

**Public Advocate Betsy Gotbaum's**  
**Guide to Senior Services**  
**in New York City**

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# Office of the New York City Public Advocate

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## **A Message from Public Advocate Betsy Gotbaum**

Dear Friends,

I have made the well-being of New York City's almost 1 million seniors a focal point of my tenure as Public Advocate. I've visited you at senior centers and at events throughout the five boroughs. I've listened to your concerns and helped address your problems with city government, from housing to health care. It is with these experiences in mind that I've updated and expanded my Guide to Senior Services in New York City.

The purpose of this guide is to provide you with the information you need to access vital city services and programs that are out there to support seniors like you. You've worked hard and made a lifetime of contributions to your community. Now it's our turn to ensure that you have the resources you need to enjoy your golden years—whether it's transportation, legal help, or the opportunity to continue your education or volunteer your time.

As this guide shows, New York is a great place to grow old. I hope that you will use it and take advantage of all the resources that are available to you. And if you're having trouble accessing the city services and benefits you deserve, please don't hesitate to call my Senior Action Line (212-669-7250). We're always ready to lend you a helping hand.

Sincerely,

Betsy Gotbaum

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## **Important Numbers**

**There are many organizations and municipal agencies that help New York City seniors learn their rights, gain access to important benefits, and gather advice on various topics.**

### **The Public Advocate's Senior Action Line**

The Public Advocate's Ombudsman Unit can answer questions about benefits and senior services, as well as help older New Yorkers navigate city bureaucracies. In addition, senior volunteers are available on the Senior Action Line to help peers resolve problems with city agencies and access appropriate services.

*Phone:* (212) 669-7250 Ombudsman Unit (Mo-Fr 9am-5pm)

*Phone:* (212) 669-7670 Senior Action Line (Mo-Fr 11am-1pm)

*Web:* [www.pubadvocate.nyc.gov/services/senior\\_services.html](http://www.pubadvocate.nyc.gov/services/senior_services.html)

### **Department for the Aging (DFTA)**

DFTA is the city agency devoted to helping older New Yorkers maintain their independence and quality of life. DFTA can help seniors with a range of issues from Medicare to employment and housing.

*Phone:* 311

*Web:* [www.nyc.gov/html/dfta/](http://www.nyc.gov/html/dfta/)

### **Senior Centers**

Located throughout the city, senior centers provide meals, recreation, counseling, and social interaction to older New Yorkers. For the location nearest you, call the Department for the Aging.

*Phone:* 311

### **Birth, Death, Marriage and Domestic Partnership Certificates**

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

*Phone:* (212) 788-4520 (Birth and Death Certificates)

Marriage Licenses and Domestic Partnership Certificates:

(718) 816-2290 (Staten Island)

(212) 669-2400 x2 (All other Boroughs)

*Web:* [www.nyc.gov/html/records/html/vitalrecords/home.shtml](http://www.nyc.gov/html/records/html/vitalrecords/home.shtml)

### **Metropolitan Council on Jewish Poverty (Met Council)**

This citywide network of local Jewish Community Councils provides a comprehensive array of social services to vulnerable populations in their respective neighborhoods. Services provided across the five boroughs include assistance with benefits, housing assistance, legal help, assistance to Holocaust survivors, and emergency and crisis intervention, among others. For the location and phone number of a Jewish Community Council near you, please consult the Met Council website. If you are in a crisis situation and need immediate help, contact the Met Council crisis intervention line.

*Phone:* (212) 453-9539 (Crisis Intervention)

*Web:* <http://metcouncil.brinkster.net/index2.html>

### **New York Foundation for Senior Services**

This organization answers questions about health care and long-term care.

*Phone:* (212) 962-7559 (General)

(212) 962-7817 (Case Management)

(212) 962-2720 (Ombudsman Office)

*Web:* [www.nyfsc.org/](http://www.nyfsc.org/)

### **Medicare Rights Center Hotline**

Volunteers for this national not-for-profit advocacy group counsel callers on Medicare issues Monday-Thursday, 9:00 am to 3:00 pm.

*Phone:* (800) 333-4114

*Web:* [www.medicarerights.org](http://www.medicarerights.org)

### **American Association of Retired Persons (AARP)**

AARP is a membership organization that provides services and information for people over 50, including health insurance, prescription drug discounts, medical advice, and financial planning. AARP also has a magazine, newspaper and pamphlets, social events, resources for jobseekers, and a speakers' bureau.

*Phone:* (866) 227-7442

*Web:* [www.aarp.org/states/ny/](http://www.aarp.org/states/ny/)

### **Social Security**

Social Security provides regular monthly payments to retired seniors. (Dependents and survivors may also be eligible for benefits.) The Social Security Administration can be reached 24 hours a day, with live operators available Monday-Friday, 7:00 am to 7:00 pm. Many publications describing benefits for retirees can be ordered over the phone.

*Phone:* (800) 772-1213

*Web:* [www.socialsecurity.gov](http://www.socialsecurity.gov)

### **Visiting Nurse Service of New York (VNS), Elder Care Services**

VNS helps with health care benefits, housing, and in-home and community-based services; offers counseling in money management; and provides resource planning for long- and short-term needs.

