

**CITY COUNCIL MEMBER
HELEN ROSENTHAL**



RESOURCE GUIDE FOR OLDER ADULTS IN NYC:

Upper West Side

THE NEW YORK CITY COUNCIL



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**THE COUNCIL
OF
THE CITY OF NEW YORK**

HELEN ROSENTHAL

COUNCIL MEMBER
6TH DISTRICT, MANHATTAN

CHAIR
COMMITTEE ON WOMEN AND
GENDER EQUITY

COMMITTEES
CIVIL AND HUMAN RIGHTS
CONTRACTS
ECONOMIC DEVELOPMENT
FINANCE
HOUSING AND BUILDINGS

Dear Neighbors,

My office held our first ever Senior Resource Fair at Goddard Riverside Senior Center in 2019 with over 350 residents attending! I was thrilled to see so many of our seniors, their family members, and caregivers, receiving information and individualized assistance, from 35+ City agencies and community-based organizations.

As a result of your feedback, my office has compiled a new edition of our Senior Resource Guide, the most comprehensive guide to resources for older adults in our community. You will find expanded information covering a broad range of benefits and programs available in our District from Housing, Legal Resources, HealthCare, Transportation, and Disability Services to Social Service Agencies, Home Care, Long Term Care, Government Benefits, and more!

It is a great privilege to represent you and I am so proud to be your City Council Representative for the Upper West Side.

If there are any additional resources or assistance you need, I encourage you to contact my District Office at (212) 873-0282 or helen@helenrosenthal.com at any time with your questions, comments, or concerns.

Thank you, as always, for the opportunity to serve the needs of the Upper West Side.

Sincerely,

A handwritten signature in black ink that reads "Helen Rosenthal".

Council Member Helen Rosenthal

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IMPORTANT PHONE NUMBERS

Always dial 911 in case of emergency.

NYC311 City of New York NYC.gov for all City offices and agencies.... 311
TTY service is available by dialing (212) 504-4115.

New York City Department for the Aging (DFTA)..... 311

Medicaid.....	800-541-2831
Medicare.....	800-633-4227
NYS Department for the Aging (DFTA) Helpline.....	800-342-9871
NYC Well 24 Hour Mental Health Hotline.....	888-692-9355
Social Security Administration.....	800-772-1213
Veterans Administration.....	888-838-7697

INFORMATION + REFERRAL

City Council District Office

Find your Council Member:

www.council.nyc.gov/districts/

HELEN ROSENTHAL is the local elected official and City Council Member for the Upper West Side. She and her team can be contacted at the District Office.

563 Columbus Avenue, at 87th Street

New York, NY 10024

Phone: (212) 873-0282

Monday-Thursday, 10am-6pm

Friday, 10am-4pm

www.helenrosenthal.com

Goddard Riverside Community Center (GRCC)

593 Columbus Avenue, New York, NY 10024

Call (212) 873-6600 or visit www.goddard.org

GRCC provides many services for older adults and New Yorkers of all ages, including:

- Senior Centers
- NORCs
- Home Delivered Meals
- Informational and Referral
- Benefits
- And more

JASA Help Center

Multiple locations

Call (212) 273-5272 or visit www.jasa.org

JASA is a non-profit agency servicing older adults in NYC. They provide many social services for seniors, including:

- Affordable Housing
- Case Management + Counseling
- Home Care Services
- Legal Assistance
- Transportation
- And more

New York Foundation for Senior Citizens (NYFSC)

11 Park Place, 14th Floor, New York, NY 10007

Call (212) 962-7559 or visit www.nyfsc.org

NYFSC provides seniors with services and supports, including:

- Home Sharing
- Affordable and Enriching Housing
- Homeless Services
- Support Services: Home attendant, case management, community guardianship, free transportation, respite care, home repair and safety, transition program, emergency and crisis program, and more.
- Activities: Senior Centers, Intergenerational programming, and Theater Enrichment.

Project FIND

160 West 71st Street, 2F, New York, NY 10023

Call (212) 874-0300 or visit www.projectfind.org

Project FIND provides seniors with services and supports, including:

- Health and Wellness
- Senior Centers
- Caregiver Services and Elder Care Planning
- Benefits
- Healthy Aging Services
- And more

Selfhelp

520 Eighth Avenue, New York, NY 10018

Call (212) 971-7600 or visit www.selfhelp.net

Selfhelp Community Services promotes independent living through a wide range of community-based services to seniors and other vulnerable New Yorkers, including:

- Home Care
- Holocaust Survivor Program
- Community-Based Programs
- Real Estate and Housing
- Benefits and Case Management
- And more

ADVOCACY + ACTIVISM

AARP

750 Third Avenue, 31st Floor, New York, NY 10017

Call (866) 227-7442 or visit www.aarp.org/region/new-york/

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

JASA Advocacy and Leadership Trainings

Multiple locations

Call (212) 273-5200 or visit www.jasa.org/services/advocacy

JASA's Advocacy department emphasizes leadership and civic involvement. JASA provides training seminars, access to local and state officials, and an annual advocacy resource fair.

