

Dementia Caregiving:

A guide of where to go for help in New York City



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How To Use This Guide/ What Is In Here

Names and contact information of resources mostly NYC-based and some nationwide that provide information and support services for caregivers. Caregivers can follow the links, go to the website, or call the number (when listed) for additional information regarding the programs.

- Information on different types of dementias and cognitive conditions
- Crisis resources
- General information and eligibility on topics like home care, care management, nursing home services, legal services, and more.

To download a digital version, this report is available on NYC Aging's News Reports page: www.nyc.gov/site/dfta/news-reports/reports.page.

NYC Aging

New York City is home to nearly 1.8 million older adults. Supporting their ability to live safely, affordably, and in good health is both a responsibility and a shared commitment. The NYC Department for the Aging (NYC Aging) works in partnership with community-based organizations across all five boroughs to deliver services that help older adults remain in their homes and communities. NYC Aging advances its community-care approach by partnering with hundreds of community-based organizations across the five boroughs to deliver services including older adult centers, home-delivered meals, case management, caregiver support, mental health programs, volunteer engagement, and employment services. Through this network of providers, older New Yorkers receive the support they need to remain independent and connected in their communities.

NYC Aging also has programs that help older adults find jobs and community service opportunities, get support if they've experienced a crime or abuse, and access health insurance. Learn more about Older Adult Employment Services Unit; Crime Prevention and Support Services (C-PASS), Foster Grandparent Program, Health Insurance Information Counseling and Assistance Program (HIICAP); Volunteer Resource Center; and more.

For more information and resources, visit [NYC Aging's main website](http://www.nyc.gov/site/dfta/news-reports/reports.page) or call us at 212-AGING-NYC (212-244-6469) or 311 for assistance.

Chapter 1: Key Terms

There are a few key terms that are used while referencing cognitive health in older adults. This section explores the definition, symptoms and differences of the most common ones.

1. Dementia vs Alzheimer's Disease

What is Dementia?

Dementia is a general term that describes a group of symptoms associated with a decline in memory, reasoning, or other thinking skills. Many different types of dementia exist, and many conditions can cause it.¹

Changes in the brain related to Alzheimer's begin years before any signs of the disease. This period, which can last for years, is referred to as preclinical Alzheimer's disease.²

What is Alzheimer's Disease?

Alzheimer's Disease is the most common cause of dementia, accounting for 60-80% of dementia cases. While dementia is more common as people get older, early-onset Alzheimer's Disease or Related Dementia can affect people in their 40s and 50s or in the rare occasion, in their 30s. It is not a normal part of aging and dementia is caused by damage to the brain from disease or trauma.

Alzheimer's disease typically progresses slowly in three stages: early, middle and late (sometimes referred to as mild, moderate and severe in a medical context). The stages below provide an overall idea of how abilities change once symptoms appear and should only be used as a general guide. The stages are separated into three categories: mild Alzheimer's disease, moderate Alzheimer's disease and severe Alzheimer's disease. It may be difficult to place a person with Alzheimer's in a specific stage as stages may overlap.

1 What is dementia? Symptoms, types, and diagnosis. (2022, December 8). National Institute on Aging. [National Institute on Aging's webpage on Dementia](#)

2 Dubois, B., Hampel, H., Feldman, H. H., Scheltens, P., Aisen, P., Andrieu, S., Bakardjian, H., Benali, H., Bertram, L., Blennow, K., Broich, K., Cavado, E., Crutch, S., Dartigues, J.-F., Duyckaerts, C., Epelbaum, S., Frisoni, G. B., Gauthier, S., Genthon, R., ... Jack, C. R. (2016). Preclinical Alzheimer's disease: Definition, natural history, and diagnostic criteria. *Alzheimer's & Dementia : The Journal of the Alzheimer's Association*, 12(3), 292–323. [Website for The Journal of the Alzheimer's Association](#)

Mild/early-stage Alzheimer's:

In the early stage of Alzheimer's, a person may function independently. He or she may still drive, work and be part of social activities. Despite this, the person may feel as if he or she is having memory lapses, such as forgetting familiar words or the location of everyday objects.

Middle-stage/Moderate Alzheimer's:

Middle-stage Alzheimer's is typically the longest stage and can last for many years. As the disease progresses, the person with Alzheimer's will require a greater level of care. During the middle stage of Alzheimer's, the dementia symptoms are more pronounced. The person may confuse words, get frustrated or angry, and act in unexpected ways, such as refusing to bathe. Damage to nerve cells in the brain can also make it difficult for the person to express thoughts and perform routine tasks without assistance.

Late-stage/severe Alzheimer's:

In the final stage of the disease, dementia symptoms are severe. Individuals lose the ability to respond to their environment, to carry on a conversation and, eventually, to control movement. They may still say words or phrases, but communicating pain becomes difficult. As memory and cognitive skills continue to worsen, significant personality changes may take place and individuals need extensive care.



2. Cognitive Decline vs Cognitive Impairment

What is Cognitive Decline?

This is a general term referring to the natural slowing down of cognitive processes with age. Older adults may notice slower recall, mild forgetfulness, or reduced multitasking ability. Cognitive decline does not necessarily interfere with independence or daily life.

What is Cognitive Impairment?

Mild Cognitive Impairment (MCI) is a disorder involving problems with memory and other mental functions that are greater than normal age-related changes but not as significant as the decline seen with dementia.³

Individuals with mild cognitive impairment are at a greater risk of developing a dementia-related illness. However, it's important to note that not everyone who has MCI will develop dementia.



3 *Mild cognitive impairment—Symptoms and causes.* (October, 2024). Mayo Clinic. [Mayo Clinic's webpage covering symptoms and causes of mild cognitive impairments](#)

3. Sundowning

The Alzheimer's Association defines sundowning as the increased confusion that people living with Alzheimer's and dementia may experience from dusk through night. Also called "sundowner's syndrome," it is not a disease but a set of symptoms or dementia-related behaviors that may include difficulty sleeping, anxiety, agitation, hallucinations, pacing, and disorientation. Although the exact cause is unknown, sundowning may occur due to disease progression and changes in the brain.

Tips for managing sundowning can be found by visiting this website: [the sundowning page of the Alzheimer's Association website](#)

4. Other Mental Health Issues In Older Adults

Barriers, including but not limited to stigma, misattribution of symptoms to "just aging," misdiagnosis often prevent older adults from seeking and utilizing mental health services. Older adults experience a range of mental health disorders like other age groups.

Depression is one of the most common and the most treatable mental illnesses seen among older adults. Pseudodementia, although not a formal diagnosis, describes a cognitive impairment caused by underlying psychiatric conditions, most often Major Depressive Disorder. The symptoms mimic or resemble dementia (i.e., poor concentration, slowed thinking, memory, and attention issues) but these cognitive deficits improve when treated with medications (antidepressants) or psychotherapy. Other disorders like anxiety or schizophrenia can also lead to pseudodementia. Pseudodementia symptoms, unlike cognitive impairments associated with dementia, come on quickly and have an identifiable starting point. Pseudodementia⁵ often leads to a misdiagnosis and lack of appropriate treatment.