*Phone:* (888) 867-1225

*Web:* [www.vnsny.org/mainsite/services/s\\_elder.html](http://www.vnsny.org/mainsite/services/s_elder.html)

## **Help with Housing**

**Finding and maintaining housing can present challenges to New York City's seniors. The programs listed below are devoted to helping older citizens manage this important issue.**

### **Department for the Aging (DFTA)**

DFTA publishes booklets for each borough listing housing options for senior citizens, including assisted living, enriched housing, adult homes, public housing, shared housing, Sections 202 and 8 housing, and family-type homes for adults.

*Phone:* 311 (to request booklets)

*Web:* [www.nyc.gov/html/dfta/html/senior/housing.shtml](http://www.nyc.gov/html/dfta/html/senior/housing.shtml)

### **New York City Affordable Housing Resource Center**

Affordable housing options for seniors can also be located at the NYC Affordable Housing Resource Center. The website provides information on a broad array of housing issues, including renting apartments and buying houses. The site also provides all of the City's affordable housing lottery listings.

*Phone:* 311

*Web:* [www.nyc.gov/html/housinginfo/html/seniors\\_disabled/seniors\\_disabled.shtml](http://www.nyc.gov/html/housinginfo/html/seniors_disabled/seniors_disabled.shtml)

### **Real Property Tax Credit (IT-214)**

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

*Phone:* (800) 225-5829

*Web:* [www.tax.state.ny.us/pdf/2006/fillin/inc/it214\\_2006\\_fill\\_in.pdf](http://www.tax.state.ny.us/pdf/2006/fillin/inc/it214_2006_fill_in.pdf)

### **Senior Citizen Rent Increase Exemption (SCRIE)**

SCRIE exempts senior citizens from rent increases and allows landlords to deduct the exempted increase from property taxes. You qualify if:

- You live in a rent controlled or rent stabilized apartment or a rent regulated hotel unit;
- You are 62 or older;
- Your income is \$26,000 or less; and
- Your rent is increasing to more than 1/3 of your household income.



You can get help filling out and following up on your application from most senior centers and elected officials' offices.

*Phone:* 311 (request application)

*Web:* [www.nyc.gov/html/dfta/html/scrie/scrie.shtml](http://www.nyc.gov/html/dfta/html/scrie/scrie.shtml)  
(information)

[www.nyc.gov/html/dfta/downloads/pdf/scrie.pdf](http://www.nyc.gov/html/dfta/downloads/pdf/scrie.pdf)  
(application)

If you live in a Mitchell-Lama building, call the Department of Housing Preservation and Development.

*Phone:* (212) 863-8494 (8:30 am - 4:30 pm)

### **Metropolitan Council on Housing**

The Metropolitan Council on Housing provides assistance to tenants and information on tenants' rights.

*Phone:* (212) 979-0611

*Web:* [www.metcouncil.net](http://www.metcouncil.net)

## Help for Homeowners

**Homeownership in New York City can be very costly. There are several programs available to New Yorkers, particularly seniors, to help ease the burden.**

### Neighborhood Housing Services

The following offices provide technical and financial management assistance to older homeowners. Some provide grants or low-cost home improvement loans.

<i>Phone:</i>	(212) 519-2500	Citywide
	(718) 992-5979	South Bronx
	(718) 881-1180	North Bronx
	(718) 919-2100	Bedford-Stuyvesant
	(718) 469-4679	East Flatbush
	(718) 230-7610	Downtown Brooklyn
	(212) 519-2500	Manhattan
	(718) 457-1017	Northern Queens
	(718) 291-7400	Jamaica
	(718) 442-8080	Staten Island

*Web:* [www.nhsnyc.org](http://www.nhsnyc.org)

### Senior Citizens Homeowner Exemption (SCHE)

SCHE provides an income-scaled tax reduction by reducing assessed property value by 5 percent to 50 percent for property owners who own and live in one-, two-, or three-family homes, co-ops, or condominiums. You must be at least 65, with an income of \$33,500 or less to qualify. Call the Property Tax Customer Assistance line or download an application from the Department of Finance website.

Note: You may apply for SCHE and other exemptions individually, or you can use the “Exemption and Abatement Application for Owners,” which allows you to apply for six different tax reductions at once, including SCHE, STAR (see below), Veterans’ Exemption, Disabled Homeowners’ Exemption (DHE), Clergy Exemption, and the Cooperative and Condominium Tax Abatement. Translations in Chinese, Creole, Korean, Russian, and Spanish are available.

*Phone:* (212) 504-4080 (Property Tax Customer Assistance)

*Web:* [www.nyc.gov/html/dof/html/property/property\\_tax\\_reduc\\_individual.shtml](http://www.nyc.gov/html/dof/html/property/property_tax_reduc_individual.shtml)

### **School Tax Relief (STAR)**

STAR provides a reduction in the school portion of property taxes for people who own and live in one-, two-, or three-family homes, co-ops, or condominiums, with an increased exemption (Enhanced STAR) for senior citizens (65 or over, as of December 31<sup>st</sup> of the exemption year) whose incomes are \$67,850 or less. Enhanced STAR offers a \$375 tax saving per year to eligible recipients. If you have SCHE, you automatically qualify for Enhanced STAR and do not have to apply. For more information, contact the Department of Finance.

*Phone* (212) 504-4080

*Web:*

[www.nyc.gov/html/dof/html/property/property\\_tax\\_reduc\\_individual.shtml](http://www.nyc.gov/html/dof/html/property/property_tax_reduc_individual.shtml)

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

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

*Phone:* (212) 480-7147 (RESTORE downstate)

*Web:* [www.dhcr.state.ny.us/ocd/progs/restore/ocdprgre.htm](http://www.dhcr.state.ny.us/ocd/progs/restore/ocdprgre.htm)

### **The South Brooklyn Legal Services' Foreclosure Prevention Hotline**

Offers advice, referrals, and, under certain circumstances, legal assistance to low- and moderate- income homeowners at risk of foreclosure due to predatory lending.