LiveOn NY

49 West 45th Street, New York, NY 10036

Call (212) 398-6565 or visit <http://www.liveon-ny.org>

LiveOn NY provides targeted advocacy, data-driven policy, directive assistance & innovative programs.

Mayor's Office for People with Disabilities (MOPD)

100 Gold Street, 2nd Floor, New York, NY 10038

Call 311 or visit <http://www1.nyc.gov/site/mopd/index.page>

In partnership with all City offices and agencies, MOPD ensures that the rights and concerns of the disability community are included in all City initiatives and that City programs and policies address the needs of people with disabilities with services including:

- Housing
- Social Services & Benefits
- Transportation
- Emergency Preparedness
- Education
- Legal Services and more

New York City Commission on Human Rights (CHR)

22 Reade Street, 1st Floor, New York, NY 10007

Call (718) 722-3131 or 311 or visit

<http://www1.nyc.gov/site/cchr/index.page>

The NYC Commission on Human Rights is charged with the enforcement of the Human Rights Law, Title 8 of the Administrative Code of the City of New York, and with educating the public and encouraging positive community relations. The NYC Human Rights Law is one of the most comprehensive civil rights laws in the nation. To ask a question or report discrimination, call 311 or visit their website.

New York Gray Panthers

244 Madison Avenue, #396, New York, NY 10016

Call (917) 535-0457 or visit www.graypanthersnyc.org

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

ARTS + CULTURE

The American Museum of Natural History (AMNH)

Central Park West at 79th Street (between 77th and 81st Streets), New York, NY 10024

Call (212) 769-5100 or visit <http://www.amnh.org>

Museum admission is “Pay-As-You-Wish.” The Museum’s accessible entrance is located at 20 West 81st Street (the entrance to the Rose Center for Earth and Space).

Kaufman Music Center

129 West 67th Street, New York, NY 10023

Call (212) 501-3330 or visit www.kaufmanmusiccenter.org

Join the Kaufman Music Center at Merkin Hall's longest running concert series *Tuesday Matinees*. The Kaufman Music Center also offers many music, dance, and theater classes—including *Dalcroze for Seniors: Creative Aging*—at the Lucy Mose's School's Adult Division. Senior discounts are available for all adult classes.

Lincoln Center for the Performing Arts

Columbus Avenue (between 62nd and 66th Streets) New York, NY 10023

Call (212) 875-5456 or visit <http://www.lincolncenter.org>

The Lincoln Center website has an events calendar where you can find free and low-cost events. The *David Rubenstein Atrium* at Lincoln Center prioritizes free programming and features year-round performances, documentary screenings, lectures, and moderated talks. *Lincoln Center Out of Doors* is a free, three-week festival open to the public. The festival features dance, music, poetry, spoken word, and family events.

The Metropolitan Opera

Lincoln Center Plaza Metropolitan Opera House (at Columbus Avenue, between 63rd and 64th Streets), New York, NY 10023

Call (212) 362-6000 or visit <http://www.metopera.org>

The New York Historical Society

170 Central Park West, New York, NY 10024

Call (212) 873-3400 or visit <http://www.nyhistory.org>

Admissions and fees:

Seniors/Educators/Active Military \$16

Fridays 6-8pm “Pay-As-You-Wish”

Tours and off-site lectures: Tours are free with Museum admission. Call for information about senior group discounts and for the schedule. Docents are also available to present Off-Site Lectures on a variety of historical topics to senior centers and community groups; for info, call (212) 873-3400, ext. 352.

Arts & Minds brings adults with memory disorders and their caregivers together in new experiences of art. All programs are free, but reservations are required. To reserve your place, call at (646) 755-3726 or email nescalante@artsandminds.org.

Public Programs & Films: On select Pay-As-You-Wish Friday evenings, the Museum hosts a classic film series, included with Museum Admission.

Accessibility: The auditorium is equipped with an IR assistive listening system—headsets and T-coil compatible versions available. Large Print is available for major exhibitions. Fully accessible entrance located on West 77th Street. For more information or to reserve a wheelchair, call (212) 873-3400 or email info@nyhistory.org.

Symphony Space

2537 Broadway at 95th Street, New York, NY 10025

Call (212) 864-5400 or visit www.symphonyspace.org

The annual *WALL TO WALL* celebration is a free, eight hour marathon of music, dance, and conversation. Each year, the *ALL WRITE!* literacy program—offered at no charge—helps 1,500 adults improve their personal and professional lives. The Leonard Nimoy Thalia Theatre, offers a discount for seniors at all film events.