Suicide risk is higher in older adults (especially men) and is often linked to untreated clinical depression.

Alcohol and substance misuse and abuse disorders are also often unrecognized and untreated in older adults and can worsen memory loss, confusion, falls, and physical health conditions and accelerate underlying cognitive impairment. Long-term heavy drinking can cause alcohol-related dementia or Wernicke-Korsakoff syndrome (linked to vitamin B1 deficiency).

Medication interactions: Older adults often take multiple prescriptions (often call polypharmacy), and alcohol or misuse of painkillers/benzodiazepines can compound cognitive issues.

Hearing loss can cause older adults to present as paranoid and possibly suffering from cognitive impairment. In addition, long term hearing impairment can lead to social isolation.

5. Overlap With Dementia

Similar Symptoms: Memory loss, confusion, mood changes, and functional decline can co-occur in neurological disorders, like dementia, and other psychiatric disorders such as depression, and substance use.

- i. **Risk of Misdiagnosis:**
 - a. Substance use effects might look like cognitive impairment.
 - b. Untreated depression can present as dementia as symptom presentation can be similar.
- iii. **Importance of Evaluation:**

A thorough medical, psychiatric, and neurological assessment is needed to tease apart causes. It is also important to speak with a knowledgeable source when possible.
- iv. **Co-occurrence:**

An older adult may have both depression and dementia, or dementia complicated by alcohol use, making care complex.



Chapter 2: Caregivers

This section contains information on who is a caregiver, city, state and nationwide contact information, crisis and stress resources, as well as digital resources.

Who is a caregiver?

A caregiver, sometimes referred to as a caretaker, or care partner, refers to anyone who provides care for another person. Caregiving may include running errands, meal preparation, coordinating and scheduling medical appointments, checking the mail, bill paying and much more. Most caregivers are unpaid and provide this support as family members or friends.

Millions of people living in the United States take care of a friend or family member with Alzheimer's disease or a related dementia. In New York state alone, there are more than 543,000 family caregivers providing care to someone living with Alzheimer's disease. No matter what kind of caregiver you are, taking care of another person can be overwhelming at times.

Tips and suggestions that may help with everyday care and tasks are available on the [caregiver tips page on the Alzheimer's.gov website](#). Individuals may also call 1800-438-4380 to get connected with an information specialist.



1. Contact Information (NYC/NY State): For more resources on caregiving support

- i. [NYC Aging](#) (Aging Connect): 212- 244-6469
- ii. [NY Connects](#) (NY State, for aging and disability services): 1-800-342-9871
- iii. [AARP](#) (nationwide, including NY) 888-687-2277
- iv. [Alzheimer's Association](#) 24/7 Helpline (nationwide, including NY): 1-800-272-3900
- v. [Alzheimer's Foundation of America](#) (nationwide, including NY) 866-232-8484
- vi. [CaringKind](#) 646-744-2900; or [CaringKind NYC's website](#)
- vii. [New York State Department of Health: the database of NYSDOH-funded Alzheimer's disease prevention initiatives on the NYSDOH website.](#)

2. NYC Crisis Resources

A **mobile crisis team** is a group of behavioral health professionals — such as social workers, peer specialists and family peer advocates — who can provide care and short-term management for people who are experiencing severe behavioral crisis.

Services are primarily provided in people's homes, as well as in schools for children experiencing crisis. Mobile Crisis Teams are available in all five boroughs.

Mobile Crisis Teams respond to referrals placed between the hours of 8 a.m. and 8 p.m. They typically provide an in-person visit within two hours of receiving a referral. This service is for people who do not need immediate hospitalization.

You can request help from a Mobile Crisis Team if you are concerned about a family member, friend or acquaintance who is experiencing, or at risk of, a psychological crisis. You can also request a team for yourself. To request a team, call 988.

3. Resources to Help Reduce Caregiver Stress and Burnout:

- i. [NYC Aging's caregiver program](#) lists support groups, counseling, respite, (home care, day programs and overnight), training and referrals to help caregivers. The website can be accessed [on the caregiving page of the NYC Department for the](#)

[Aging website](#) or call 212-244-6469 (212-AGING-NYC) for assistance.

- ii. NYC Aging: [Aging Connect](#) is the Department for the Aging's call center which provides information and resources for older adults, caregivers, friends, community members and professionals. Callers are referred given information on to resources, services and opportunities in their community. Call: 212-244-6469 (212-AGING-NYC) for assistance or visit [the contact page of the NYC Department for the Aging website](#).
- iii. Additional resources can be found on the [UCSF Memory and Aging Center's website](#).
- iv. [CaringKind](#): Resources for dementia-specific caregiver helpline & counseling, education, support groups. Helpline: 646-744-2900; email helpline@cknyc.org, or visit: [Caring Kind NYC's website](#).
- v. For resources addressing caregiver stress, and managing mental health among caregivers, [visit the taking care of yourself tips page on the National Institute of Aging's website](#).
- vi. New York State Department of Health has [an overview of dementia with a list of Caregiver Support Programs on their website](#). Find a caregiver program near you [using the help page of the New York State Department of Health website](#)

4. Digital Tools For Caregivers

i. **Any Care Counts NY and the Caregiver Intensity Index**

NYSOFA has partnered with ARCHANGELS and AgingNY to launch the Any Care Counts NY (ACC-NY) Campaign across the state. [ARCHANGELS \(https://www.archangels.me/\)](https://www.archangels.me/) is a platform working to make change happen for unpaid caregivers across the nation. As part of the platform, the ARCHANGELS Caregiver Intensity Index (CII) provides each caregiver with a score, validates their experience, and navigates them to resources offered by New York State. Caregivers not only get support in the moment, but insights are captured that support policy and advocacy efforts. The ACC-NY Campaign has reached 1.5 million New Yorkers, with thousands of unpaid caregivers finding their Intensity Score through the CII and over 25% exploring resources such as New York's Caregiver Portal and NY Connects. Learn more about Any Care Counts NY and [get your score on the Any Care Counts NY page on the ARCHANGELS website](#).

ii. **National Family Caregiver Support Program (NFCSP):**

The goal of the NFCSP is to support family and informal caregivers so they may continue to carry out their caregiving roles and responsibilities.

The NFCSP provides the following types of services:

- a. Information to caregivers about available services,
- b. Assistance (Case Management and Information and Assistance) to caregivers in gaining access to the services,
- c. Caregiver counseling,
- d. Caregiver support groups,
- e. Caregiver training,
- f. Respite care (in-home and/or out-of-home); and
- g. Supplemental services, on limited basis assistance with caregiver related expenses.

More information about services and locations can be found on the [national family caregiver support program page on the NYC Aging website](#).

Chapter 3: Dementia-Specific Resources

This section contains resources specific to dementia care and support.

1. Alzheimer's Association NYC Chapter

The Alzheimer's Association offers support groups in New York City for caregivers and people living with Alzheimer's and other forms of dementia. Support groups create a safe, confidential and supportive environment to get advice and empathy and discuss challenges. Trained facilitators lead support groups via phone, video or in person.

