



RESOURCE GUIDE FOR OLDER ADULTS IN NYC



NYAM

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INFORMATION & REFERRAL

All City Services

Call 311

Information & Referral for Older People and their Caregivers

JASA Help Center

Phone: (212) 273-5272

http://www.jasa.org/get-help#.VPDfC_nF-ZA

City Council District Office

Find your Council Member:

<http://council.nyc.gov/html/members/members.shtml>

ADVOCACY AND ACTIVISM

AARP

Phone: (866) 227-7442

www.aarp.org/states/ny

AARP is a nonprofit, nonpartisan membership organization that helps people 50 years of age and older improve the quality of their lives through information, advocacy and service.

Joint Public Affairs Committee for Older Adults (JPAC)

Phone: (212) 273-5262

www.jasa.org/services/advocacy

JASA JPAC is a grassroots senior advocacy group that emphasizes leadership and civic involvement. JPAC provides

training seminars, access to local and state officials, newsletters and public conferences.

New York Gray Panthers

Phone: (917) 535-0457

www.graypanthersnyc.org

Gray Panthers is a national organization committed to social justice including the expansion of health care programs and fighting discrimination.

ARTS & CULTURE

Call 311

<http://www.nycgo.com/cultural-events>

NYC- Arts

Senior Cultural Guide (for each borough)

www.nyc-arts.org

BENEFITS

Access NYC

https://a858-ihss.nyc.gov/ihss1/en_US/IHSS_homePage.do

ACCESS NYC is a free service of the NYC government that helps you find out if you may qualify for over 30 City, State and Federal benefit programs.

Social Security

Phone: (800) 772-1213 or for TTY service call (800) 325-0778

Municipal ID

Call 311

<http://www1.nyc.gov/nyc-resources/.../idnyc-municipal-id-card>

In January, municipal Identification Cards became available to all NYC residents who provide proof of identify and residency. Here are some key facts about the ID Card:

- The ID Card is free.
- The ID Card is not required. It provides a recognized identification document for people who have difficulty applying for or obtaining other forms of ID. It also provides many exciting benefits.
- The card assures access to all City services.
- With the card you are eligible for one year free memberships at 33 of the City's leading cultural institutions, including museums, botanical gardens and zoos in all five boroughs. The membership will be comparable to each institution's stand one-year membership package.
- The City will announce walk-in centers and make available an on-line application that can be completed before visiting a center.
- No City agency will ask persons seeking assistance about immigration status.
- No City agency will ask persons seeking assistance about legal status.
- The Card does not provide legal status.

- The City will protect the confidentiality of all municipal ID card applicants.
- Unscrupulous persons may try to sell the Card or promise legal status if you buy a Card from them. You should report anyone that is committing any type of fraud regarding the Card.

You must apply for the card in person at an Enrollment Center. Appointments are required. You will need to bring documents to prove your identity and that you live in New York City. The IDNYC program uses a point system to determine if applicants are able to prove identity and residency in New York City. You will need three points worth of documents to prove your identity and a one point document to prove your residency. All applicants applying independently must provide photo identification and a document with your date of birth listed. Go to the following site to find out how to apply:

<http://www1.nyc.gov/site/idnyc/card/how-to-apply.page>

Veterans

Call 311 or Phone: (212) 442-4171

<http://www.nyc.gov/html/vets/html/home/home.shtml>

Veterans Benefits include pensions for low-income and disabled veterans, health care, vocational training, rehabilitation, education, home loans, disability compensation, life insurance, burial, tax exemptions and other benefits. Medical benefits include care in VA hospitals, nursing homes and outpatient services.

Dependents and survivors may also be eligible for certain benefits.

CAREGIVER SUPPORT SERVICES

Call 311 for the provider closest to you.

<http://www.nyc.gov/html/dfta/html/caregiver/support>

Caregiver programs in every borough can assist you with:

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

CASE MANAGEMENT

Call 311 for provider closest to you.