Seniors receive a \$25 discount on the Friend and Patron membership levels. Additional senior discounts are available on other event tickets. Both theaters are accessible, and offer infrared hearing devices that can be used in any seat during any performance, free of charge.

BENEFITS + ENTITLEMENTS

ACCESS NYC

Visit <http://access.nyc.gov>

ACCESS NYC is an online screening tool to find and determine city, state, and federal health and human services benefits programs. Find help in NYC with food, money, housing, work and more. There are over 30 programs you or your family may be eligible for regardless of immigration status and even if you're already receiving benefits or have a job. Apply directly for SNAP, Cash Assistance and Medicaid renewal at HRA.

Department of Social Services (DSS)

Call 311 or visit <http://www1.nyc.gov/site/dss/index.page>

The Department of Social Services (DSS) houses the NYC Human Resources Administration (HRA) and the Department of Homeless Services (DHS). Receive help at DSS with:

- SNAP Benefits and Food Program
- Homelessness Prevention
- Rental Assistance
- Cash Assistance
- Disability Access
- Adult Protective Services
- Child Support Services
- Employment
- Healthcare
- Temporary Emergency Shelter

GetCoveredNYC

Multiple locations

Call 311 or text CoveredNYC (SeguroNYC en Español) to 877877 or visit <http://www1.nyc.gov/nyc-resources/get-covered.page>

GetCoveredNYC is NYC's official health insurance outreach and enrollment program. Call or text to speak with a GetCoveredNYC Specialist and receive free in-person enrollment assistance. You will also find a list of events and permanent enrollment locations online.

NYC Human Resources Administration (HRA)

Call (718) 557-1399 or 311 or visit nyc.gov/accesshra or download the ACCESS HRA mobile app for free

The New York City Human Resources Administration/Department of Social Services (HRA/DSS) is dedicated to fighting poverty and income inequality by providing New Yorkers in need with essential benefits such as Food Assistance and Emergency Rental Assistance.

Mobilization for Justice Government Benefits Project

100 William Street, 6th Floor, New York, NY 10038

Call (212) 417-3732 or visit

www.mobilizationforjustice.org/projects/government-benefits-project/

Mobilization for Justice assists individuals with legal problems relating to Public Assistance, the Supplemental Nutrition Assistance Program (formerly known as Food Stamps), Medicaid/Medicare, and Supplemental Security Income/Social Security Disability benefits and immigration.

Municipal ID (IDNYC)

Multiple locations

Call 311 or visit www1.nyc.gov/site/idnyc/index.page

IDNYC is a government-issued identification card available to all City residents, regardless of immigration status. Applicants must complete an application and submit it at an IDNYC Enrollment Center. Applicants are required to present proof of identity and residency in NYC. Cards are valid for five years.

Card holders may sign up for free one-year memberships at 40 of the City's leading museums, zoos, concert halls, and botanical gardens. IDNYC carries many benefits, including discounts on movie tickets, sporting events, prescription drugs, fitness and health centers, supermarkets, and NYC attractions. The IDNYC card has benefits for veterans under its IDNYC Veteran Designation (see "Veterans" section for more information).

Social Security Administration (SSA)

Multiple locations

Call (800) 772-1213 or for TTY service call (800) 325-0778 or visit

www.ssa.gov

BURIAL ASSISTANCE

Call 311

Low-income NYC residents may be eligible for up to \$900 in financial assistance to meet funeral expenses of no more than \$1700. You can get an application for benefits with written instructions.

Download burial claims instructions and applications in English, Spanish, Russian, Arabic, Chinese, Haitian Creole, or Korean at www1.nyc.gov/site/hra/help/other-services.page.

Burial Claims Unit

25 Chapel Street – 6th Floor, Brooklyn, NY 11201-1954

Call (718) 473-8310

CAREGIVER SUPPORT SERVICES

Call 311 for the provider closest to you or visit

www1.nyc.gov/html/caregiver/

Caregiver programs in every borough can assist you with:

- *Caregiver Services*—counseling, support groups, and caregiver training
- *Assistance and Information*—information and referral, assistance accessing entitlements, and care plan development
- *Respite Services*—home care, adult day services, and institutional respite (overnight stay)
- *Outreach*
- *Supplemental Services* (each center varies)—telephone reassurance, escort, friendly visits, medical supplies/prescriptions, legal assistance, immigration assistance, shopping assistance/emergency food, transportation reimbursement, translations, and more

CaringKind: The Heart of Alzheimer's Caregiving

(Formerly the Alzheimer's Association, NYC Chapter)

360 Lexington Avenue, 4th Floor, New York, NY 10017

Call the 24-hr Helpline (646) 744-2900 or visit

<http://www.caringkindnyc.org>

CaringKind works in Alzheimer's and dementia caregiving. The helpline is run by professional staff. They offer individual and family counseling sessions, a vast network of support groups, education seminars and training programs, early stage services and a wanderer's safety program.