*Phone:* (718) 246-3279

*Web:* [www.sbls.org/foreclos.htm](http://www.sbls.org/foreclos.htm)

### **Home Owner Protection Program (HOPP)**

HOPP helps Bronx homeowners avoid foreclosure.

*Phone:* (800) 261-7012

*Web:* [www.unhp.org/pdf/hopp1.pdf](http://www.unhp.org/pdf/hopp1.pdf)

## **Help with Utilities**

**Utility bills can add up to a large portion of seniors' monthly income. Seniors can take advantage of a several programs designed to make utilities more affordable.**

### **The Home Energy Assistance Program (HEAP)**

HEAP helps pay fuel and utilities bills for people aged 60 and older whose monthly income does not exceed \$1,764 (for one person) or \$2,307 (for two people). Eligible households that pay directly for heat receive a once-a-year benefit amount ranging from \$165 to \$440. Eligible households that do not pay directly for heat receive a standard benefit of \$40 or \$50, depending on income. Emergency benefits are also available if an eligible household has less than a 7 day supply of fuel, or has utility service terminated or scheduled to be terminated. Applications are available in November—it is important to apply early because funds are limited.

*Phone:* 311 (application information)  
(877) 472-8411 (New York City Social Services)  
(800) 342-3009 (NYS HEAP Hotline)

*Web:* [www.otda.state.ny.us/otda/heap/default.htm](http://www.otda.state.ny.us/otda/heap/default.htm)

### **The Weatherization Referral and Packaging Program (WRAP)**

WRAP is a federal program that helps seniors pay for their home energy-related needs. To qualify for WRAP, you must be eligible for HEAP (see above) and live in a 1- to 4-unit dwelling. If you are 60 or older, or on Social Security Disability, call the number listed below and ask for WRAP.

*Phone:* 311

### **Life Line Telephone Service**

Life Line is a program for low-income senior citizens that installs and maintains telephone service at low cost. To qualify for Life Line, you must be receiving aid from another government program. Contact your local telephone company to apply.

## Staying Healthy

**To obtain adequate medical care and purchase needed medications, seniors can rely on a number of programs offered by the Federal and State governments. New York City offers advisory programs that can help seniors make informed decisions about health insurance and provide financial support for prescription drugs.**

### Medicare

Medicare covers all senior citizens for basic hospital and medical services beginning at the age of 65. **Part A** provides hospital insurance, nursing home care, hospice care, and some home care. There are no premiums, but there are deductibles and coinsurance payments (i.e. patient payments above the deductible).

**Part B** provides supplementary medical insurance for doctor visits, many lab tests, durable medical equipment, ambulance transportation, and other costs. Part B is voluntary and requires payment of a monthly premium (\$93.50 per month in 2007). Since January 2007, seniors with an annual income over \$80,000 (\$160,000 for a couple) pay a higher, income-scaled premium. Note that if you do not enroll in Part B when you are first eligible, you will pay higher premiums if you change your mind later.

**If you are 65 and apply for Social Security benefits, you are automatically enrolled in Medicare. If you continue working past age 65, you will have to apply for Medicare if you want it.**

For six months after enrolling in Part B, you are eligible for a **preventive “welcome to Medicare visit”** with a primary care physician. This visit is a comprehensive examination and includes education, counseling, and referrals, as well as a brief written plan with a checklist for obtaining appropriate screenings and/or other Medicare Part B preventive services. Deductibles apply.

**Part C**, or the Medicare Advantage Program, offers enrollment in private plans that provide Medicare-covered benefits. Advantage plans may offer additional benefits not covered under traditional Medicare, such as vision, hearing, preventive dental care, podiatry, and chiropractic care. However, plans may also charge additional premiums. You are eligible for Part C if you are entitled to Part A and enrolled in Part B. Annual enrollment periods are between November 15 and March 31 the following year.

**Part D** offers prescription drug benefits through private plans under contract with Medicare. You are eligible for Part D if you are entitled to Part A and enrolled in Part B. **Annual enrollment periods are from November 15 through March 31.** While plans vary with regards to costs and benefits, the standard plan in 2007 amounts to an average \$27.35 monthly premium, a \$265 deductible, and 25 percent coinsurance up to the coverage limit of \$2,400. Past the coverage limit of \$2,400, there is a coverage gap, also called the “doughnut hole.” Part D participants must pay 100 percent of drug costs out of pocket, while continuing to pay monthly premiums, between \$2,400 and \$3,850. Low-income seniors who cannot afford these costs may be eligible for assistance (see below).

If you do not enroll in Part D when you are first eligible, you will have to pay a permanent premium penalty if you decide to enroll later on, unless you had comparable drug coverage (so-called “creditable coverage”) during that time period (for example, drug coverage through a current or former employer or union).

*Phone:* (800) MEDICARE (800-633-4227)

*Web:* [www.medicare.gov](http://www.medicare.gov)

### **Medicaid**

Medicaid is for low-income people who cannot afford medical care. To be eligible, your monthly net income (in 2007) cannot exceed \$700 for one person or \$900 for a couple. Asset limits are \$4,200 for one person and \$5,400 for a couple. You may also own a home, a car, and personal property and still be eligible. Call the Human Resources Administration (HRA) for more information.