The caregiver support groups offer comfort, reassurance, practical advice and a community of people who are facing similar challenges. These meetings are for family members or friends caring for someone living with Alzheimer's disease, another dementia or a related disorder. The chapter also offers groups online and in person and has specialty and multilingual groups available.

Visit [the caregiver support groups page on the Alzheimer's Association website](#) to see all the current groups in New York City.

[ALZConnected](#) is a free online community designed for people living with dementia and those who care for them. Members can post questions about dementia-related issues, offer support, and create public and private groups around specific topics.

2. Alzheimer's Foundation of America

The Alzheimer's Foundation of America provides support, services and education to individuals, families and caregivers affected by Alzheimer's disease and related dementias nationwide, and funds research for better treatment and a cure. AFA also works with professional caregivers and dementia-care settings to provide them with additional training and continuing education to elevate the level of care they provide on a daily basis. This information is available on [the training and continuing education page of the AFA's website](#). For more information, [refer to the about page of the AFA's website](#), or call their National Toll-Free Helpline at (866) 232-8484

3. CaringKind NYC

For over 45 years, CaringKind has been a trusted partner in Alzheimer's and dementia caregiving. CaringKind aims to empower families, caregivers, and individuals with expert support, education, and resources through every stage of the journey. More information can be found [on the CaringKind NYC website](#).

4. Guiding an Improved Dementia Experience (GUIDE Model)

The GUIDE Model advances coordinated dementia care to support both people with dementia and their caregivers by providing evidence-based services including care navigation, 24/7 access to a support line, caregiver training and education, respite services up to \$2,500 annually, and connections to community resources.

Detailed information regarding payment, eligibility and care can be found [in this GUIDE model overview from the Centers for Medicare & Medicaid Services](#). Contact your physicians to determine eligibility and connect with a GUIDE provider in your area. A list of GUIDE programs can also be found [in the Helpful Resources section of the Center for Medicare & Medicaid Services website](#).

Answers to other frequently asked questions can be found on the [FAQ page of the Centers for Medicare & Medicaid Services website](#). For additional information, contact the GUIDE team at: GUIDEModelTeam@cms.hhs.gov.

5. Long Term Care Community Coalition (LTCCC)

LTCCC's Dementia Care in the Community initiative is aimed at overcoming challenges in dementia care by providing user-friendly, practical resources for individuals with dementia, their families, and their professional caregivers. To access their resources, visit [the Dementia Care in the Community webpage](#).

6. Old-School Hip Hop

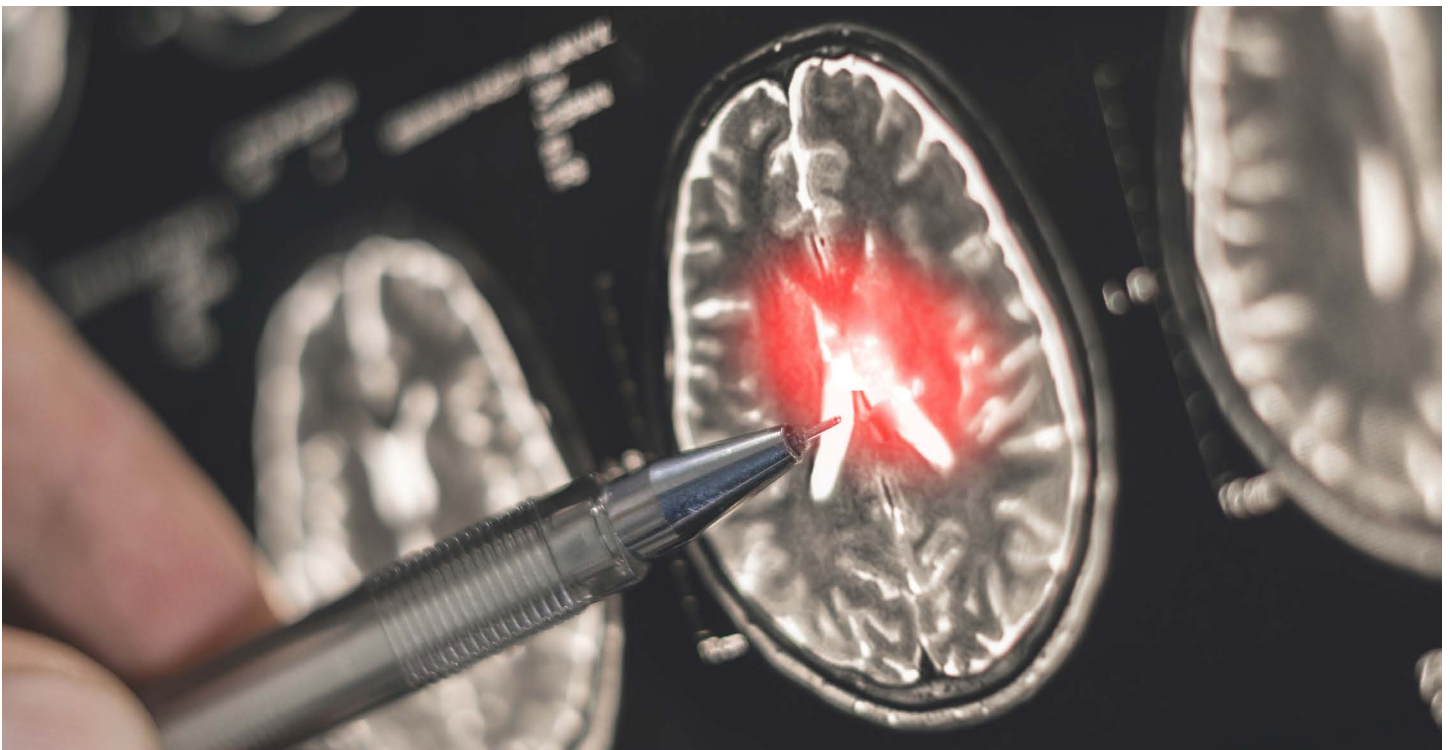
Old School Hip-Hop provides resources for families and communities to learn more about identifying signs of Alzheimer's disease and related dementias. For information and resources visit [Old School Hip-Hop's website](#).

7. Diagnostic Resources

Some of the city's major hospitals conduct studies and you can contact them directly for diagnostic resources. Click on the link or visit the website listed below for more information. They are:

- i. [Alzheimer's Disease Research Center \(ADRC\) at the Icahn School of Medicine at Mount Sinai's website](#); Phone Number: 212-241-8329.
- ii. [BioBehavioral Health's website](#); Phone Number: 732-244-2299.
- iii. [Montefiore Medical center, Albert Einstein College of Medicine's website](#); Phone Number: 718-920-4321.
- iv. [Clinical Trials page of the New York State Psychiatric Institute and Columbia University Department of Psychiatry website](#); Phone Number: (212) 305-6001.
- v. [NYU Langone Brain Aging and Sleep Center webpage on the NYU Langone Health website](#); Phone Number: 212-263-7563.

