



Rent and Energy Assistance Programs

Senior Citizen Rent Increase Exemption (SCRIE) provides rent increase exemptions to eligible tenants 62 years of age and older.

Home Energy Assistance Program (HEAP) provides financial help with home heating costs to income-eligible homeowners and renters.

Weatherization Referral and Packaging Program (WRAP) helps low-income elderly keep homes warmer in winter and more comfortable all year round with weatherization and energy-related services, including replacement of windows and doors, insulation, caulking and weather-stripping.

DFTA Resource Centers

The **Senior Resource Center** connects visitors to HEAP, WRAP, SCRIE, HIICAP (Medicare information) and to community and entitlement programs.

The **Elderly Crime Victims Resource Center** provides direct assistance and referral for victims of crime and elder abuse, age 60 and older. Services include crisis intervention, case assistance, advocacy, counseling, safety planning and emergency assistance. Case consultation services are available to professionals.

DFTA is a founding member of *NYCEAN* (New York City Elder Abuse Network). The Network has a multidisciplinary professional membership to facilitate linkages, case consultation, cross-training, greater coordination and broad-based advocacy.

The **Alzheimer's and Caregivers Resource Center** offers free evaluations of caregiver needs; referrals for diagnostic, medical, legal, financial and supportive services; and assistance with the nursing home placement process.

The Center also provides trainings and workshops for community-based providers. Topics focus on Alzheimer's disease and associated long term care issues.

The **Grandparent Resource Center** helps seniors raising their grandchildren or other young kin. It provides information, counseling, empowerment training and referral to community services and support groups. It also trains community groups on grandparent caregiver issues and on how to start grandparent support groups. Free publications are available.

DFTA's Resource Centers provide services in multiple languages.

Carrier Alert Program

Through this voluntary preventive program of the Department for the Aging and the US Post Office, postal carriers notify 311 and DFTA when mail accumulates without explanation in a participant's mailbox. The program is particularly helpful for seniors and persons with disabilities who live alone and who may fall or be taken ill without anyone knowing. Once "alerted" to the accumulating mail, a DFTA social worker investigates whether the participant needs assistance. Anyone 60 and older or with a disability may apply for "Carrier Alert." Participants provide DFTA with their addresses, phone numbers and information about emergency contacts. A decal placed inside the participant's mailbox signifies program participation to the postal carrier.

Assigned Counsel Program

This program provides legal assistance and social services to seniors who are at risk of eviction from their homes. Seniors are referred to the program through the housing court system.

DFTA Web Resources

DFTA's website at www.nyc.gov/aging contains information about the Department's resources and programs.

For information regarding these and other City services, call 311.

Seniors can:

- Locate service providers in their borough or zip code
- Read about DFTA's programs
- Print out applications and publications
- Link to federal and state aging programs
- Take on-line caregiver courses

Other Web Resources

ACCESS NYC is an electronic screening tool for more than 35 city, state and federal benefits. Visit:

www.nyc.gov/accessnyc

Mayor's Office of Veterans Affairs at www.nyc.gov/veterans

The NYC Affordable Housing Resource Center at www.nyc.gov/housing

The New York State Office for the Aging (SOFA) at www.aging.ny.gov

The U.S. Department of Housing and Urban Development is a resource for senior housing called Section 202. For names, addresses and telephone numbers go to www.hud.gov

U.S. Social Security Administration online at www.ssa.gov

Medicare online at www.medicare.gov

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Visit the Department for the Aging's Website at www.nyc.gov/aging

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NEW YORK CITY

DEPARTMENT FOR THE AGING



Programs and services that can help older New Yorkers live more independently, with dignity and quality of life.

Call 311 for linkage to these programs.



THE MISSION OF THE DEPARTMENT FOR THE AGING (DFTA) IS TO work for the empowerment, independence, dignity and quality of life of New York City's diverse older adults and for the support of their families through advocacy, education and the coordination and delivery of services.

If you are 60 years of age or older and live in New York City, DFTA provides quality programs and services to meet your needs.

Senior centers offer a variety of cultural, creative and fitness activities in addition to nutritious lunches. Centers make it easy to meet new friends and develop new interests.

Home-delivered meals and home care services can help you continue to live independently in your community. A case manager arranges and coordinates your in-home and community care.