*Phone:* (877) 472-8411 (HRA toll free info-line, multiple languages)  
(718) 557-1399 (HRA info-line, multiple languages)

*Web:* [www.health.state.ny.us/health\\_care/medicaid/index.htm](http://www.health.state.ny.us/health_care/medicaid/index.htm)

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

HIICAP offers free information about health insurance, including Medicare, Low Income Subsidy (“Extra Help”), EPIC, Medigap, Medicaid Managed Care, and Long-term Care. HIICAP hotlines are operated by New York State as well as the NYC Department for the Aging. You can call the hotline to ask questions or to make an appointment for one-on-one counseling with one of their volunteer counselors. The Department for the Aging also serves as a walk-in center, Monday through Friday, 9:00 am to 5:00 pm. DFTA is located in Manhattan at 2 Lafayette Street, between Duane and Reade Streets.

*Phone:* (800) 701-0501 (NY State HIICAP toll free hotline, multiple languages)  
(212) 341-3200 (DFTA HIICAP office)  
(212) 333-5511 (DFTA HIICAP hotline)

### **Assistance with Medicare Part D Applications and Questions**

The Medicare Rights Center and facilitated enrollers in community-based organizations across the city also provide information and assistance with health insurance questions and applications, as well as help resolving individual cases. To locate a community-based organization near you, call the DFTA HIICAP office.

*Phone:* (212) 341-3200 (DFTA HIICAP office)  
(800) 333-4114 (Medicare Rights Center)

*Web:* [www.medicarerights.org](http://www.medicarerights.org)

### **Medigap and Buy-ins**

Several programs supplement Medicare A and/or B by covering deductibles, co-payments, and other costs. Some are for low-income and disabled people: Qualified Medicare Beneficiaries (QMB) and Specified Low-Income Medicare Beneficiaries (SLMB). Call HIICAP for more information on how to receive Medigap.

*Phone:* (212) 341-3200

*Web:* [www.nyc.gov/html/dfta/html/senior/hiicap.shtml](http://www.nyc.gov/html/dfta/html/senior/hiicap.shtml)

### **TRICARE for Life (TFL)**

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

*Phone:* (877) TRI-CARE  
(877) 874-2273

*Web:* [www.mytricare.com](http://www.mytricare.com)

### **Extra Help Paying for Medicare Prescription Drug Coverage**

You are eligible for Extra Help if you have Medicare Part A and/or Part B, your income is not above \$15,315 (single person) or \$20,535 (married couple), and

your resources in 2007 are less than \$11,710 (single person) or \$23,410 (married couple). Resources do not include your home or car. You can apply online on the Social Security Administration's website, or call Social Security toll-free.

*Phone:* (800) 772-1213

*Web:* [www.ssa.gov/prescriptionhelp/](http://www.ssa.gov/prescriptionhelp/)

### **VA Health Benefits Service Center**

The VA Health Benefits Service provides health care plans for veterans. Call the Department of Veterans Affairs for more information.

*Phone:* (800) 827-1000 (General Number)

(877) 222-8387 (Health Care Benefits)

*Web:* [www.va.gov/health\\_benefits](http://www.va.gov/health_benefits)

### **AIDS Drug Assistance Program (ADAP)**

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

*Phone:* (800) 542-2437

*Web:* [www.health.state.ny.us/diseases/aids/resources/adap/index.htm](http://www.health.state.ny.us/diseases/aids/resources/adap/index.htm)

### **Elder Pharmaceutical Insurance Coverage (EPIC)**

EPIC helps pay for drugs for seniors (over 65) with incomes below \$35,000 (for one person) or \$50,000 (for two people). You can be eligible for EPIC even if you have insurance coverage for drugs through Medicare or most other plans (seniors with full Medicaid benefits are not eligible). Contact the EPIC Help Line.

Note: As of July 1, 2007, seniors who are enrolled in EPIC will be required to enroll in a Medicare Part D plan to continue their EPIC coverage. Enrollment in Medicare Part D will be auto-assigned, unless you respond to a letter sent by EPIC and specify a plan of your choice.

EPIC will help pay for Part D premiums, plan deductibles, co-payments, coverage gaps and drugs not covered by the Part D plan. For drug purchases, you can use Medicare Part D and EPIC together for lower co-payments. For details, contact the EPIC help line.

*Phone:* (800) 332-3742

*Web:* [www.health.state.ny.us/health\\_care/epic/](http://www.health.state.ny.us/health_care/epic/)



**Community Service Society (CSS)**

CSS runs the Managed Care Consumers Assistance Program (MCCAP), which provides information, answers questions, and advocates for people who are having difficulty understanding their HMO coverage.

*Phone:* (212) 614-5400

*Web:* [www.nycmccap.org](http://www.nycmccap.org)

**American Association of Retired Persons (AARP)**

AARP offers its members a “Members’ Choice” pharmacy program with discounts for ordering drugs by mail (and also in participating pharmacies). AARP also offers advice and other services related to health care.

*Phone:* (800) 456-2277

*Web:* [www.aarp-pharmacy.com](http://www.aarp-pharmacy.com)

**Family Health Plus**

Family Health Plus is a free program for single adults, couples without children, and parents between the ages of 19 and 64 who do not have health insurance and do not qualify for Medicaid. Income limits for 2007 are \$10,210 annual gross income for a single adult, \$13,690 for a couple, and \$20,535 for parents/guardians living with at least one child under 21. Coverage includes preventive care, primary care, hospitalization, prescriptions, and other services.

