults to practice and learn technological skills one-on-one with a trained DOROT volunteer. Lessons can cover how to use applications and features of smartphones, tablets, and computers, including help with Zoom and FaceTime.

Sessions are available at DOROT or in your home. Call the number above or email technologyhelp@dorotusa.org to sign up.

Marlene Meyerson JCC SeniorTechNYC and TechSoup

646-505-4444, ext. 1

www.mmjccm.org/seniors

The Marlene Meyerson JCC offers technology classes on topics like PC/Mac skills, apps, online dating, iPhone photography, and streaming services. The SeniorTechNYC program offers low-cost group tech classes for adults 50+. Register online or call to sign up. The TechSoup program matches adults 50+ with experienced volunteers who provide tech tutorials and one-on-one support for older adults, both virtually and in-person. Call or email techsoup1on1@mmjccm.org to learn more and register.

NYC Parks Department Media Education Programs

212-360-2702

www.nycgovparks.org/programs/media

Operated by the NYC Parks and Recreation Department, these media education programs offer a range of computer courses, from the basics to digital photography to video making/editing. Class subjects and times vary at each center and are free with an annual older adult recreational membership fee of \$25 (available to those age 62+). For more information, call the number above or email media.ed@parks.nyc.gov.

New York Public Library Tech Connect

917-ASK-NYPL (917-275-6975)

www.nypl.org/tech-connect

The New York Public Library's TechConnect program offers more than 100 free classes, both online and in-person, from the basics to internet search strategies to Microsoft Word and Excel. All classes are free and many are offered in multiple languages. Certain classes are designed especially for adults age 50+. Their computer labs provide designated hours for independent practice time and one-on-one help with an expert. To view the full schedule or register for classes, visit the website, email techconnect@nypl.org, or visit a local library branch.

Older Adults Technology Services (OATS) Senior Planet Exploration Center

646-590-0615

National Tech Hotline: 888-713-3495, press 1 (Monday – Friday, 9am – 5pm)

www.seniorplanet.org/locations/new-york-city/in-person-classes/

Provides computer and technology training (classes at both introductory and advanced levels) for adults 60 years and older. All sessions are free, but participants must be registered before classes begin. Class lengths vary from one day to week(s)-long programs and all materials are provided. In-person events and virtual programming are offered.

Search and Care's Silver Circles of Connectivity

212-289-5300, ext. 218

www.searchandcare.org/silvercircles/

This program is free to community members age 65+ who would benefit from one-on-one tutoring on a computer, a tablet, a Kindle, or a cell phone. The aim is to help older adults connect with family, explore the internet, find articles of interest, and locate resources online. Call if you are interested in being tutored or serving as a volunteer to help others. Sessions are held remotely and in person. In-person sessions are limited to people who live within Search and Care's catchment areas (East 86th to East 138th Street).

TRANSPORTATION

Access-A-Ride

311 or 877-337-2017 (press 2 to reach a representative)

<https://new.mta.info/accessibility/access-a-ride>

Access-A-Ride provides shared transportation for people with disabilities or health conditions that prevent them using public transportation for some or all of their trips. One-way fare is the same as the full fare on the NYC subway and buses. It operates 24 hours a day, seven days a week. Call or visit the website for application. After you apply, you will need to visit an assessment center as part of the eligibility determination process. Once you have been approved, you can book trips by phone, on the MY AAR website, and via the MY AAR phone app.

Accessible Dispatch

311 or Direct Dispatcher: 646-599-9999

<https://www.nyc.gov/site/tlc/about/accessible-dispatch.page>

The NYC Taxi and Limousine Commission manages a program that provides wheelchair-accessible taxi service originating anywhere in the five boroughs and ending either in the five boroughs, Westchester County, Nassau County, or the three regional airports. Passengers pay the metered taxi fare from the point of pick-up to their destination, but there are no extra costs. Passengers can request a wheelchair-accessible taxi for any trip by calling one of the phone numbers above or using the program's app (Accessible Dispatch NYC) on their smartphone.

Community Arranged Resident Transportation Program (Project CART)

212-956-0855

<https://www.nyfsc.org/support-services/free-transportation/>

Project CART provides free individual transportation on weekdays from 9:30am-3:30pm to planned events. It operates in Manhattan Community Districts 1-8 (the Battery to 96th Street on the East Side and to 110th Street on the West Side) and accommodates people in wheelchairs.