Further information on the Alzheimer's and Dementia resource center of NYC can be found [on the ADRC's website](#)



Chapter 4: Community Resources in NYC

Social resources are the network and community support that provide emotional, informational, and practical help to people living with dementia and their caregivers.

NYC Aging offers many services and programs that can assist caregivers and/or their care receivers age in place:

i. **Older Adult Centers (OACs):**

There are more than 300 older adult centers (OACs) and affiliated sites throughout the five boroughs that provide healthy meals, fun and educational activities, classes, fitness programs, and social services. Older adult center membership is free and open to all New Yorkers, ages 60 and older. Both in-person and virtual activities are designed to meet the needs of members. There are many benefits to attending an OAC. Studies have shown that older adults report feeling healthier, more positive and less socially isolated after becoming members of an OAC. We encourage older New Yorkers to visit their local OAC. To find an Older Adult Center near you please contact Aging Connect (call 212-AGING-NYC/212-244-6469) or [visit the the find help page of the NYC Aging's website.](#)

ii. **Social Adult Day Program**

Social Adult Day Programs are structured programs that provides functionally impaired individuals with socialization, supervision and monitoring, personal care, and nutrition in a protective setting. The programs can be used as a source of respite for caregivers. A list of the NYC Aging discretionary funded SADS programs can be found [on the social adult day care page of the NYC Aging website.](#)

iii. **In-Home Services:**

NYC Aging funds local case-management agencies to provide in-home services for residents ages 60 and older. A local case management agency that is contracted to serve the older adult's neighborhood will perform a phone intake for requested services and a case manager will conduct an in-home visit to determine eligibility and coordinate services.

Eligible residents can receive the following:

- d. Assistance applying for benefits and entitlements
- e. Links to community resources
- f. NYC Aging-funded Home-delivered meals & Nutrition Counseling
- g. NYC Aging-funded homecare (Medicaid recipients are ineligible for this service)
 - Personal care such as bathing and dressing
 - Housekeeping such as laundry and shopping
 - Refer to [page 34](#) for more information on the EISEP program
 - NYC Aging's [Friendly Visiting Program](#) ([Learn more on the Friendly Visiting Program page on the NYC Aging website](#))
 - Counseling on long-term care issues

[Find a case-management agency](#) near you or call Aging Connect at 212-AGING-NYC (212-244-6469).

iv. **Naturally Occurring Retirement Communities (NORCs)**

Naturally Occurring Retirement Communities (NORC) are housing developments or buildings that over time have become home to many older adults. There are 36 NYC Aging-funded NORCs in New York City that have a social service provider that offers services to older residents. Every NYC Aging-funded NORC provides services and activities that help residents stay engaged, healthy and active, and help them age in their homes, among family and friends.

To see if you live in or near an NYC Aging-funded NORC, visit the [Find Services page of the NYC Aging website](#), where you can also see a list of programs they provide.

Chapter 5: Housing Resources

Senior housing, NYCHA senior buildings, supportive housing services, assisted living, and repair/loan programs for homeowners.

1. NYC Aging Housing Resources

Tenancy and Eviction Support Services (TESS): NYC Aging's TESS program assists older adults who are facing eviction in NYC housing court, resolve housing court cases and preserve tenancy. TESS currently accepts referrals from Housing Court Judges on behalf of older adults facing eviction proceedings in Manhattan, Brooklyn and Bronx Housing Courts. The TESS team at NYC Aging conducts psychosocial assessments and will assess the eligibility of older adults referred to the program. If accepted into the program, TESS will provide case management services and advocacy to assist in discontinuing housing court proceedings.

To get in touch with NYC Aging's Tenancy and Eviction Support Services team, call Aging Connect at 212-AGING-NYC (212-244-6469) or visit: [the Housing Support page of the NYC Aging website](#).

New York City Housing Connect: NYC Housing Connect is your portal to find and apply for affordable rental and homeownership opportunities across the five boroughs of New York City. Housing Connect regularly lists open and available units for individuals aged 62 and above, and households where at least 1 occupant is 62 or older. More information regarding application, availability and eligibility can be found on [the Housing Connect website](#), or by calling the applicant hotline at 212-863-7990 between 9am to 5pm on weekdays.

2. Other NYC Resources:

New York City Housing Authority (NYCHA): NYCHA assists individuals with senior-priority buildings and supportive housing lists. Visit the [NYCHA website](#) for detailed information regarding eligibility, applications and lotteries.

NYC Department of Housing Preservation & Development (NYC HPD):

NYC HPD oversees Mitchell-Lama developments, which are subsidized rental or cooperative apartments for middle-income New Yorkers. This type of housing usually does not offer supportive services, but limited services such as transportation, social services, and leisure activities are available at some sites. For more information regarding eligibility, applications and waitlist times, individuals may contact HPD at [212-863-6500](tel:212-863-6500), or via email: Mitchell-Lama@hpd.nyc.gov, and may

also visit [the Mitchell-Lama page of the HPD website](#).

Housing Ambassadors: HPD partners with community-based service providers in New York City who help people prepare and apply for Housing Connect affordable housing lotteries. Housing Ambassadors can provide information and assistance with the application process. Please email or call the organizations listed on [the housing ambassadors page of the HPD website](#) to learn more about services.

[Senior Citizen Rent Increase Exemption \(SCRIE\)](#): The Senior Citizen Rent Increase Exemption program, known as SCRIE, is available to residents of rent-controlled, rent-stabilized apartments or rent-regulated hotel units. The minimum age is 62, and in 2026 the household income limit is \$50,000. SCRIE participants are protected from most legal rent increases, including lease renewals, rent control orders issued by DHCR, major capital improvements, and landlord economic hardship. Participants are required to pay at least one-third of monthly income for rent. Additional information, can be obtained by calling 311, or visiting the Mayor's office [NYC Freeze Your Rent webpage](#).

[Senior Citizen Homeowners' Exemption \(SCHE\)](#): The Senior Citizen is a property tax break for seniors who own one-, two-, or three-family homes, condominiums, or cooperative apartments. Information, including eligibility, deadlines and other frequently asked questions can be found by calling 311, or visiting: [the SCHE page on the NYC Finance website](#).

3. Adult Care Facilities

Adult Care Facilities (ACFs) offer temporary or long-term housing in combination with a package of services, which may include housekeeping, laundry, congregate meals, socialization and recreational activities, arrangement of medical visits, medication distribution, personal care, supervision, and/or case management. Listed below, are different types of housing facilities, and general contact information.

[Adult Homes](#): Adult homes provide 24 hours of supervision, three congregate meals a day, and a private or semi-private bedroom. Additional admission and retention criteria for adult homes are posted on the the [New York State Department of Health's website under "Admission/Discharge Criteria" for Assisted Living](#) or call 212-417-4440

[Assisted Living Programs](#): Assisted living programs provide personal care and home health care services. They are for eligible residents in selected New York State licensed Adult Homes or certified Enriched Housing Programs. Visit [the NYS Department of Health](#) website for more information.