*Phone:* (877) 9-FHPlus

(877) 934-7587

*Web:* <http://www.health.state.ny.us/nysdoh/fhplus/>

## **Eating Well**

**When limited resources make it difficult to buy sufficient food or shopping for supplies and preparing meals has become too challenging, New York City's seniors can rely on government-sponsored programs and senior centers across the five boroughs to provide support.**

### **Senior Centers**

Many senior centers across the city offer congregate breakfast and/or congregate lunch. To locate a senior center near you, call DFTA.

*Phone:* 311

*Web:* [www.nyc.gov/html/dfta/html/home/home.shtml](http://www.nyc.gov/html/dfta/html/home/home.shtml)

### **Food Stamps**

Depending on your income, you might be eligible for Food Stamps, which may provide you with help paying for food. To apply, visit a local Food Stamp Center. To locate a Center near you, call the city hotline: (866) FOOD-NYC.

If you would like to complete an application by mail, call the Food Stamp call center listed below. Staff at the call center can pre-screen you, as well as mail you an application pre-printed with your information, which you can then mail to the Homebound Unit listed below.

*Phone:* (212) 894-8060 Food Stamp call center (multiple languages)

*By mail:* Food Stamps, Homebound Unit F63  
253 Schermerhorn Street, 3<sup>rd</sup> Floor  
Brooklyn, NY 11201

### **Citymeals-on-Wheels**

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

*Phone:* (212) 687-1234

*Web:* [www.citymeals.org/](http://www.citymeals.org/)

**Food Bank for New York City**

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

*Phone:* (212) 566-7855

*Web:* [www.foodbanknyc.org/](http://www.foodbanknyc.org/)

**FoodChange: Senior Food Program**

FoodChange offers food assistance through its community kitchen and can help with applications for Food Stamps. FoodChange also organizes intergenerational food programs. It serves early dinners to seniors and provides activities at public schools in Harlem and the Lower East Side. You must be 60 years of age or older to qualify.

*Phone:* (212) 894-8094

*Website:* [www.foodchange.org/food/senior.html](http://www.foodchange.org/food/senior.html)

**Jewish Association for Services for the Aged (JASA): Meals and Nutrition**

JASA provides home-delivered and congregate kosher meals and arranges Passover seders at senior centers.

*Phone:* (212) 273-5272

*Website:* [www.jasa.org/services/nutrition/index.html](http://www.jasa.org/services/nutrition/index.html)

**NYCHA - Comprehensive Senior Community Wellness Program**

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

*Phone:* (212) 306-3442

*Web:* [www.nyc.gov/html/nycha/html/community/senior\\_services.shtml](http://www.nyc.gov/html/nycha/html/community/senior_services.shtml)

## Getting Around

**New York City seniors may receive assistance with transportation, including fare reduction and disability assistance.**

### **Public Transportation**

New Yorkers over 65 may ride NYC Transit Authority subways and buses at a reduced fare. To qualify, a senior must present one of the following forms of identification:

- Medicare or Medicaid Card
- Temporary Reduced Fare Card
- Access-A-Ride identification card
- Any form of identification with a birth date

Call the MTA New York City Transit Reduced Fare Line for information about how to get a reduced fare MetroCard.

*Phone:* (718) 243-4999

*Web:* [www.mta.info/nyct/fare/rfindex.htm](http://www.mta.info/nyct/fare/rfindex.htm)

### **Access-A-Ride**

Access-A-Ride provides shared ride, door-to-door transportation for disabled residents who are unable to use public transportation. Call for an application. Cost: \$2/per ride.

*Phone:* (877) 337-2017

*Website:* [www.mta.info/nyct/paratran/guide.htm](http://www.mta.info/nyct/paratran/guide.htm)

### **Community Arranged Transportation Program (CART)**

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

*Phone:* (212) 956-0855

*Web:* [www.nyfsc.org/services/freetrans.html](http://www.nyfsc.org/services/freetrans.html)

## Legal Help

Senior citizens are often subject to scams, discrimination, and fraud. In addition, seniors may need assistance with specific legal matters, such as drafting or executing a will or authorizing a representative to handle their business transactions. If you have been a victim of illegal activity or need other legal assistance, take advantage of the legal help available in New York City. Low-income seniors may qualify for free legal help.

A lawyer may advise you (the “Principal”) to designate a person of your choice (the “Agent”)--for example your attorney or a family member--to conduct business, such as signing documents and checks and managing your accounts, on your behalf. To do so, you need to sign a legal document called “power of attorney.” There are three different “powers of attorney”:

- *A Nondurable Power of Attorney* is generally used for specific transactions, like the closing on the sale of property, or the handling of financial affairs while the Principal is traveling outside the country. A nondurable power of attorney starts immediately and ends when it is revoked or when the principal becomes mentally incapacitated or dies.
- *A Durable Power of Attorney* enables the Agent to act on behalf of the Principal even after the Principal has become mentally incompetent or physically unable to conduct his or her own business transactions. A Durable Power of Attorney starts immediately and remains in effect until the death of the Principal, unless it is revoked.
- *A Springing Power of Attorney* is a Durable Power Of Attorney that does not start immediately but “springs” into effect at a pre-specified future point in time, for example in the event of an illness or disability. A Springing Power of Attorney remains in effect until the death of the Principal, unless it is revoked.

