



NYCTM

**Department for
the Aging**

**GET CONNECTED.
STAY ACTIVE.
BE HEALTHY.**



 **CONTACT US**
212-AGING-NYC

MISSION AND PURPOSE

The New York City Department for the Aging (NYC Aging) works to eliminate ageism and ensure the dignity and quality of life of diverse older adults, and for the support of their caregivers through services, advocacy, and education.

NYC Aging partners with local organizations to provide services through older adult centers, naturally occurring retirement communities, case management and home care agencies. There are also home-delivered meal programs, caregiver support programs, mental health programs, transportation and much more in each borough.

NYC Aging also provides volunteer resources and has an Older Adult Employment Services Unit, Elder Justice Unit, Grandparent Resource Center, Foster Grandparent Program, Bill Payer Program, and more.

Older Adult Centers (OAC)

There are over 300 older adult centers (OAC) in New York City and membership is free to residents age 60 or older. Each center offers a variety of activities and services to support older New Yorkers' health and enjoyment. They include:

- Congregate Meals; centers provide culturally aligned, nutritious, meals that members can enjoy together.
- Classes and activities; arts and crafts, music, technology and recreational day trips.
- Fitness and health promotion; walking clubs, chair exercises, tai chi, self-management and falls prevention workshops.
- Connections to resources to access health benefits and entitlements, transportation services and other programs.



Home-Based Services

If you need assistance taking care of yourself, or know someone who does, a trained case manager will visit you at home and determine which services can help you remain in your community. They may be able to provide access to appropriate services, including:

- NYC Aging’s home care services (Medicaid recipients are ineligible for this service and must apply for Medicaid Home Care):
 - Personal Care Services
 - Housekeeping
- Benefits and Entitlements review and assistance with applying for them.
- NYC Aging’s home-delivered meals or other not-for-profit meal programs.
- NYC Aging’s Friendly Visiting program.
- Review long term care options.



Caregiver Support

Caring for someone can be stressful and recognizing that you are a caregiver is the first step to getting help. NYC Aging can connect you with support services if you are caring for someone age 60 and older, or someone with Alzheimer’s disease or other dementias, or a chronic illness. You can also receive help if you are a kinship caregiver, age 55 or older and caring for a child under age 18 or are 55 and older caring for a disabled adult. NYC Aging funds 12 community-based caregiver programs that can provide:

- Information and referrals.
- Long-term care planning.
- Support groups.
- Counseling and training.
- Respite care.
- Financial assistance for some types of assistive devices (medical alert systems, limited home modifications, and caregiving supplies).



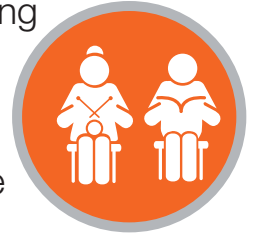
Naturally Occurring Retirement Communities (NORC)

A NORC is a multi-age housing development or neighborhood that was not originally built for older adults, but is now home to a significant number of them. There are 36 NYC Aging affiliated NORCs across the city with supportive services and programs, providing residents case management, case assistance, healthcare assistance and health promotion.



Friendly Visiting Program

NYC Aging's Friendly Visiting Program aims to reduce social isolation among the city's older adult population, by giving them the opportunity to make new friends and form new social connections. Older adults are matched with a screened and trained volunteer and/or peer group to connect with on a weekly basis. They can connect in several ways including a in-home visit, phone call or a virtual program where friendships are developed.



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

HIICAP supports older New Yorkers with their health insurance questions. Trained representatives can review Medicare policies with residents to see what plan is right for them, and assist with signing them up. Some of the area's representatives can help with include Medicare Part A and B plans; Medicare Part D Drug Prescription plans; Medicare Savings Program and how Medicare works with retiree coverage.



Transportation

Through NYC Aging, individual and group transportation services are provided by community based organizations for older residents. For those 60 years of age and older, this service is available for essential medical and social service appointments, and those who are unable to access or use public transportation. Older adult centers also provide group transportation for activities such as shopping and recreational activities.



Mental Health Services

NYC Aging's Geriatric Mental Health Program places licensed mental health clinicians in older adult centers in every borough. Services include screenings to determine mental health needs, therapeutic counseling, and engagement activities to destigmatize mental health for older New Yorkers. You do not have to be a member of an older adult center to receive these services. They are offered in-person, virtually or telephonically based on client preference, in multiple languages to accommodate residents of different backgrounds and cultures.



Elder Justice

NYC Aging's Elderly Crime Victims Resource Center provides direct services to victims of crimes committed by strangers, including home invasions, robbery, assaults, frauds, and scams. There are also several community based Elder Abuse Programs that provide counseling and support for older residents who have suffered physical, emotional, sexual or financial abuse from an individual who they know and trust.



Older Adult Employment Services

The Older Adult Employment Services Unit has unique programs for older residents who are unemployed or underemployed and are eager to contribute to the workforce. Whether looking to make a career change or continue working part-time, NYC Aging has trainings and supports available to help achieve your goals.



Volunteer Opportunities

NYC Aging's Volunteer Program has agency programs and a host of community partners across the city looking for individuals who want to give back to their communities. From food pantries to resource fairs, to mentoring youth, volunteers are matched with opportunities that are fun, meaningful, and engaging.



NY Connects in New York City

NY Connects is a partnership of several government and community-based partners that provide free, objective, comprehensive information and assistance, to help older residents remain independent. A local office can be reached in each borough where staff can:



- Determine and assist eligibility for benefits and public entitlements.
- Provide referrals and linkages to services.
- Connect individuals to support groups, including caregivers.

▶ STAY CONNECTED

Visit the Department for the Aging online at nyc.gov/aging or on social media:



Call **212-AGING-NYC** (212-244-6469) for more information on services.

Legal Services

NYC Aging works with local organizations to provide free legal services for residents without access to private representation under a program called the Legal Assistance for the Elderly Program. The program provides free legal services to older adults aged 60 years and older in all five boroughs. Issues residents can receive support on include:

- Housing, such as landlord/tenant issues, foreclosure, home repair fraud, utility shut offs or home ownership/real property.
- Guardianship, or abuse or neglect cases.
- Consumer issues such as consumer fraud, credit card fraud, bankruptcy, or reverse mortgages.



Resources Beyond NYC Aging

ACCESS NYC is the City's online screening tool for financial programs and benefits related to housing, food, and more:

access.nyc.gov



CONTACT US

Many services are free or low cost, and available in multiple languages. Aging Connect is our contact center for resources, services, and volunteer opportunities. Call **(212) 244-6469** to speak with an aging specialist.

To request a presentation on NYC Aging services or emergency preparedness for older adults, visit us at **www.nyc.gov/aging/presentation**.

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