The Department is also a resource for caregiver services, help understanding health care coverage for older persons, volunteer and job training opportunities, legal assistance and other services.

Call 311 for more information or visit DFTA at www.nyc.gov/aging

Community Services and Programs for Seniors

The Department for the Aging contracts with hundreds of community-based agencies to provide senior services throughout the five boroughs. Programs serve seniors of every nationality, race, religion, sexual orientation and belief.

Senior Centers. Neighborhood senior centers offer opportunities to keep fit, active, alert and meaningfully engaged.

In addition to appetizing and nutritious lunches and information about social services, each center offers a variety of activities that may include:

- Fitness activities such as exercise classes, yoga, Tai Chi and dance exercise
- Walking clubs including the Big Apple Senior Strollers
- Health screenings in association with community hospitals and health clinics
- Health promotion programs including blood pressure monitoring, health lectures, nutrition education and disease control support groups
- Flu shots
- Learning opportunities including computer labs and classes, bridge, ESL, discussion groups and crafts classes
- Creative and cultural activities
- Volunteering and other leadership opportunities including participation on the center's advisory council
- Recreational and social activities
- Birthday and holiday celebrations

Case management agencies help seniors who need assistance with daily activities. Case managers visit clients in their homes to assess their needs, and arrange and coordinate services and supports to help them live independently in their homes and communities. Case managers also provide advocacy and assist with entitlements applications.

A senior must be referred by a case manager in order to receive:

- **Home delivered meals** for seniors who can't cook or shop for food.
- **Homecare** for seniors who need non-Medicaid funded assistance with personal care (bathing, dressing, mobility, etc.) and/or housekeeping.

Transportation Services help seniors attend senior centers and keep medical and other appointments when they cannot walk to their destinations or use public transportation.

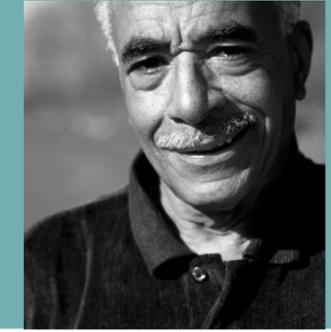
Legal Services funded by the federal government are free for seniors who do not have access to other public or private legal aid.

Caregiver Programs in every borough provide information, counseling and support to caregivers.

Elder Abuse programs in every borough provide victims of elder abuse with counseling, supportive services and assistance obtaining orders of protection and other legal recourse.

NORC Supportive Services Programs provide on-site service and activities for older residents of DFTA-funded NORCs (Naturally Occurring Retirement Communities).

Call 311 for more information about these and other city services.



DFTA Programs

Senior Employment Services

- Trains low-income persons age 55 years and older for jobs in data processing, customer service, security services, sales, administration
- Provides subsidized on-the-job training to gain work experience
- Assists trainees with job searches

Personal Care Aide training, certification and job placement

No age restrictions. Training provided in English, Spanish and Chinese.

Foster Grandparent Program

Places low-income persons age 60 and older in community settings where they mentor, tutor and care for infants and children with special needs. Stipends provided.

Intergenerational Programs

Intergenerational Work/Study Program (IWSP) provides school credit and work experience in senior centers and nursing homes for high school students. Mutually beneficial relationships develop between students and seniors.

Volunteer Support Project trains volunteers over the age of 18 to provide home-based companionship and support to severely visually impaired and blind seniors.

Health Promotion Services

Trains seniors to conduct DFTA health promotion programs for their peers. Training to be Health Promotion Volunteers is available to seniors recruited by community programs to lead one or more of the following activities at their sites:

- *Stay Well* exercise and stress management classes
- *Keep on Track* blood pressure monitoring
- *Alert and Alive* discussion groups
- *Partner to Partner* "friendly listening"

The Health Promotion Unit also sponsors Big Apple Senior Walking Clubs at community sites and conducts workshops for seniors on health issues.

Insurance Information Programs

DFTA's Health Insurance Information Counseling and Assistance Program (HIICAP) is New York's source for free, current and impartial information about health benefits and prescription drug coverage for older persons. Volunteer counselors assist with coverage questions and issues.

Long Term Care Insurance Resource Center counsels New Yorkers on long term care insurance options.

Public presentations on health and long term care insurance are available.