## **The Bronx**

### **Legal Services for NYC**

*Phone:* (718) 928-3700

## **Brooklyn**

### **Legal Aid Society, Brooklyn Office for the Aging**

*Phone:* (718) 645-3111

### **Home and Hospital Visiting Lawyer Service, Brooklyn Bar Association**

Volunteers visit non-ambulatory clients either in their homes or at the hospital to draft and/or execute wills, guardianship documents, and other advance directives.

*Phone:* (719) 624-3894

*Web:* [www.brooklynbar.org/vlp](http://www.brooklynbar.org/vlp)

### **South Brooklyn Legal Services**

*Phone:* (718) 237-5500

*Web:* [www.sbls.org](http://www.sbls.org)

## **Manhattan/Citywide**

### **Legal Services for the Elderly**

*Phone:* (212) 391-0120

### **Volunteers of Legal Service, Inc., Elderly Project**

*Phone:* (212) 966-4400

## **Queens**

### **Queens Legal Services**

Queens Legal Services offers assistance with housing, public assistance, family law, domestic violence and other issues.

*Phone:* (718) 657-8611

*Web:*        [www.queenslegalservices.org](http://www.queenslegalservices.org)

**Queens County Community Advocacy Center**

*Phone:*     (718) 760-8558

**Jewish Association for Services for the Aged (JASA),  
Legal Services for the Elderly in Queens**

*Phone:*     (212) 273-5272

*Web:*        [www.jasa.org/services/legal/lseq.html](http://www.jasa.org/services/legal/lseq.html)

## **Help for Abused Seniors**

**Signs and symptoms of elder abuse may include physical violence, sexual assault, emotional and/or psychological abuse, financial abuse and exploitation, abandonment, and neglect. If you are being abused, contact any of the following programs for assistance. If you are in an emergency, dial 911 for immediate help.**

### **Citywide**

#### **Department for the Aging (Elderly Crime Victim Resource Center)**

*Phone:* (212) 442-3103

#### **Human Resources Administration (HRA)/Adult Protective Services (APS)**

*Phone:* (212) 630-1853 (Central Intake Unit)

*Web:* [www.nyc.gov/html/hra/html/medical\\_insurance/serv\\_adultprotective.shtml](http://www.nyc.gov/html/hra/html/medical_insurance/serv_adultprotective.shtml)

#### **New York Foundation for Senior Citizens Guardian Services**

*Phone:* (212) 962-7730

#### **NYC Domestic Violence Hotline**

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

*Phone:* (800) 621-4673

### **The Bronx**

#### **The Bronx District Attorney's Office**

The Bronx D.A.'s Office, in partnership with the Hebrew Home for the Aged at Riverdale and the Bronx Office of Adult Protective Services, maintains an Elder Abuse Initiative. Members give lectures, attend health and information fairs, and distribute educational materials. The Bronx D.A.'s Office also has an Elder Fraud Prevention Hotline.

*Phone:* (718) 590-2260 (Elder Abuse Initiative)  
(718) 590-4492 (Elder Fraud Hotline)



**Brooklyn**

**Interfaith Medical Center, Mobile Crisis Unit**

*Phone:* (718) 935-7284

**Kings County District Attorney's Domestic Elder Abuse Unit**

*Phone:* (718) 250-3300

**Manhattan**

**The East Side Elder Abuse Prevention Project**

*Phone:* (212) 879-7400

**Safe Horizon, Harlem Community Office**

*Phone:* (212) 316-2100

**Queens**

**Forest Hills Community House**

*Phone:* (718) 592-5757

**Jamaica Service Program for Older Adults**

*Phone:* (718) 657-6500

**Staten Island**

**Community Agency for Senior Citizens**

*Phone:* (718) 981-6226

## **Volunteering Your Time**

**Volunteering can help senior citizens stay active and engaged with their communities—and New York City depends upon its seniors’ generous involvement with young people, business organizations, and civic affairs.**

### **Department for the Aging (DFTA)**

DFTA’s “Senior Employment Services” offers assistance and referral services to seniors who are seeking volunteer opportunities.

*Phone:* (212) 442-1000

### **Joint Public Affairs Committee for Older Adults (JPAC)**

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

*Phone:* (212) 273-5262

### **Community Service Society (CSS)**

CSS provides many interesting volunteer opportunities, including the Retired and Senior Volunteer Program (RSVP), the Experience Corps, and the CSS Associates.

*Phone:* (212) 254-8900

*Web:* [www.cssny.org/volunteerism.html](http://www.cssny.org/volunteerism.html)

RSVP provides referrals to agencies seeking senior citizen volunteers.

*Phone:* (212) 674-RSVP Central Office  
(718) 295-7940 Bronx  
(212) 614-5568 Brooklyn  
(212) 614-5555 Manhattan  
(718) 494-3222 Staten Island  
(212) 614-5557 Queens

### **Senior Companion Program**

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

*Phone:* (212) 406-5044

*Web:* [www.seniorcorps.org](http://www.seniorcorps.org)

### **The NYC Sub-State Long Term Care Ombudsman Program**

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

*Phone:* (212) 962-2720

### **Mayor's Voluntary Action Center**

This center is a clearing house for recruiting and referring volunteers.

*Phone:* (212) 788-7560

*Web:* [nyc.gov/volunteer](http://nyc.gov/volunteer)

### **Learning Leaders**

Most public schools need tutors. Contact Learning Leaders for an application and information on how you can become a tutor.