DOROT USA Caregivers' Connections

171 West 85th Street, New York, NY 10024

Call (212) 769-2850 or visit www.dorotusa.org

Caregivers' Connections is DOROT's educational and support network for caregivers, offered in partnership with hospitals, social services agencies, and healthcare professionals. Weekly support groups and workshops give caregivers the opportunity to speak with experts, learn about resources, and meet other caregivers.

National Council of Jewish Women New York (NCJWNY)

241 West 72nd Street, New York, NY 10023

Call (212) 687-5030 or visit <http://www.ncjwny.org>

The social worker staff at NCJWNY leads a support group for caregivers of persons with memory loss primarily due to Alzheimer's Disease.

New York Foundation for Senior Citizens (NYFSC) Respite Care

11 Park Place, 14th Floor, New York, NY 10007

Call (212) 962-7559 or visit www.nyfsc.org

NYFSC's Respite Care Program provides temporary relief to caregivers of frail elderly individuals over age 60 who reside throughout NYC and are not Medicaid eligible. NYFSC social workers visit seniors and their caregivers to assess the need for short-term in-home care. Services include Basic Service and Emergency/Extended Hours.

VISIONS

135 West 23rd Street, New York, NY 10011

Call (646) 486-4444 or visit www.visionsvcb.org

VISIONS Caregiver Program provides free services for unpaid caregivers who are assisting older adults 60 years and over where either the caregiver or the care recipient (or both) is blind or visually impaired; and grandparents, 55 years and older who are primary caregivers for a child under the age of 18 years of age where either the grandparent or the child is blind or visually impaired. Care recipients must be NYC residents.

CASE MANAGEMENT

Need help with personal grooming or household chores? Are you unable to cook your meals? The DFTA works with case-management agencies to provide in-home care for people age 60 and older.

A case manager/social worker will perform a phone assessment and later visit your home to coordinate services such as:

- The evaluation of your benefits
- Home-delivered meals
- Personal care such as bathing and dressing
- Housekeeping
- Counseling on long-term care issues
- DFTA's free Friendly Visiting Program with ThriveNYC
- Referrals to additional resources.

The case management provider in your area is:

Selfhelp Project Pilot

520 Eighth Avenue, New York, NY 10019

Call (212) 787-8106 or visit www.selfhelp.net

Or to find a case management agency near you, call 311.

CONSUMER PROTECTION

NYC Department of Consumer and Worker Protection (DCWP)—formerly the Department of Consumer Affairs (DCA)

43 Broadway, New York, NY 10004

Call 311 or visit www1.nyc.gov/site/dca/index.page

DCWP enforces the City's Consumer Protection Law and uses mediation to help you resolve complaints against a business. File a Consumer Complaint online or by mail to the Consumer Services Division (42 Broadway, 9th Floor, New York, NY 10004).

DCWP is NYC's central resource for workers. They protect and promote labor standards and policies. Learn about Workplace Protections and Workplace Laws online. File a Workplace complaint online or call 311 for more information.

Mobilization for Justice Consumer Rights Project

100 William Street, 6th Floor, New York, NY 10038

Call (212) 417-3881 or visit

mobilizationforjustice.org/projects/consumer-rights-project/

Mobilization for Justice provides advice, counsel, and representation to low-income individuals on a range of consumer issues, including credit card debt, medical debt, identity theft, bail bonds, and financial scams.

CONTINUING EDUCATION

Age-friendly NYC's Age-friendly College Link

This searchable database provides opportunities for older adults at NYC-area colleges and universities.

Visit <http://agefriendlycollege.org/>

Local universities in your area offer classes for older adults to audit or programs specific to older adults:

Fordham University Lincoln Center

113 West 60th Street, New York, NY 10023

Call (212) 636-6000 or visit www.fordham.edu

City College of New York – Hunter College

695 Park Avenue, New York, NY 10065

Call (212) 772-4000 or visit www.hunter.cuny.edu

City College of New York – John Jay College of Criminal Justice

524 West 59th Street, New York, NY 10019

Call (212) 237-8000 or visit <http://www.jjay.cuny.edu/apply-senior-auditor>

DEMENTIA & ALZHEIMER’S DISEASE

Alzheimer’s Foundation of America (AFA)

322 Eighth Avenue, 7th Floor, New York, NY 10001

Call 866-232-8484 or visit <http://alzfdn.org>

The Alzheimer’s Foundation of America (AFA) provides support, services, and education to individuals, families, and caregivers affected by Alzheimer’s disease and related dementias.