<http://www.nyc.gov/html/dfta/html/services/case-management.shtml>

Case management agencies funded by the Department for the Aging (DFTA) help seniors who need assistance managing activities of daily living access the services and resources they need. Case management services are free. DFTA case management agencies are located in every borough.

Services include:

- A visit to your home to assess your needs and develop a care plan.
- Arranging for you to receive supportive DFTA-funded services such as home-delivered meals and/or home care.
- Referral for other community- or borough-based services.
- Evaluation of your benefit/entitlement needs.
- Advocacy with landlords, utility companies, benefit programs.
- Counseling on long-term care issues.
- Regular contact with you to ensure that the services you are receiving continue to meet your needs.

CONSUMER PROTECTION

Department of Consumer Affairs

Call 311

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

DCA regulates many industries under the Consumer Protection Law. Each year, DCA receives thousands of consumer complaints. DCA works to resolve conflicts through mediation, but when mediation doesn't work, an administrative judge can hear the case. If necessary, DCA will pursue litigation in State Court.

CONTINUING EDUCATION

Age-friendly NYC's Age-friendly College Link

<http://agefriendlycollege.org/>

DEMENTIA & ALZHEIMER'S DISEASE

Alzheimer's Association

Phone: (24/7 Helpline): (800) 272-3900

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

DENTAL CARE

Department for the Aging Oral Care Directory

Call 311 if you do not have insurance. Call your insurance provider if you do have health insurance.

<http://www.nyc.gov/html/dfta/downloads/pdf/publications/DFTAOralCareProviderDirectory031414.pdf>

DOMESTIC VIOLENCE SERVICES

NYC Domestic Violence Hotline: (800) 621-4673

This hotline provides up-to-date service information and assistance in over 150 languages.

ELDER ABUSE

Elderly Crime Victims Resource Center

Call 311

http://www.nyc.gov/html/dfta/downloads/pdf/elder_abuse/community_organization.pdf

Weinberg Center for Elder Abuse Prevention at the Hebrew Home for the Aged

Phone: (800) 567-3646

<http://www.hebrewhome.org/weinbergcenter.asp>

Provides information & referral and shelter for victims

EMERGENCY PREPAREDNESS

Call 311 for information about evacuation zones and procedures.

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

Develop a plan to ensure you will be safe before, during, and after a catastrophic event. Speak to your family and friends about what you may need in an emergency and how they might assist you. Speak to your doctor and pharmacist about how conditions resulting from an emergency, such as lack of power, heat, or air conditioning, may affect your health to help you determine the best course of action.

EMPLOYMENT

AARP Work Search Information Network

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

Online employment guide

ReServe

Phone: (212) 710-9220

www.reserveinc.org

ReServe is a nonprofit organization that matches professionals age 55 and older (ReServists) with nonprofit organizations, public institutions and government agencies that need their expertise. ReServists provide direct services, administrative support and capacity-building expertise in schools, social service agencies, cultural institutions and public agencies. ReServists receive a stipend that is paid by the employer.

SAGEWorks

Phone: (212) 741-2247

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

SAGEWorks is a national employment support program for lesbian, gay, bisexual and transgender (LGBT) people age 40 and older that expands participants' job hunting skills and career options, and connects employers to diverse high-caliber candidates.

Senior Community Service Employment Program (SCSEP)

Phone: (877) 872-5627

www.doleta.gov/seniors

Helps to place low-income seniors in subsidized, part-time paid employment within community agencies.

Senior Employment Services (SES) – NYC Department for the Aging

Call 311

http://www.nyc.gov/html/dfta/html/volunteering/job_training_and_placement.shtml

SES provides workshops focusing on job search techniques, computer training, job preparation, and offers job placement assistance for NYC residents 55 years and over.

EVICTION PREVENTION

Free Legal Services

Call 311 for closest provider.

http://www.nyc.gov/html/dhs/downloads/pdf/fals_providers.pdf

FOOD

Food Pantries

Call 311 for pantry closest to you.