[Assisted Living Residences](#): Assisted Living Residences (ALRs) follow regulations established for adult homes or enriched housing programs, plus an additional set of requirements. ALRs

provide 24-hour supervision and private quarters consist of a single or half shared bedroom, or an apartment. A [consumer information guide](#) for ALRs is posted on the New York State Department of Health's website. Call 311 or 212-NEW-YORK (212-639-9675) for more information.

Enriched Housing: Enriched Housing programs serve individuals 65 years of age or older, in a community-integrated setting. Enriched Housing programs offer greater independence than adult homes. The basic, private residential unit is an efficiency apartment, and each apartment is equipped with a kitchen. For more information call 311 or visit [the Housing Options for Older Adults page of the NYC 311 website](#).

Family-type Homes for Adults: Family-Type Home for Adults (FTHA) are state licensed, adult care facilities that offer a comfortable, home-like atmosphere to residents. Residents are dependent adults who require support services, but do not need skilled medical or nursing services. Call [212-331-3722](#) or [212-331-3351](#) to refer yourself or someone you know to FTHA. Additional information including pricing and eligibility criteria can be found on [the how to apply page of the NYC Access website](#), or by calling: 212-331-3347.

4. Home-Repair / Emergency Repair & Funding for Older Home-owners:

NYC Aging's Minor Home Repairs Program (MHRP): MHRP is designed to support low to moderate income homeowners citywide in maintaining their residences by providing residential repairs and upkeep tasks. More information can be found [on the home repair assistance for seniors page of the NYC 311 website](#).

NYC Aging's HUD Older Adult Home Modification Program: The Older Adult Home Modification Program helps eligible older adults remain safe and independent in their homes and communities. Through an in-home assessment conducted by a licensed occupational therapist, participants receive personalized recommendations and no-cost home modifications designed to improve accessibility and reduce fall risks. Modifications may include grab bars, handrails, raised toilet seats, shower chairs, improved lighting, temporary ramps, non-slip flooring, and other accessibility improvements. NYC Aging coordinates the assessment, customized modification plan, installation by a licensed contractor, and follow-up visit to ensure the modifications meet the participant's needs. For more information about eligibility or the application process, call 212-602-4455 or email HomeMod@aging.nyc.gov. You can also access the application [here](#).

NYS Access to Home: The NYS Access to Home Program provides financial assistance to make residential units accessible for low- and moderate-income persons with disabilities. Assistance with the cost of adapting homes will enable individuals to safely and comfortably continue or return to live in their residences instead of residing in an institutional setting. For additional eligibility criteria

visit [the NYS Access to Home webpage](#) and for more information contact NYS Houses and Community Renewal via email: hcrinfo@hcr.ny.gov.

NYS RESTORE: This program provides assistance for emergency home repairs for older adults. Review the [RESTORE Program Manual on the HCR website](#) for more information related to eligible activities.

Chapter 6: Food and Nutrition Services

This section contains food and nutrition services and resources for older adults.

1. NYC Aging Resources

Older Adult Centers (OACs)

OACs offer meals that are healthy and nutritious. In neighborhoods with diverse populations, centers provide culturally aligned meals that are representative of the community. All meals are reviewed and approved by NYC Aging nutrition staff to ensure they are nutritious and meet dietary guidelines and standards, such as filling half of the plate with fruits and vegetables. Some centers also offer breakfast, dinner, or grab-and-go options.

Meals served at older adult centers and through the home delivered meals program are required to meet all city, state and federal nutrition and food safety guidelines. To find out more specific information on the meals, please visit [the find services page of the NYC Aging website](#) to search for an older adult center near you and contact them for more information on their menu.

Centers also host workshops and trainings on nutrition and healthy cooking, to help older adults make good decisions on their health and diet.

Home Delivered meals:

Home delivered meals are available to adults over the age of 60, who are unable to travel to congregate meal sites, and lack support from individuals who can provide meals. A local case management agency will determine eligibility and enroll the older adult for this service. Call 311 or Aging Connect at 212-AGING-NYC (212-244-6469), to learn more. Home delivered meals are typically delivered daily, Monday through Fridays, morning and afternoon. Delivery times may vary due to traffic and weather conditions.

2. Statewide & Other Resources

City Harvest

City Harvest rescues nutritious food that would otherwise go to waste and delivers it free of charge to New Yorkers experiencing hunger.

An interactive map of nearby resources is available [on the City Harvest website](#).

City Harvest provides fresh produce, free of charge through Mobile Markets. These are outdoor farmers' market-style food distributions. More information can be found [found on the mobile markets page of the City Harvest website](#). Information can also be found on the [food map page of the City Harvest website](#).

Food Help NYC

Use [the interactive map on the Food Help NYC website](#) to find locations that offer free food (food pantries and soup kitchens). Additional locations may be open but not featured on this map.

Meals on Wheels / Citymeals:

In partnership with NYC Aging, Citymeals on Wheels coordinates emergency weekend meals and funds local meal providers. For more information check [the City Meals website](#) or contact via phone/email: 212-687-1234/info@citymeals.org.

NYS Department of Health (NYSDOH) Commodity Supplemental Food Program (CSFP):

Adults ages 60 or older are eligible for monthly food packages if they earn below a certain income. To apply for the Commodity Supplemental Food Program, [contact a local agency provider](#) for application information. A complete list can be found by visiting [the CSFP page of the NYSDOH website](#).

SNAP/Food benefits

Older adults can get help applying for SNAP via NYC human services & NYC Aging partners; call **311** or Aging Connect for assistance. A list of food pantries by borough, including contact information, can be found [on the food pantries page of the DYCD website](#).

Chapter 7: Medication Review

This section contains information regarding medicine reviews. A [medication review](#) is a structured evaluation by a healthcare provider, of all the medicines an older adult is taking to ensure that each is appropriate, effective, and safe.

1. Resources:

Many pharmacies will perform free, informal medication reviews by appointment. You can call your local pharmacy to schedule a visit.

The [National Institute of Health](#) provides an [easy-to-use worksheet](#) to keep track of every prescription drug, over-the-counter medicine, and supplement an older adult is taking. It is advised to keep this list handy and share it with all the person's other caregivers and health care providers. The worksheet can also be found by visiting [the caregiver worksheets page of the NIA website](#).

2. Additional Guidance from [NYC Health](#):

Keep a list of your medications, including non-prescription medications, and review it with your doctor, nurse or pharmacist at every visit.

Always take your medications as prescribed.

Ask if any of your medications, or medication combinations, increases your risk of falling.

Chapter 8. Legal Assistance

This section contains information for free legal resources and assistance for older adults.

1. NYC Aging Legal Assistance for the Elderly program

NYC Aging funds legal services providers to offer free legal services for NYC residents who are 60 and older. For local legal help call Aging Connect 212-244-6469 or the legal partner listed for your borough [on the legal help page of the NYC Aging website](#).

2. Citywide Legal Programs:

Legal Services NYC: This program provides free civil legal assistance to low-income New Yorkers. Access line: 917-661-4500; Mon–Fri, 9AM – 4PM. For more information visit [the Legal Services NYC website](#).