CaringKind: The Heart of Alzheimer's Caregiving

(Formerly the Alzheimer's Association, NYC Chapter)

360 Lexington Avenue, 4th Floor, New York, NY 10017

Call the 24/7 Helpline (646) 744-2900 or visit

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

CaringKind offers a 24-hr Helpline (646) 744-2900 run by professional staff, individual and family counseling sessions with licensed social workers, support groups, education seminars and training programs, early stage services, and a wanderer's safety program.

National Council of Jewish Women New York (NCJWNY)

241 West 72nd Street, New York, NY 10023

Call (212) 687-5030 or visit <http://www.ncjwny.org>

The Helen Bloom LINC (Lunch, Interaction, Nurturing & Companionship) Program at NCJWNY is a day program that engages adults suffering from memory loss through art, music, and recreational activities. The program involves both elders and their caregivers. For more information, call social worker, Letitia Maun, at 646-884-9471.

DOMESTIC VIOLENCE SERVICES

NYC Domestic Violence Hotline call (800) 621-4673

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

ELDER ABUSE

Elderly Crime Victims Resource Center

2 Lafayette Street, New York, NY 10007

Call (212) 442-3103 or 311

DFTA's Elderly Crime Victims Resource Center helps older victims of crimes committed by strangers. Crimes can be financial, physical, emotional, and include neglect – the same crimes that are committed in elder abuse cases.

The Harry and Jeanette Weinberg Center for Elder Justice at the Hebrew Home at Riverdale

Call (800) 567-3646 or visit <http://theweinbergcenter.org>

The Harry and Jeanette Weinberg Center is an elder abuse prevention and intervention program for older adults living in the community.

EMERGENCY PREPAREDNESS AND DISASTER RESPONSE

Call 311 for information about evacuation zones and procedures.

Or visit

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

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

American Red Cross

520 West 49th Street, New York, NY 10019

Call 877-733-2767 or visit <http://www.redcross.org>

Red Cross volunteers and staff work to deliver vital services—from providing relief and support to those in crisis, to helping you be prepared to respond in emergencies.

New York City Emergency Management (NYCEM)

250 West 87th Street, 2nd Floor, New York, NY 10024

Call (718) 422- 8585 or visit <http://www.uwscert.org/resources/oem/>

NYCEM plans and prepares for emergencies, educates the public about preparedness, coordinates response and recovery, and collects and disseminates emergency information.

SAMHSA Disaster Distress Helpline

Call (800) 985-5990 (TTY: 1-800-846-8517) or visit

www.samhsa.gov/find-help/disaster-distress-helpline

The Disaster Distress Helpline operates in multiple languages, 24/7, 365-days-per-year. It is a confidential, national hotline providing immediate crisis counseling for people experiencing emotional distress related to natural or human-caused disasters.

EMPLOYMENT

AARP Work Search Information Network

Call 1-888-687-2277 or visit cms.aarpworksearch.org/

Human Resources Administration (HRA) Career Services

Available Training and Education

Visit www1.nyc.gov/site/hra/help/types-training-education.page

New York City Training Guide

Visit <http://mtprawvwsbswtp.nyc.gov/Search/Search.aspx>

ReServe

Call (877) 290-6145 or visit www.reserveinc.org

ReServe is a nonprofit organization that matches professionals age 55 and older (ReServists) with nonprofit organizations, public institutions and government agencies, and private sector-employers that need their expertise.

SAGEWorks

305 Seventh Avenue, 15th Floor, New York, NY 10001

Call (212) 741-2247 or visit www.sageusa.org

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

Senior Community Service Employment Program (SCSEP)

Call (877) 872-5627 or visit www.doleta.gov/seniors

SCSEP is a community service and work-based job training program for older Americans. The program provides training for low-income, unemployed seniors. Participants also have access to employment assistance through American Job Centers.

Senior Employment Services (SESU) – NYC Department for the Aging (DFTA)

2 Lafayette Street, New York, NY 10007

Call 212-602-6958 or 311 or visit www1.nyc.gov/site/dfta/index.page

Part of the federal Senior Community Service Employment Program, SESU places older adults in jobs in data processing, administrative work, customer service, security services, airport services, home care, and other fields. Participants must be 55 or older, be unemployed, have a family income of no more than 125 percent of the federal poverty level, and be willing to learn new skills.

EVICTIION PREVENTION

Coalition for the Homeless' Eviction Prevention Program

129 Fulton Street, New York, NY 10038

Call (212) 776-2039 or visit www.coalitionforthehomeless.org

Schedule an appointment with the Eviction Prevention Program by calling the Eviction Prevention Hotline above.