*Phone:* (212) 213-3370

*Web:* [www.learningleaders.org](http://www.learningleaders.org)

### **NY Gray Panthers**

The Gray Panthers is an intergenerational organization that lobbies for social justice and human rights.

*Phone:* (212) 799-7572

*Web:* [www.graypanthers.org/graypanthers/netmain.htm](http://www.graypanthers.org/graypanthers/netmain.htm)

### **Big Apple Greeters**

This program shows visitors to New York around all the boroughs. Volunteers who speak languages other than English are especially in demand.

*Phone:* (212) 669-7583

*Web:* [www.bigapplegreeter.org](http://www.bigapplegreeter.org)

Most **Hospitals** have volunteer programs and will welcome you. Call your local hospital.

## Going to School

**Many New York City educational institutions welcome senior citizens in their courses. Whether you graduated from college or never received a high school diploma, there are many opportunities to go back to school.**

### High School Programs

The Department of Education (DOE) has offerings for adults of all ages, including courses on computer skills, English for speakers of other languages, literacy, and GED classes.

*Phone:* (718) 585-7407 Bronx  
(718) 638-2635 Brooklyn  
(212) 868-1650 Manhattan  
(718) 361-9480 Queens

*Web:* [www.adultednyc.com](http://www.adultednyc.com)

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

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

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

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

### The Bronx

#### Bronx Community College

*Phone:* (718) 289-5100  
*Web:* [www.bcc.cuny.edu](http://www.bcc.cuny.edu)

#### Hostos Community College

*Phone:* (718) 518-4405  
*Web:* [www.hostos.cuny.edu](http://www.hostos.cuny.edu)

#### Herbert H. Lehman College

*Phone:* (718) 960-8000  
*Web:* [www.lehman.cuny.edu](http://www.lehman.cuny.edu)

## **Brooklyn**

### **Brooklyn College**

*Phone:* (718) 951-5001

*Web:* [www.brooklyn.cuny.edu](http://www.brooklyn.cuny.edu)

### **Kingsborough Community College – My Turn Program**

*Phone:* (718) 368-5079

*Web:* [www.kbcc.cuny.edu](http://www.kbcc.cuny.edu)

### **Medgar Evers College**

*Phone:* (718) 270-4900

*Web:* [www.mec.cuny.edu](http://www.mec.cuny.edu)

### **College of Technology - New York City Technical College**

*Phone:* (718) 260-5000

*Web:* [www.citytech.cuny.edu](http://www.citytech.cuny.edu)

## **Manhattan**

### **Bernard M. Baruch College**

*Phone:* (212) 220-8000

*Web:* [www.baruch.cuny.edu](http://www.baruch.cuny.edu)

### **Borough of Manhattan Community College**

*Phone:* (212) 220-8000

*Web:* [www.bmcc.cuny.edu](http://www.bmcc.cuny.edu)

### **City College - Quest Program**

*Phone:* (212) 925-6625 x229

*Web:* [www.ccnyc.cuny.edu](http://www.ccnyc.cuny.edu)

### **Hunter College**

*Phone:* (212) 772-4000

*Web:* [www.hunter.cuny.edu](http://www.hunter.cuny.edu)

### **John Jay College of Criminal Justice**

*Phone:* (212) 237-8000

*Web:* [www.jjay.cuny.edu](http://www.jjay.cuny.edu)

## **Queens**

### **LaGuardia Community College**

*Phone:* (718) 482-5000

*Web:* [www.lagcc.cuny.edu](http://www.lagcc.cuny.edu)

### **College for Older Adults**

*Phone:* (718) 997-5740

### **Queens College**

*Phone:* (718) 997-5614

*Web:* [www.queens.cuny.edu](http://www.queens.cuny.edu)

### **Queensborough Community College**

*Phone:* (718) 631-6262

*Web:* [www.qcc.cuny.edu](http://www.qcc.cuny.edu)

### **York College**

*Phone:* (718) 262-2000

*Web:* [www.york.cuny.edu](http://www.york.cuny.edu)

## **Staten Island**

### **College of Staten Island**

*Phone:* (718) 982-2137

*Web:* [www.CSI.cuny.edu](http://www.CSI.cuny.edu)

## Getting a Job

**Finding opportunities to return to the workforce can present difficulties for older adults. Several programs offer assistance for older New York City residents who are looking for income or service opportunities.**

### **Department for the Aging (DFTA)**

DFTA provides programs for men and women (55 years and older) who want to return to the workforce full- or part-time.

- **Food Emporium and Riese Restaurants Training Center**

Prepares trainees for customer service sector jobs in food service, banking, finance, and tourism. Trainees participate in a 8-10 week program, which includes computer and online service training.

- **Ageworks Computer Training**

Teaches basic and intermediate skills in the Microsoft Office Suite (Word, Excel, and Powerpoint). The training prepares seniors for employment that involves data entry, word processing, and the basic use of the internet.

- **Senior Community Service Employment Program**

Provides on-the-job training in community service organizations. Participants receive hourly wages and benefits.

*Phone:* (212) 442-1353

*Web:* [www.nyc.gov/html/dfta/html/volunteering/employment.shtml](http://www.nyc.gov/html/dfta/html/volunteering/employment.shtml)

### **Senior Training and Employment Program (STEP)**

STEP is a 20-week full-time program that teaches office skills, typing, word processing, spreadsheets, business English, math, resume writing, interviewing, and job search techniques. The program is offered at two locations, both in Manhattan.