New York Legal Assistance Group (NYLAG): Project Assist provides free legal services to family caregivers of older adults and adults with disabilities. For more information, call the free intake line at (212) 946-0345, or visit [the NYLAG website](#).

The Legal Aid Society: For legal assistance and to explore resources, call 212-577-3300 or visit [the Legal Aid Society's website](#).

VOLS Senior Law Project: Please call the Senior Law Project hotline at (347) 521-5704, email: seniorlaw@volsprobono.org, or visit the [VOLS Senior Law Project webpage](#).

Volunteer Lawyers / City Bar Justice Center: ElderLaw Project - Phone: 212-382-6658; apply online through [the Elderlaw Project page of the City Bar Justice Center website](#).

Right to Counsel / Office of Civil Justice, i.e. Legal Assistance - HRA

Chapter 9: Financial/Benefits Counseling

This section contains information regarding providing benefits counseling for eligible older adults. These services are provided at several OACs, NORCs, and other NYC Aging partners for eligible older adults.

1. HIICAP:

If you have questions about Medicare and which plan is the right fit for you, call the Department for the Aging's Health Insurance Information, Counseling, and Assistance Program (HIICAP) to speak with a certified counselor. HIICAP is a free resource that educates Medicare beneficiaries on:

- i. Medicare Part A and Part B plans
- ii. Medicare Part D prescription drug plans
- iii. The Elderly Pharmaceutical Insurance Coverage program (EPIC)
- iv. Medicare Advantage (Part C)
- v. Medigap insurance to supplement Original Medicare
- vi. How Medicare works with retiree coverage
- vii. Medicare Savings Program
- viii. Extra Help Program / Low-Income Subsidy
- ix. Yearly updated HIICAP guides.

[Download a list of HIICAP sites](#) or call Aging Connect at 212-244-6469 for more information. Additional resources include the yearly Medicare & You guide, linked [here](#). The guide contains detailed information on benefits, costs, rights, and protections, health and drug plans, as well answers to common questions. The website with the guide and other information can be accessed using [the "Medicare and You" page of the Medicare website](#).

2. NY Connects:

NY Connects provides one stop access to free, objective, comprehensive information and assistance to callers. NY Connects serves individuals of all ages and income levels wanting to learn more about long term services and support in New York City.

NY Connects staff can:

- i. Determine eligibility for benefits and public entitlements,
- ii. Assist individuals in applying for benefits,
- iii. Connect people to support groups, including those for caregivers,
- iv. Provide referrals and linkages to services like home care,
- v. Direct individuals to relevant financial and legal information.

For more information or questions, visit the [Resource Directory of the NYC Connects website](#) or email NYConnects@aging.nyc.gov. Call NY Connects: 1 (800) 342-9871.

3. Human Resources Administration (HRA):

HRA provides New Yorkers with a variety of critical services to help make ends meet, including food and cash assistance, emergency rental assistance, services for individuals with disabilities or those living with HIV/AIDS, and emergency shelter for survivors of domestic violence. View HRA's [Guide to Services by downloading the Guide to Services PDF from the HRA website](#).

New Yorkers in need can apply for and recertify their Supplemental Nutrition Assistance Program (SNAP) benefits online and determine if you are eligible for Cash Assistance and other services offered by HRA via the online [ACCESS HRA](#) platform.

Programs include: [ACCESS HRA](#), [Benefit Replacement](#), [Career Services](#), [Cash Assistance](#), [Child Care Services](#), [EBT Card Services](#), [Food Assistance/SNAP WeCARE](#), [Welfare Fraud Prevention](#).

To apply for benefits, request changes to your case, or get information about your application or case, please visit [ACCESS HRA](#) and log into your account or create a new account.

For additional information on these programs, please call the DSS OneNumber at 718-557-1399 or contact [311](#).

Chapter 10: Transportation Resources

This section contains free and reduced-cost transportation resources for older adults

i. **NYC Aging**

Transportation services are available for essential medical and social service appointments for people age 60 and older who lack access to transportation or cannot use public transportation. Many [older adult centers](#) also provide group transportation to and from their locations, shopping trips, and recreational and cultural outings for their members. [Find a transportation provider](#) near you, visit [the Find Services page on the NYC Aging website](#), or call Aging Connect at 212-244-6469 for more information.

ii. **Access-A-Ride (AAR):**

This program provides paratransit for individuals who cannot use public buses/subways. For eligibility and reservations, call: 877-337-2017 (from NYC) or 718-393-4999 (other area codes). To apply/ recertify visit the [Access-A-Ride Paratransit Service page of the MTA website](#).

iii. **Fair Fares / MTA:**

The Fair Fares program provides 50% discount for eligible low-income residents; check eligibility via [the NYC Fair Fares webpage](#) or call 311.

iv. **MTA Reduced-Fare program / Reduced-Fare OMNY:**

This program offers half-price fares for older adults age 65 and older and for individuals with certain disabilities. Details and application instructions are available on [the MTA Reduced-Fare webpage](#). Individuals can also call 511. Say “MTA,” then say “Subway and Buses,” and follow the prompts.

Chapter 11: Elder Abuse/Elder Justice

This section contains resources for older adults experiencing crime or abuse.

1. Crime Prevention and Support Services (C-PASS) Program

What: [C-PASS](#) helps older adults impacted by crimes such as financial scams and theft, robberies, harassment, and physical assaults. Services include:

- i. Safety planning and crisis intervention
- ii. Connecting with law enforcement and legal services
- iii. Referrals to mental health services
- iv. C-Pass also helps older adults' complete applications to the NY State Office of Victims Services (OVS) for potential reimbursement of crime-related losses and expenses.

If you or someone you know has been impacted by a crime, call Aging Connect at 212-AGING-NYC (212-244-6469) to be connected to C-PASS. For more information, visit [the elder abuse and crime page of the NYC Aging website](#).

2. Elder Justice

To support those impacted by elder abuse, NYC Aging partners with [community-based Elder Justice programs in each borough](#) who provide services and support. The list can also be found on [the elder abuse and crime page of the NYC Aging website](#).

Services can include, but are not limited to:

- i. Case consultations and assistance
- ii. Crisis intervention and safety planning
- iii. Shelter referral
- iv. Counseling
- v. Virtual or in-home assessments
- vi. Assistance navigating the court systems, such as Family, Criminal, and/or Housing courts.

3. Scam Prevention

Criminals may target older adults to steal money or personal information through a variety of scams. Some common scams include government impersonation (claiming to be from IRS or Social Security), gift card scams, charity and lottery scams, “grandchild in trouble” scam, tech support and other computer-based scams.

Learn more about common scams and how to protect yourself with the following resources:

NYC Aging Scam Prevention: NYC Aging has a detailed list of scam prevention resources that can be found by visiting [the scam prevention and financial literacy tips PDF on the NYC Aging website](#), or by calling Aging Connect at 212-AGING-NYC (212-244-6469).

NYPD Scam Spotting: The NYPD has a general scam spotting flyer containing more information and can be found by visiting, or by calling: (646) 610-7226 (SCAM).