New York City Department of Homeless Services (DHS)

33 Beaver Street, 20th Floor, New York, NY 10004

Call (212) 361-8000 or visit www1.nyc.gov/site/dhs/index.page

DHS provides services to prevent eviction.

Free Legal Services at NYC DFTA

Call 311 for closest provider.

Legal services are free for older adults without access to other public or private legal aid. The DFTA partners with providers in each borough to help with legal issues that involve public benefits, long-term care, consumer, and landlord-tenant issues.

Assigned Counsel Project: New Yorkers age 60 and older who are at risk of being evicted from their homes may be eligible for free legal help and social services from the Assigned Counsel Project, a joint initiative of the NYC DFTA and the Civil Court of the City of New York. If you believe you qualify, visit the center at the courthouse or ask the judge in charge of your case.

Strycker's Bay Neighborhood Council (SNBC)

61 West 87th Street, New York, NY 10024

Call (212) 874-7272 or visit www.nycservice.org

SNBC provides counseling, makes referrals, and serves as an advocate for low-income families on a walk-in-basis. One of their main programs is the Housing Counseling and Eviction Prevention Program. Through this program, SNBC...

1. Counsels low-income people facing the possibility of losing their homes due to eviction, including helping navigation of legal and social service systems;
2. Helps families to apply for and secure affordable housing;
3. Helps obtain one-time emergency grants for rent and/or utilities;
4. Educates tenants and advocates on their behalf to get landlords to make much-needed repairs and improvements.

FIRE DEPARTMENTS

Call 911 in case of emergency.

FDNY Engine 23

215 West 58th Street, New York, NY, 10019

FDNY Engine 74

120 West 83rd Street, New York, NY, 10024

FDNY Engine 76/Ladder 22

145 West 100th Street, New York, NY, 10025

FDNY Ladder 25

207 West 77th Street, New York, NY, 10024

FOOD

Citymeals on Wheels

355 Lexington Avenue, New York, NY 10017

Call (212) 687-1234 or 311 or visit www.citymeals.org

Citymeals on Wheels provides meals and companionship to homebound seniors. Citymeals also delivers weekend, holiday and emergency meals to frail aged New Yorkers, ensuring they never go a day without a nutritious meal and a warm visit.

Encore Community Services

239 West 49th Street, New York, NY 10019

Call (212) 581-2910 or visit encorecommunityservices.org

Encore provides meals to seniors from 114th street to 110th street on the West side of Manhattan.

Food Pantries

Call 311 for pantry closest to you.

72nd St. Food Pantry

241 West 72nd Street, New York, NY 10023

Phone: (212) 799-7205

Food is available on Mondays from 10:00 AM to 2:00 PM. Those interested should arrive before 1:30 PM. For Manhattan residents only, the entire household must provide proof of address.

Advent Lutheran Church

2504 Broadway, New York, NY 10025

Phone: (212) 665-2504

Food is available on the first Saturday of the month at 10:30 AM. They offer one bag per family.

Christ & St Stephens Brown Bag Program

120 West 69th Street, New York, NY 10023

Phone: (212) 787-2755 ext. 5

Food is available Monday through Friday from 9:30 to 10:30 AM. They offer one bag per person.

Holy Name Church

207 West 96th Street, New York, NY 10025

Phone: (212) 932-8040

Food is available on Mondays from 11:00 AM to 2:00 PM.

Individuals can attend once per month. Only available to residents in zip codes 10023 through 10027; and proof of address with photo ID is required.

Holy Trinity Catholic Church

213 West 82nd Street, New York, NY 10024

Phone: (212) 787-0634

Food is available on the third Saturday of the month, from 10:30 to 11:30 AM.

St Paul the Apostle

405 West 59th Street, New York, NY 10023

Phone: (212) 265-3209

Food is available on the third Saturday of the month from 9:00 AM to 12:00 PM.

Stephen Wise Emergency Food Program

30 West 68th Street, New York, NY 10023

Phone: (212) 877-4050

Food is available Saturdays from 8:15 to 8:45 PM.

West Side Campaign Against Hunger

236 West 86th Street, New York, NY 10024

Phone: (212) 362-3662

Food is available Monday 8:00 AM to 12:00 PM and 1:00 to 6:30 PM; and Wednesday, Thursday, Friday from 8:00 AM to 12:00PM and 1:00 to 3:00 PM. (Closed Tuesday and weekends.)

Fresh Food Bag Program for Seniors

The Fresh Food Bag Program was launched in 2012 by Manhattan Borough President Gale Brewer's (then Council Member Brewer) Grow Green, Age Well Initiative to provide older adults with affordable, fresh produce grown on local farms and has been continued and expanded by Council Member Helen Rosenthal. Manhattan Borough President Brewer and Council Member Rosenthal are proud to offer the program, one of the first in the borough to offer local fresh food to seniors as well as the attendants who accompany them to their programs, throughout the Upper West Side.