MTA Mobile Sales Vehicles

<https://new.mta.info/fares/metrocard-buses-and-vans>

MTA Mobile Sales Vehicles offer a variety of services. You can get help with a reduced-fare application, transfer MetroCard balances to an OMNY card, report a lost/stolen OMNY card, or ask for information about any OMNY-related issues. Locations and times (as of September 2025) in or near Senate District 28 are listed below.

Location	Day	Time
57 St. & First Ave.	1st & 3rd Tuesday	1pm – 3pm
68 St. & First Ave. (near Memorial Sloan Kettering)	1st & 3rd Tuesday	10am – 12pm
79 St. & York Ave. (on York between 78 St. & 79 St.)	1st & 3rd Wednesday	10am – 12pm
72 St. & York Ave. (in front of Mary Home)	1st & 3rd Wednesday	1pm – 3pm
47 St. & Second Ave.	1st Thursday	1pm – 3pm
28 St. & Second Ave.	1st Thursday	10am – 12pm
86 St. & Lexington Ave.	2nd & 4th Tuesday	10am – 12pm
68 St. & Lexington Ave.	2nd & 4th Tuesday	1pm – 3pm
92 St. & Lexington Ave. (92 nd Street Y)	1st Thursday	10am – 12pm
23 St. & Ninth Ave.	2nd & 4th Thursday	1pm – 3pm

MTA OMNY

877-789-6669

<https://omny.info/>

OMNY is the new contactless fare payment system for public transportation in the New York region and will soon permanently replace MetroCards, which will stop being sold on December 31, 2025. Customers can tap at OMNY screens with a credit or debit card, a digital bank card on a smartphone, or an OMNY card. All subway stations, MTA buses, the Roosevelt Island Tram, and Access-A-Ride vehicles use OMNY. OMNY cards can currently be purchased at local retail locations and vending machines at subway stations, though not all stations are equipped with them yet. OMNY cards can be refilled at those locations or on the OMNY website and at the MTA's mobile sales vans. With both full and reduced-fare OMNY, if you pay for 12 subway or bus trips in seven days, any additional rides for the remainder of those seven days are free.

MTA Reduced-Fare Program

511 (when prompted say "MTA" then say "reduced-fare MetroCard")

<https://www.mta.info/fares-tolls/subway-bus/reduced-fare>

Adults 65 and older, and people with qualifying disabilities of any age, can apply for the MTA's Reduced-Fare program to enable them to pay half the standard price to ride on NYC buses and subways. You can connect a reduced-fare account to a credit or debit card, or you can obtain a reduced-fare OMNY card. Applications can be downloaded online but must be submitted via mail or in person at a MTA Customer Service Center or Mobile Sales vehicle.

If you are currently a reduced-fare MetroCard user, your benefits will still work with OMNY and you do not need to reapply to the program in order to continue accessing your reduced-fare benefits. If you would like to switch to OMNY on your mobile device or a contactless debit or credit card, you can do so immediately. You can call the OMNY helpline at 877-789-6669 or visit an MTA Customer Service Center or Mobile Sales vehicle to obtain help in transferring your reduced-fare account to OMNY. If you have a Reduced-Fare MetroCard, you should have received a reduced-fare Senior OMNY card in the mail in 2025. If you did not receive a Senior OMNY card in the mail, you can get one by going to your nearest MTA Customer Service Center or Mobile Sales vehicle.

MTA Customer Service Centers

<https://www.mta.info/contact-us/customer-service-centers>

The MTA's Customer Service Centers are staffed by NYC Transit agents who can assist with reduced-fare applications, transferring MetroCard balances to an OMNY card, reporting a lost/stolen OMNY card, and other NYC transit related issues. As of September 2025, the Customer Service Centers most convenient to Senate District 28 are located at 3 Stone Street in Lower Manhattan (open Monday-Friday, 9am-5pm), 34th Street-Penn subway station (enter at 33 Street and 7th Avenue, NW corner), and Times Square-42nd Street subway station (enter at 42 Street and 7th Avenue, SE corner). The subway station locations are open 24 hours a day, 7 days a week.

NYC Ferry Discount Program

<https://www.ferry.nyc/discount/>

The NYC ferry offers reduced-fare tickets for \$1.45 to adults 65 and older, to people with disabilities, and to participants in the Fair Fares NYC program. Download an application from their website and submit it along with proof of age online or by mail. Once approved for the program, reduced-fare tickets can be purchased through the app as a verified "Ferry Discount Program" user or in person at the Wall St./Pier 11 ferry landing Monday-Friday from 8 am to 7 pm.