NYPD Identity Theft Prevention: The NYPD has an identity theft prevention flyer with information to prevent and report identity theft that can be found by visiting [the NYPD identity theft tips PDF, available on the NYC Aging website](#), or by calling (646) 610-7226 (SCAM).

Remember, never give your personal or financial information to unknown callers, and always safeguard your social security number and Medicare/Medicaid information. When in doubt, hang up.

4. NYPD Older Adult Liaison

What: The New York Police Department (NYPD) has designated Older Adult Liaisons for each of the 77 NYPD Precincts and 9 Police Service Areas. Feel free to contact your [Older Adult Liaison](#) directly by email or phone number.

The Liaisons will be the contact person in each command for issues concerning older adults and will provide assistance when appropriate.

The Older Adult Liaisons will work to enhance public safety and better support older New Yorkers in identifying elder abuse, complaints, and crime patterns.

A list of Older Adult Liaisons can also be found by visiting [the Crime Prevention page of the NYPD website](#).

5. SAFE Initiative

[The Secure Assets for Elder Women \(SAFE\) Initiative](#) partners with financial institutions to strengthen protections against financial exploitation, fraud and abuse of older adults. SAFE delivers targeted training to financial institution staff and to older adult audiences to increase awareness of financial exploitation, and strategies to prevent victimization. To get in touch with SAFE or request a training, contact Aging Connect.

6. Additional Resources

i. **Adult Protective Services (APS)**

The Adult Protective Services Program (APS) provides services for physically and/or mentally impaired adults. NYC HRA lists referral numbers and the statewide APS phone lines for reports and they can be found on the [Adult Protective Services page of the HRA website](#). For NYC adult protective referral call the DSS OneNumber: 718-557-1399 or the NYS APS Helpline 1-844-697-3505. For emergencies call **911**.

ii. **District Attorney's Offices**

Elder Abuse Units and other district attorney elder-abuse teams provide criminal investigation resources. Contact information for each borough's for each borough's district attorney is available on their websites. NYC Aging is also able to make references through the C-PASS program.

iii. **Legal Services NYC**

Legal Services NYC provides free legal assistance with housing, economic security, family and immigration stability, education, health care. Call 917-661-4500 Monday through Friday between 9AM and 4PM to connect with an intake specialist or visit [the Legal Services NYC website](#) for more information.

Chapter 12: Long-Term Care Resources

This section contains resources and additional information for options in NYC & NYS for long-term care options.

1. List of Services

i. **NYC Aging Home Care Services**

Home care services include non-medical in-home services such as housekeeping, and personal care. Home care services support and supplement informal care provided by clients' families.

Eligibility: The program assists older adults aged 60 and older who need help with everyday activities, such as dressing, bathing, personal care, shopping, and cooking, and who wish to remain at home, and are not eligible for Medicaid. The program receives state funding through the Expanded In-home Services for the Elderly (EISEP) as well as local funding. Clients may be required to share costs based on a sliding scale that reflects their income and the cost of the services they receive.

Contact: Aging Connect at 212-AGING-NYC (212-244-6469) to be connected to services.

ii. **Assisted Living Program:**

Find information on long term residential care [on the adult care facilities and assisted living page of the NYSDOH website.](#)

iii. **Consumer Directed Personal Assistance Program (CDPAP)**

CDPAP is a New York State Medicaid program that allows eligible Medicaid members who qualify for home care services to choose and hire their own personal caregiver, or "personal assistant". This can include a friend or family member, as long as they are not the Medicaid member's spouse, their designated representative, or the parent of a CDPAP consumer under the age of 21.

The program serves individuals who are chronically ill or physically disabled and

have a medical need for assistance with daily activities or skilled nursing services. Services provided by a personal assistant may include those typically performed by a personal care aide (home attendant), home health aide, or nurse. Visit the NYS Department of Health website to learn more about the [Consumer Directed Personal Assistance Program \(CDPAP\)](#).

iv. **HRA's Office of Special Services**

This program oversees the Home Care Services Program. For assistance, call the DSS OneNumber at 718-557-1399 or visit a local Home Care CASA Office using the [Home Care CASA office directory from the HRA website](#). Certified Home Health Agencies (CHHA) provide skilled nursing, PT/OT/ST, medical social work and home health aides under Medicare or Medicaid. These services are billable to Medicare when medically necessary. New York State CHHA listings are available on [the directory of Home Health Care Agencies on the NYSDOH website](#).

v. **Licensed Home Care Services Agencies (LHCSA)**

Licensed Home Care Services Agencies (LHCSAs) provide personal care and companion services through private pay or, Medicaid and managed care programs. For more information, visit the [LHCSA page on the NYSDOH website](#), or send an email to homecareliccert@health.ny.gov

vi. **Long Term Home Health Care Program:**

A plan of medical, nursing and rehabilitative care provided at home for individuals medically eligible for placement in a nursing home. These individuals must have care costs that are lower than the cost of nursing home care in the local county. Individuals can access this program through a hospital discharge planner, the Home Care Services Program (HCSP), or a Long -Term Home Health Care Provider.

vii. **MLTC (Managed Long-Term Care)**

MLTC is a program that streamlines the delivery of long-term services and supports to people who are chronically ill or disabled and wish to remain in their homes and communities. Community based long term services and supports (CBLTSS) such as home care or adult day care, are provided through managed long-term care plans that are approved by the New York State Department of Health.

Enrollment in a MLTC plan is mandatory for those who are dual eligible (Medicaid and Medicare), age 21 and older and receiving community based long term care services and supports for more than 120 days, unless excluded. MLTC covers case management, nursing, home health aides, home attendant services, physical therapy for individuals who are Medicaid-eligible, or eligible for both Medicaid and

Medicare, and are medically eligible for long-term care services. More information from the NYS Department of Health is available on the [MLTC page of the NYSDOH website](#).

viii. **NYS Nursing Home Directory / Profiles**

NYS DOH Nursing Home Profiles are available on the [nursing homes page of the NYSDOH website](#).

Profiles can be searched by county, program, or facility and include phone numbers and addresses.

Nursing homes are required to accept urgent or 24-hour admissions if space and medical criteria are met. Contact the facility directly to confirm availability. You can also search via [the CMS Medicare Nursing Home Care website](#).

Hospice care focuses on comfort, symptom management, and family support near the end of life. Many New York City hospices offer in-home visits as well as hospice units in hospitals or inpatient facilities. Licensed hospice providers can be identified through the [NYS hospice directory on the NYSDOH website](#).

ix. **NY Connects:**

NY Connects provides one stop access to free, objective, comprehensive information and assistance to callers. NY Connects serves individuals of all ages and income levels wanting to learn more about long term services and support in New York City.

NY Connects staff can:

- i. Determine eligibility for benefits and public entitlements,
- ii. Assist individuals in applying for benefits,
- iii. Connect people to support groups, including those for caregivers,
- iv. Provide referrals and linkages to services like home care,
- v. Direct individuals to relevant financial and legal information.