<http://helenrosenthal.com/senior-food-bag-program/>

Contact Marisa Maack, Chief of Staff to Council Member Helen Rosenthal, at (212) 788-6975 or mmaack@council.nyc.gov to learn more.

Home-Delivered Meals

Call 311

The City delivers nutritionally balanced meals to the homes of seniors age 60 and older who are unable to attend a group meal program or prepare their own meals. The City accepts requests for home delivered meals, delivery schedule changes, and complaints about the quality of food or service.

Soup Kitchens

72nd St. Food Pantry

241 West 72nd Street, New York, NY 10023

Phone: (212) 799-7205

Food is available on Wednesdays from 4:30 to 5:30 PM and Sundays from 11:30 AM to 12:30 PM.

All Angels Church

251 West 80th Street, New York, NY 10024

Phone: (212) 580-3326

Food is available on Tuesdays and Thursdays at 11:30 AM, and Sundays at 5:00 PM.

B'nai Jeshurun

257 West 88th Street, New York, NY 10024

Phone: (212) 787-7600

Kosher meals are available on Thursdays from 12:00 to 1:00 PM.

Church of the Blessed Sacrament

147 West 70th Street, New York, NY 10023

Phone: (212) 877-8227

Food is available on Sundays from 2:00 to 3:00 PM.

Church of St Matthew & St Timothy

26 West 84th Street, New York, NY 10024

Phone: (212) 362-6750

Food is provided on a first-come, first-serve basis on Sundays from 2:00 to 3:00 PM in the months October through June.

Goddard Riverside Senior Center

593 Columbus Avenue, New York, NY 10024

Phone: (212) 873-6600

Breakfast is served to members aged 60+ Monday through Friday from 8:30 to 9:30 AM, with a \$1.00 donation. Lunch is served to members aged 60+ Monday through Friday from 12:00 to 1:00 PM, with a \$2.00 donation.

Grand Central Food Program

Travelling van

Phone: (212) 776-2000 ext. 7

The Grand Central Food Program travelling van makes the following daily uptown stops:

- 7:15 PM, SW corner of 51st St. & Broadway
- 7:35 PM, Port Authority (40th St.)
- 7:55 PM, 79th St. Boat Basin (79th St. & West Side Highway)
- 8:15 PM, 86th St. & West End Ave.
- 8:30 PM, Cathedral of St John the Divine (112th St. & Amsterdam Ave.)
- 8:45 PM, Harlem Hospital (137th St. & Lenox Ave.)
- 9:00 PM, Central Park (5th Ave. & 72nd St.)
- 9:15 PM, 47th St. between Madison Ave. & 5th Ave.

Holy Name Church

207 West 96th Street, New York, NY 10025

Phone: (212) 932-8040

Food is available on Tuesdays and Thursdays from 11:00 AM to 1:00 PM. There are no requirements for individuals attending.

Holy Trinity Catholic Church

213 West 82nd Street, New York, NY 10024

Phone: (212) 787-0634

Food is available Monday through Sunday from 8:30 to 9:00 AM.

Rutgers Presbyterian Church

236 West 73rd Street, New York, NY 10023

Phone: (212) 877-8227

Food is available on Thursdays at 6:00 PM (except in July and August). Attendance is capped at 65 people.

St Michael's Episcopalian Church

225 West 99th Street, New York, NY 10025

Phone: (212) 222-2700

Food is available on Saturdays from 10:00 to 11:45 AM.

St Paul the Apostle

405 West 59th Street, New York, NY 10023

Phone: (212) 265-3209

Food is available Tuesday through Thursday from 11:30 AM to 12:30 PM.

West End Collegiate Church

368 West End Avenue, New York, NY 10024

Phone: (212) 362-6750

Food is available on Tuesdays from 4:30 to 5:30 PM, except in August. There is a social worker on site.

Supplemental Nutrition Assistance Program (SNAP)

(Formerly known as “Food Stamps”)

Multiple locations

Call the Human Resources Administration Infoline (718) 557-1399 or visit nyc.gov/accesshra

SNAP (formerly known as “food stamps”) provides food assistance for low-income New Yorkers including families, the elderly, and the disabled. The program helps families and individuals supplement the cost of their diet with nutritious foods. You can apply online at ACCESS HRA, call the Infoline to have an application mailed to you, or pick up/drop off an application at a SNAP center.

FRIENDLY VISITING

Department for the Aging's (DFTA) Friendly Visiting Program with ThriveNYC

DFTA's Friendly Visiting Program pairs older adults with screened and trained volunteers for in-home visits. Volunteers visit on a regular basis to talk about shared interests and experiences, forming friendships in the process. Volunteers may also take walks with you or help run errands. If you or someone you know would like a friendly visitor, contact a case-management agency in your area.