VETERANS' BENEFITS

City Bar Justice Center's Veterans Assistance Project

212-382-4722

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

The Veterans Assistance Project provides legal advice, advocacy, and representation to NYC veterans who are experiencing poverty and facing other systemic barriers related to their claims for benefits from the U.S. Department of Veterans Affairs. Veterans are matched with volunteer lawyers who assess possible legal remedies and assist with filing service-connected disability claims and appeals with the VA.

Legal Services NYC Veterans and Military Advocacy

917-661-4500 (Intake Monday-Friday, 9:30am-4pm)

<https://www.legalservicesnyc.org/resources/veterans-military-advocacy/>

Legal Services NYC provides free civil legal services to low-income military veterans and service members. It is designed to help veterans achieve greater housing and financial stability, and connect them with social, health care, and mental health services.

New York City Department of Veterans' Services

212-416-5250

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

The NYC Department of Veterans' Services provides assistance and advocacy for veterans and their family members with housing, employment, education, mental health, health care, public benefits, and legal services issues. Call or visit the website for the latest updates.

New York Legal Assistance Group Veterans' Rights (NYLAG)

212-946-0343 (Intake Monday, Wednesday, and Thursday, 9am-5pm)

<https://nylag.org/veterans-rights/>

NYLAG provides free civil legal services to veterans on a range of issues including prevention, public benefits denials, debt collection, and health care.

New York State Department of Veterans' Services

518-474-6114

888-838-7697 (to schedule an appointment with a benefits advisor)

Veterans Crisis Line: 988, Press 1

<https://veterans.ny.gov>

The New York State Department of Veterans' Services provides assistance to veterans and their families with accessing benefits, employment, health care, financial, and housing issues.

SAGEVets

646-660-8955, ext. 4

<https://sageserves.org/sagevets/>

SAGEVets help LGBTQ+ veterans in New York State age 50 and older improve their access to the VA and other veteran services, as well as support their overall health and wellness. Legal advice, case management, and other support services are available.

United War Veterans Council

212-693-1476

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

The United War Veterans Council aims to advocate for veterans and support their overall well-being. They manage numerous events aimed at promoting veterans, provide support for veterans' health and wellness, and seek to preserve the stories of veterans.

U.S. Department of Veterans Affairs – New York Regional Office

201 Varick Street, 4th Floor (Main entrance is on West Houston)

800-827-1000

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

The U.S. Department of Veterans Affairs coordinates a wide range of health care, disability, education, employment, housing and pension benefits for veterans and their families. Many veterans are eligible for geriatric and long-term care services in VA facilities and/or their homes.

U.S. Veterans Affairs New York Harbor Healthcare System-Manhattan

423 East 23rd Street

212-686-7500

212-686-7500, ext. 3 (Mental Health)

<https://www.va.gov/new-york-harbor-health-care/>

The NY Harbor Healthcare System works to improve the health of the men and women who so proudly served our nation. The system works to be the provider of choice of veterans by offering an efficient, integrated quality health care system providing a full range of primary, specialty, and mental health care services.

Additional VA Toll Free Numbers:

Crisis Hotline: 800-273-8255

Education (GI Bill): 888-442-4551

Life Insurance: 800-669-8477

Medical care for dependents and survivors: 800-733-8387

Veterans' Health Administration and resources for homeless veterans: 877-222-VETS (877-222-8387)

Women's Health: 855-VA-Women (855-829-6636)

Veterans' Tax Exemption

<https://www.nyc.gov/site/finance/property/landlords-veterans.page>

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

VOLUNTEER OPPORTUNITIES

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

AARP Local Volunteer Opportunities

866-227-7442

<https://local.aarp.org/new-york-ny/volunteering/>

AARP provides opportunities to volunteer in programs affiliated with AARP around NYC.

American Red Cross

877-733-2767

<https://www.redcross.org/local/new-york/greater-new-york/volunteer/become-a-volunteer.html>

The American Red Cross trains volunteers to work in a variety of capacities, including disaster response, teaching, health and safety, and support services.

Big Apple Greeters

212-669-8198

<http://bigapplegreeter.org/volunteer/>

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

CUNY Citizenship Now! Volunteer Corps

<https://www.cuny.edu/about/administration/offices/communications-marketing/citizenship-now/volunteer/>

Volunteers with the CUNY Citizenship Now! Volunteer Corps provide assistance with event flow, registration, and intake at CUNY Citizenship Now! immigration legal clinics throughout New York City. Visit the website to learn more about expectations for volunteers and to apply.