For more information or questions, visit the [Resource Directory](#) or email NYConnects@aging.nyc.gov. Call NY Connects: 1 (800) 342-9871.

2. Additional Guidance Regarding Nursing Homes & Assisted Living

i. **The Nursing Home Transition and Diversion Medicaid Waiver Program:**

The NHTD Waiver Program is a home and community-based program that helps New York's Medicaid-eligible older adults and people with physical disabilities receive comprehensive services while living in a community setting, rather than in a nursing home, congregate care setting, or other institution. To be considered for the NHTD program, an individual must meet the following eligibility criteria:

Be eligible for community-based Medicaid,

Be assessed as needing nursing home level of care, and

Be between ages 18 and 64 with a verified physical disability, or age 65 or older at the time of application

For additional information, contact the Regional Resource Development Center (RRDC) for the appropriate region using the [RRDC contact list page on the NYS-DOH website](#).



ii. **Information Regarding Nursing Home Placement**

All nursing home placements require an evaluation consisting of two forms: a Patient Review Instrument (PRI) and a screen. The PRI is valid for three months and must be redone if a placement is delayed.

The nursing home placement process varies according to where the applicant resides at the time of evaluation. If the individual is in a hospital, the PRI and screen will be completed by hospital staff and sent to selected nursing homes. Ask the hospital social worker or discharge planner to coordinate completion of the forms and provide with copies for personal records.

For individuals living at home at the time of evaluation, an appointment must be scheduled with a geriatric nurse specialist, a Certified Home Health Agency (CHHA), or a visiting nurse organization to complete the PRI and screen. For individuals with Alzheimer's disease or other cognitive impairment who do not have extensive care needs, it is recommended that the PRI completed by a geriatric nurse specialist.

The fee for the PRI is covered by Medicaid.

Chapter 13: Safety Resources

This section includes an at-home safety checklist for falls prevention. Use this checklist to reduce falls, injuries, and hazards.

In New York City, falls are a leading cause of injury-related death and hospitalization among older adults. In addition to serious injuries and deaths, falls can affect the quality of life for older adults and make it harder for older adults to live independently. Falls can be prevented by following [measures recommended by the New York City Department of Health](#):

Make Your Home Safer: Almost half of falls occur in the home. Identify and fix trip and fall hazards to make the home safer. If you work from home, secure computer and electrical cords by coiling them along the wall and taping them down when possible. An [at-home fall prevention checklist is available on the NYC Department of Health website](#).

Be Active: Physical activity helps prevent falls, and many exercises can be done from your home. Speak with a health care provider about which exercises are appropriate and how to exercise safely. Additional resources are available on [the physical activity page of the NYC Department of Health website](#). [NYC Aging](#) also offers fitness programs at some older adult centers. For more information call Aging Connect at 212-AGING-NY (212-244-6469).

Focus on Medicine Safety: Manage medications carefully and be aware of medicines that may increase the risk of falling. Contact a pharmacist to discuss refills and delivery options.

Talk to Your Health Care Provider: Speak with a health care provider about strategies to stay healthy and make the home safer.

Reduce Your Fear of Falling: A fear of falling is common, even among those who have not had a fall, and it can actually increase your risk of a fall.

Care for Your Feet: Foot problems can make it harder to stay physically active and increase your risk of tripping, slipping, and falling. Common painful conditions include bunions, corns, calluses, and warts.

a. **To keep feet healthy and pain-free:**

- Keep feet clean and dry, especially between the toes.
- Trim toenails regularly.
- Do not attempt to treat serious foot problems at home; schedule an appointment with a health care professional.

b. **Footwear: Wearing comfortable, well-fitting shoes can reduce the risk of falling.**

- Wear shoes with firm, non-slip soles Avoid shoes with heels higher than one inch.
- Do not wear slippers or flip-flops, even at home.
- Avoid walking in socks or stockings.
- Limit walking barefoot, even at home.

Strategies and tips to prepare for potential falls and reduce the risk of serious injury are available on the [preparing for falls page of the NYC Department of Health website](#).

Resources for caregivers are available on the [falls prevention resources for caregivers page of the NYC Department of Health website](#).

To request free fall prevention materials by mail, call 311.



Chapter 14: Quick Reference List

This is a reference list with contact information for frequently used services.

NYC Aging (Aging Connect): 212-244-6469 (212-AGING-NYC); Mon–Fri 8:30 am–5:30 pm. Provides information and resources for in-home services, home-delivered meals, case management, caregiver programs, older adult centers and home modifications. For additional information visit [the contact page on the NYC Aging website](#).

311: Provides access to general city services, emergency after-hours referrals, and housing or home repair inquiries.

American Society of Aging: For assistance submitting a concern about a nursing home or long-term care provider, contact the Long-Term Care Ombudsman Program. Additional resources and information are available [on the About page of the Ombudsman Resource Center website](#).

FindHelp (formerly Aunt Bertha): Provides resources for food pantries and meal programs searchable by ZIP code. Information on housing, financial assistance, health care, and other supports is available [on the FindHelp website](#).

Home Health Care: Medicare covers intermittent, skilled home health services but does not cover long-term personal care. Medicaid / MLTC can cover long-term personal care for eligible individuals, and private pay options are also available. For assistance, contact Aging Connect at 212-244-6469 Monday through Friday, 8:30 a.m. to 5:30 p.m., or speak with a social worker or provider about billing and eligibility.

NYS Hospice Directory: Search licensed hospice providers and contact information in New York City and New York State on the [hospice directory on the NYSDOH website](#).

NYS Nursing Home Directory / Profiles: Use the New York State Department of Health website to search and compare nursing homes on the [nursing home directory on the NYSDOH website](#).

Chapter 15: Next Steps/ Recommendations

This section highlights recommended next steps for caregivers to follow.

Call Aging Connect at 212-AGING-NYC (212-244-6469) Hours are Monday through Friday, 8:30 a.m. to 5:30 p.m. to request information and resources on NYC Aging services such as case management. Once connected to a case management program the case manager can provide referrals and assist with enrollment in services such as home-delivered meals, personal care, or minor home repairs. More information is available [on the Contact page of the NYC Aging website](#).

NYC Aging Caregiver Program: NYC Aging works with community-based organizations throughout the city to provide services including information and referrals, care planning, support, counseling, and other resources for caregivers. . Additional information about NYC Aging's efforts to support caregivers is available on [the Caregiver Services page of the NYC Aging website](#).

Do a home safety walk through with the NYC Department of Health checklists and address urgent hazards such as grab bars, loose rugs, or poor lighting. The [safety checklist is available on the NYC Department of Health website](#).

If you need skilled services or immediate aide support, contact a licensed home care provider.

If exploring nursing homes, use the New York State Nursing Home Profiles website site to compare facilities, review inspection reports, and find contact information before visiting. Nursing homes provide 24-hour care. The [nursing facilities directory is available on the NYSDOH website](#).

End-of-life care: Resources on advance directives, conversations about end-of-life choices, and New York State laws that support family caregivers are available on the [End of Life Choices NY website](#).