<http://foodbanknyc.org/news/find-help>

Home-Delivered Meals

Call 311 for provider closest to you.

<http://www.nyc.gov/html/dfta/html/services/meals.shtml>

If you are 60 years of age or older and have difficulty preparing meals, you may be able to receive home-delivered meals funded by the Department for the Aging (DFTA). Eligible seniors may choose to receive daily delivery of hot meals or twice-weekly delivery of fresh-frozen meals.

Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps)

Human Resources Administration Infoline

Phone: (718) 557-1399

<http://www.nyc.gov/html/hra/html/services/snap.shtml>

By using a debit card, you can spend your SNAP benefits and help stretch your dollars. SNAP benefits can be used at many locations, including supermarkets, most farmers markets, and some Green Carts. Many people don't know they are eligible for SNAP benefits. The only way to know is to apply. You can own your own home or car, have money saved, or be an immigrant and still be eligible for SNAP. Each application is evaluated on an individual basis and qualifying is based on income.

GRANDPARENT RESOURCES

The Grandparents Resource Center

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

The Grandparents Resource Center – DFTA This resource center provides a number of support services including information and referral, recreational activities, educational workshops, advocacy

and case assistance to people who are raising grandchildren and other young relatives.

HEALTH CARE AND LONG-TERM CARE

Elderly Pharmaceutical Insurance Program (EPIC)

Phone: (800) 332-3742 (TTY (800)-290-9138)

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

New York State program for seniors administered by the Department of Health. It helps more than 250,000 income-eligible seniors aged 65 and older to supplement their out-of-pocket Medicare Part D drug plan costs. Seniors can apply for EPIC 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.

Medicare Rights Center

Hotline: (800) 333-4114; Phone: (212) 869-3850

www.medicarerights.org

The Medicare Rights Center is a national, nonprofit consumer service organization that works to ensure access to affordable health care for older adults and people with disabilities through counseling and advocacy, educational programs and public policy initiatives.

New York State Medicaid Helpline

Phone: (800) 541-2831

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

New York Medicaid Choice

Phone: (888) 401-6582 / (888) 239-1541

<http://www.nymedicaidchoice.com/ask/about-long-term-care-plans>

Information about and access to long-term care services (including home care) and supports for Medicaid-eligible older people.

HEARING IMPAIRMENT

The Center for Hearing and Communication

Phone: (917) 305-7766 (v) / (917) 305-7999 (tty)

<http://chchearing.org/nyc/>

Provides screenings, clinical services, and information and referral.

HOLOCAUST SURVIVOR SERVICES

Selfhelp Community Services

Phone: (866) 735-1234

<http://www.selfhelp.net/community-services/nazi-victim-services-program>

Provides:

- Case Management
- Home Health Care
- Housekeeping / Chore Services
- Guardianship and Financial Management
- Benefits, Entitlements, and Holocaust Claims Assistance
- Social Programs and Holiday Celebrations

HOMELESS SERVICES

Coalition for the Homeless

129 Fulton Street

New York, NY 10038

Phone: (212) 776-2000

Email: info@cfthomeless.org

Crisis Intervention walk-in hours begin at 9 am Monday – Friday.
Advised to arrive *no later than 8 a.m.*

HOUSING

Foreclosure Prevention

Center for NYC Neighborhoods

Phone: (855)-HOME-456 (855-466-3456)

<http://cnycn.org/>

Home Energy Assistance Program (HEAP)

Phone: (800) 692-0557 or (212) 331-3524 for application status

<http://otda.ny.gov/programs/heap/>

HEAP is a federally funded program that assists low-income New Yorkers with the cost of heating their homes. HEAP also offers an emergency benefit for households in a heat or heat related energy emergency.