*Phone:* (212) 369-5523

### **Experience Works**

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

*Phone:* (800) 348-0154

*Web:* [www.experienceworks.org](http://www.experienceworks.org)

### **ReServe**

ReServe recruits and trains older adults interested in the public good to apply their lifetime work experience in stipend-paying positions with civic institutions. ReServe also provides placement and support on the job.

*Phone:* (718) 923-1400 x 247

*Web:* [www.reserveinc.org](http://www.reserveinc.org)



## **Caregiver Resources**

**There are approximately 1.9 million people in New York State providing informal care to loved ones. Programs in New York City offer an array of support, services, and practical suggestions for those providing such care.**

### **Caregiver Respite Program, Jewish Association for Services for the Aged (JASA)**

*Phone:* (212) 273-5272 (Help Center)

*Web:* [www.nyc.gov/html/caregiver/site\\_jasa\\_citywide.html](http://www.nyc.gov/html/caregiver/site_jasa_citywide.html)

### **SAGE - Services and Advocacy for GLBT Elders**

*Phone:* (212) 741-2247

*Web:* [www.sageusa.org](http://www.sageusa.org)

### **Hamilton-Madison House Caregiver Services Manhattan - Serving the Chinese & Korean Communities**

*Phone:* (212) 788-5580 (Manhattan)

(718)672-4985 (Queens)

*Web:* [www.nyc.gov/html/caregiver/site\\_hmh.html](http://www.nyc.gov/html/caregiver/site_hmh.html)

### **The Bronx**

#### **Presbyterian Senior Services (PSS) Caregiver Support Program**

*Phone:* (718) 585-1640

*Web:* [www.nyc.gov/html/caregiver/site\\_pss.html](http://www.nyc.gov/html/caregiver/site_pss.html)

### **Brooklyn**

#### **The Family Center Caregiver Program – Serving Grandparents**

*Phone:* (212) 766-4522

(800) 219-4522

*Web:* [www.nyc.gov/html/caregiver/site\\_fam\\_center.html](http://www.nyc.gov/html/caregiver/site_fam_center.html)

**Institute for Puerto Rican/Hispanic Elderly Caregiver Program**

*Phone:* (718) 230-5838

*Web:* [www.nyc.gov/html/caregiver/site\\_inst\\_pr.html](http://www.nyc.gov/html/caregiver/site_inst_pr.html)

**Park Slope Geriatric Day Center's Family Caregiver Project**

*Phone:* (718) 499-7701

*Web:* [www.psgdc.org](http://www.psgdc.org)

**Manhattan**

**Mt. Sinai Medical Center Caregivers and Professionals Partnership (CAPP)  
Caregiver Resource Center**

*Phone:* (212) 241-2277

*Web:* [www.mountsinai.org/capp](http://www.mountsinai.org/capp)

**Queens**

**Services Now for Adult Persons (SNAP), Caregiver Program**

*Phone:* (718) 740-6519

*Web:* [www.nyc.gov/html/caregiver/site\\_snap.html](http://www.nyc.gov/html/caregiver/site_snap.html)

**Northern Queens Caregiver Services Partnership**

*Phone:* (718) 670-0334

*Web:* [www.nyc.gov/html/caregiver/site\\_northern.html](http://www.nyc.gov/html/caregiver/site_northern.html)

**Sunnyside Community Services, Western Queens Caregiver Network**

*Phone:* (718) 392-6945

*Web:* [www.scsny.org](http://www.scsny.org)

**Staten Island**

**Jewish Community Center of Staten Island Caregivers Services**

*Phone:* (718) 981-1500 x 236

*Web:* [www.nyc.gov/html/caregiver/site\\_jcc\\_si.html](http://www.nyc.gov/html/caregiver/site_jcc_si.html)

## **LGBT Services for Seniors**

**There are services available which are designed to enhance the well-being of elders in New York City's Lesbian, Gay, Bisexual and Transgender (LGBT) community.**

### **GRIOT Circle**

Griot Circle provides a safe space and support network for LGBT seniors.

*Phone:* (718) 246-2775

*Web:* [www.griotcircle.org](http://www.griotcircle.org)

### **SAGE - Services and Advocacy for GLBT Elders**

SAGE is devoted to meeting the unique needs of members of aging LGBT community members. Their services include: crisis intervention, counseling, recreation groups, and caregiver services.

*Phone:* 212-741-2247

*Website:* [www.sageusa.org](http://www.sageusa.org)

## **Emergency Preparedness**

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

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

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

*Website:*     <http://www.nyredcross.org/page.php/prmID/206>

### **Ready New York for Seniors and People with Disabilities Guide**

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

*Phone:*       311

*Web:* [http://www.nyc.gov/html/dfta/downloads/pdf/seniors\\_disabilities\\_english.pdf](http://www.nyc.gov/html/dfta/downloads/pdf/seniors_disabilities_english.pdf)

### **Community Emergency Response Teams (CERT)**

CERT Teams are composed of community volunteers who educate members of their communities about preparedness and, in the event of a disaster, handle initial recovery efforts until first responders arrive. OEM offers trainings for CERT teams on varied topics from fire safety to search and rescue. Older adults are welcome as CERT volunteers. Certain physical requirements apply. To find an existing CERT team, contact your local community board.

*Web:*           [www.nyc.gov/html/oem/html/cert/cert.shtml](http://www.nyc.gov/html/oem/html/cert/cert.shtml)

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