Food Bank for NYC

212-566-7855

<https://www.foodbanknyc.org/volunteer/>

The Food Bank offers volunteer opportunities to help other New Yorkers obtain access to food and SNAP benefits. Volunteers can provide assistance at the Food Bank's SNAP call center, meal service programs, pantry distribution sites, and more. Visit website for details and to sign up.

JASACHat

212-273-5320

<https://jasa.org/getinvolved/jasachat>

The JASACHat program connects volunteers with isolated older adults for a weekly phone or video chat. Visit the website to learn more about this program and sign up.

New York Cares

212-228-5000

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

New York Cares matches people of all ages with volunteer opportunities across the City. Opportunities are available for those who want to help out for as little as one day.

New York State Long Term Care Ombudsman Program – CIDNY

888-855-9807

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

“Ombudsmen” are advocates for those living in nursing homes, assisted living facilities, and family-type homes. The Ombudsman program uses volunteers as advocates. Volunteers go through a 42-hour training program and are then certified by the State. Once they are certified, volunteers are assigned to a facility to work with the residents and their families.

NYC Service

212-788-7550

<https://www.nycservice.org/search/>

NYC Service refers volunteers to a wide range of NYC organizations with information about each opportunities’ location and timing

Open Hearts Initiative

<https://openheartsinitiative.org/>

The Open Hearts Initiative advocates for homeless New Yorkers and housing justice through a large volunteer network. Open Hearts has multiple neighborhood specific groups that individuals can get involved with, including the Upper East Side and Midtown. To get involved or learn more, visit their website.

WHAT ARE ADVANCE DIRECTIVES?

≈ HEALTH CARE PROXY ≈

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

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

A common challenge is keeping track of one's health care proxy. Once you have completed your proxy, make copies to provide to your health care agent, primary care physician, a family member, and your lawyer, as well as to keep on your person and at home so that your proxy is accessible and your wishes will be followed. If your spouse is your health care agent and you get a divorce, your proxy will be considered null and void. You will need to complete a new health care proxy, even if your former spouse will continue to act as your health care agent.

If you do not have someone to appoint as your health care agent, you may document your health care wishes in a living will. There is no standard living will form that must be used in New York. A sample form may be downloaded at: <https://ag.ny.gov/sites/default/files/livingwill-template-fillin.pdf>.

≈ POWER OF ATTORNEY ≈

A "durable power of attorney" is one of the most powerful planning tools that an attorney can recommend to a client. When a person (the principal) signs a power of attorney, he gives another person (the agent) the power to act in his place and on his behalf in managing his assets and affairs. The agent's powers may be broad and sweeping to include almost any act which the principal might have performed. However, it should be noted that in general, acts which are inherently testamentary in nature, such as the authority to make or revoke a will, may not be performed by an agent. It is not a substitute for a will because a power of attorney becomes void upon the death of the principal.

Because a power of attorney is such a powerful tool, it can be a "license to steal" in the hands of a dishonest agent. No power of attorney is better than a power of attorney granted to an agent who can't be trusted. A person who is contemplating executing a power of attorney should be counseled about this risk.

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

A principal may name one or more agents who can be authorized to act either "jointly" or "severally" (alone without the signature of the other agent or agents). Requiring agents to act jointly is protective of the principal; however, it substantially increases the administrative burden of the agent.

Under New York law, a power of attorney is "durable" unless the form says otherwise. A durable power of attorney does not become inoperative upon the incapacitation of the principal. Because the most common reason for executing a power of attorney is to have someone who can manage your affairs if you become incapacitated, it is very rare to have someone request a power of attorney that is not durable.

Under New York law, there is a prescribed form known as a statutory short form power of attorney. It is highly advisable to use this form. A statutory short form power of attorney incorporates by reference certain definitions. For example, if the principal initials "Banking Power," one can look at the law to determine what that means. Also, penalties may be imposed if a financial institution fails to accept a properly executed statutory short form power of attorney.

There are some extremely technical requirements for drafting and executing a valid power of attorney. For that reason, it is highly recommended to have an attorney who is experienced in drafting powers of attorney do it for you instead of trying to do it yourself.

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

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

A power of attorney may not be used to authorize the agent to make health care decisions on behalf of the principal. However, the power of attorney may be used to handle health-related matters, such as billing and dealing with insurance companies.

For additional information about advance directives, the New York State Attorney General's office issued a helpful resource, "Advanced Directives: Making Your Wishes Known and Honored," which you can view online at:

<https://ag.ny.gov/sites/default/files/advancedirectives.pdf>.

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