Home Sharing

New York Foundation for Senior Citizens

Phone: (212) 962-7559

http://www.nyfsc.org/services/home_sharing.html

In this arrangement, a homeowner or apartment renter with extra room shares his or her home with another person in exchange for a contribution toward household expenses and/or assistance. The owner and renter may share expenses and household tasks.

Home Repairs

The Metropolitan Council on Jewish Poverty

Phone: (212) 453-9542

<http://www.metcouncil.org/site/PageServer?pagename=Programs>
[Home Services](#)

For renters, homeowners, or qualified condominium or co-op owners.

The New York Foundation for Senior Citizens

Phone: (212) 962-7655

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

(For homeowners or qualified condominium or co-op owners.)

Free minor repairs to income-eligible homeowners or tenants ages 60 and older.

Examples of the types of assistance include:

- Minor plumbing
- Minor carpentry and electrical work
- Caulking and weather-stripping of windows and doors
- Installation or repair of door locks and chains

Major work, such as the installation of a ramp, is not provided. Depending on individual situations, some condominium or co-op owners may also qualify.

NYC Affordable Housing Resource Center

http://www.nyc.gov/html/housinginfo/html/seniors_disabled/seniors_disabled.shtml

Provides information on affordable housing in NYC

NYC Housing Connect

<https://a806-housingconnect.nyc.gov/nyclottery/lottery.html#home>

Online portal to affordable housing lotteries.

NYC Rent Freeze Program (formerly SCRIE)

Call 311 for questions and to request an application

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

For the Rent Freeze Program (formerly known as Senior Citizen Rent Increase Exemption “SCRIE”), you must:

- Be at least 62 years old;
- Be the Head of Household as the primary tenant named on the lease/rent order or have been granted succession rights in a rent controlled, rent stabilized or a rent regulated hotel apartment;
- Have a combined household income for all members of the household that is \$50,000 or less; and
- Spend more than one-third of your monthly household income on rent.

SCRIE Applicants living in a Housing Development (HDFC) or Mitchell-Lama apartments must contact the Department of Housing, Preservation and Development (HPD) to apply for

SCRIE. For applications and more information, please call 212-863-8494 or visit nyc.gov/hpd.

Senior Citizens Homeowners Assistance Program (SCHAP)

Phone: (212) 431-9700, ext. 313

<http://www1.nyc.gov/site/hpd/owners/senior-citizen-home-assistance-program.page>

To assist low- and moderate-income seniors in making necessary home repairs in order to improve living conditions and prevent housing from physical deterioration. A maximum of \$40,000 is available for single-family homes. For homeowners of two- to four-family homes, a maximum of \$30,000 per dwelling unit is available.

To qualify, a senior must reside in any of the five boroughs in the City of New York, be at least 60 years old, and have been an owner-occupant of a one- to four-family home for at least two years. Homes must have property and liability insurance. Applicants' household incomes, including rental income, must meet certain guidelines. The loans vary from no-interest deferred loans to fully amortizing 3% interest loans.

IMMIGRANT SERVICES

Mayor's Office on Immigrant Affairs

Call 311 for provider closest to you.

<http://www.nyc.gov/html/dfta/html/services/immigrant.shtml>

Provides information about benefits and entitlements you might be eligible for regardless of status, links to educational and housing resources, assistance with applications to the US Citizenship and Immigration Services (formerly the INS)

INCOME TAX PREPARATION

Call 311 to find the provider closest to you.

<http://www.nyc.gov/html/dca/html/TaxMap/CompleteList.pdf>

Free income tax preparation through the Dept. of Consumer Affairs.

LEGAL SERVICES (INCLUDING ADVANCE DIRECTIVES)

The New York Legal Assistance Group

Phone: (212) 613-7310

<http://nylag.org/units/evelyn-frank-legal-resources-program>

(Evelyn Frank Legal Resources Program) Provides assistance with Medicaid, Medicare, home care services, and public benefits issues affecting older adults & people with disabilities.

Also provides Healthcare Advance Directives and registration free to ALL New Yorkers over the age of 18 and services to low-income New Yorkers including:

- Last Wills and Testaments
- Powers of Attorney
- Appointments of Agent to Control Disposition of Remains
- Guidance through probate and administrative proceedings

LGBTQ SERVICES

SAGE

Phone: (212) 741-2247

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

Provides LGBTQ older adults with Information & Referrals, Case Management, Benefits & Entitlements Assistance, Support for Caregiving Issues, Friendly Visiting, and Senior Centers.

New York Legal Assistance Group

LGBTQ Law Project

Phone: (212) 613-5000 ext. 5107

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

LIBRARIES

Call 311 for closest branch.

New York Public Library (serving Manhattan, Bronx, and Staten Island)

<http://www.nypl.org/locations/>

Brooklyn Public Library

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

Queens Public Library

http://www.queenslibrary.org/ql_findabbranch

Libraries offer many free programs to older people including

fitness, technology, discussion groups, and arts and cultural events. Programming varies by location.

MENTAL HEALTH CARE

Geriatric Mental Health Alliance

Phone: (212) 614-5753

www.mha-nyc.org

Provides information and referrals.

1-800-LIFENET - (800) 543-3638

A free, confidential help line for New York City residents.

You can call 24 hours per day/7 days per week. The hotline's staff of trained mental health professionals help callers find mental health and substance abuse services.

RECREATION

Senior Centers

Call 311 for the center closest to you.

www.nyc.gov/html/dfta/html/services/centers.html

Parks Department Programming for Older People

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

Call 311 for local programs.

Including free fitness classes, walking clubs, indoor/outdoor swimming for older people.

TECHNOLOGY

Older Adults Technology Services (OATS)

Phone: (718) 360-1707

www.oats.org

Senior Planet Exploration Center

Phone: (646) 590-0615

www.seniorplanet.org

Free technology classes.

TELEPHONE

Lifeline Assistance

Phone: (877) 378-1761

www.assurancewireless.com

The Lifeline Program ensures that low-income people have access to quality telephone service. It could be combined with Link Up and Toll Limitation Service. The Lifeline program reduces the amount people pay for monthly telephone charges.

TRANSPORTATION

Access-A-Ride

Phone: (877) 337-2017 - toll-free

Customers who are deaf/hard of hearing can use their preferred

relay service or the free 711 relay service.

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

Access-A-Ride provides transportation for people with disabilities who are unable to use public bus or subway service for some or all of their trip. It offers shared ride, door-to-door service. Service is available 24 hours a day, seven days a week, including holidays.

Community-based Transportation

through the Dept. for the Aging

Call 311 for local provider

www.nyc.gov/html/dfta/html/services/transportation.shtml

Reduced Fare Metrocard (age 65 and over)

Phone: (718) 330-1234

<http://web.mta.info/nyct/fare/pdf/seniors.pdf>

VISION IMPAIRMENT

Visions

Phone: (888) 245-8333 – toll-free

<http://www.visionsvc.org/visions/programs/Seniors/>

Provides rehabilitation services, support groups, adapted classes from fitness to computer training, assistance with benefits, and social programs.

BlindLine

Phone: (888) 625-1616

www.blindline.org

Blindline® provides a toll-free number for access to a New York statewide database of resources and services for people who are blind or visually impaired, their family members, caregivers, and professionals.

VOLUNTEERS

Retired Senior Volunteer Program (RSVP) – Community Service Society

Phone: (212) 254-8900

www.cssny.org/services/rsvp

RSVP provides volunteer opportunities for older adults in nonprofit settings. RSVP engages 6,500 older adult volunteers at 500 nonprofits throughout New York City. Volunteers enhance the services that nonprofit organizations provide to their clients.

New York Cares

Phone: (212) 228-5000

www.newyorkcares.org

New York Cares meets community needs by mobilizing New Yorkers in volunteer service.