The case management provider in your area is: Selfhelp Project Pilot

520 Eighth Avenue, New York, NY 10019

Call (212) 787-8106 or visit www.selfhelp.net

DOROT Friendly Visiting Program

171 West 85th Street, New York, NY 10024

Call (212) 769-2850 or visit www.dorotusa.org

DOROT's Friendly Visiting matches seniors with a volunteer for weekly in-home visits. A DOROT social worker matches every senior and volunteer based on mutual interests, availability and location, and maintains a supportive presence for the duration of the relationship.

GRANDPARENT RESOURCES

The Children's Aid Society

711 Third Avenue, Suite 700, New York, NY 10017

Call (212) 949-4800 or visit www.childrengsociety.org

The Children's Aid Society helps children in poverty in targeted high-needs NYC neighborhoods (Upper Manhattan, Staten Island, South Bronx). Its programs include Parent and Caregiver Engagement, getting parents and caregivers invested in education, and Family Stabilization, which offers comprehensive, home-based services to keep families together after destabilizing events or ongoing crisis.

The Grandparent Resource Center at the DFTA

2 Lafayette Street, New York, NY 10007

Call 311 or visit www1.nyc.gov/site/dfta/index.page

If you are an older adult with primary caregiver responsibilities for your grandchild or another young relative, the DFTA's Grandparent Resource Center can help you adjust to your role as a kinship caregiver.

Services include:

- Workshops on legal issues, benefits and entitlements, nutrition, budgeting, and other topics
- Referrals and information
- Peer support groups and guidance on starting individual groups
- Expanded outreach at Mayor's Action Plan for Neighborhood Safety sites
- Parenting a Second Time Around classes

Mobilization for Justice Kinship Caregiver Law Project

100 William Street, 6th Floor, New York, NY 10038

Call (212) 417-3850 or visit mobilizationforjustice.org/projects/kinship-caregiver-law-project/

Mobilization for Justice helps to provide legal stability to families through representation in custody, guardianship, and adoption matters, access to public benefits, and in Special Immigrant Juvenile Status cases. They also represent caregivers in Family Court and administrative proceedings aimed at preventing a child's entry into the traditional foster care system.

The YMCA of Greater New York

Multiple locations

Call (212) 630-9600 or visit www.ymcanyc.org

The YMCA has many free individual and family programs, and offers financial assistance via scholarship to individuals and families for YMCA membership and programs.

HEALTH AND MENTAL HEALTH CARE

Call 911 immediately in case of emergency.

The Assertive Community Treatment (ACT) Team at Goddard Riverside Community Center

593 Columbus Avenue, New York, NY 10024

Call (212) 531-2727 or visit

<https://www.goddard.org/grcc/programs/mentalhealth/act/>

The ACT Team provides psychiatric treatment and intensive case management for adults with severe mental illness demonstrating a high service need. Goddard Riverside's team includes psychiatrists, nurses, social workers and case managers.

The Bridge, Inc.

290 Lenox Avenue, New York, NY 10027

Call (212) 663-3000 or visit www.thebridgeny.org

The Bridge Inc. provides behavioral health services and programs for individuals with serious mental illness and substance use disorders. It has developed a special program for seniors housed in Bridge residential properties. The organization provides behavioral health services at its Clinical Program Hub located at 248 West 108th Street.

Elderly Pharmaceutical Insurance Program (EPIC)

P.O. Box 15018, Albany, NY 12212-5018

Call (800) 332-3742 (TTY (800)-290-9138) or visit www.health.ny.gov

EPIC is a New York State program for seniors administered by the Department of Health (DOH). EPIC helps income-eligible seniors aged 65 and older to supplement their out-of-pocket Medicare Part D drug plan costs. Seniors applying for EPIC must be enrolled or eligible to be enrolled in a Medicare Part D drug plan to receive EPIC benefits and maintain coverage.

Medicare Rights Center

266 West 37th Street, 3rd Floor, New York, NY 10018

Call (212) 869-3850 or the hotline (800) 333-4114 or visit

www.medicarerights.org

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

Metropolitan Center for Mental Health

Multiple locations

Call (212) 362-8755 or visit www.metropolitancenter.com

The Metropolitan Center for Mental provides low-cost psychological treatment for people with emotional problems.

National Suicide Prevention Lifeline

Call (800) 273-8255 or visit suicidepreventionlifeline.org

The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources.

New York City Department of Health and Mental Hygiene (DOHMH)

42-09 28th Street, 14th Floor, Long Island City, NY 11101

Call 311 or visit <http://www1.nyc.gov/site/doh/index.page>

Services provided include birth and death certificate orders and corrections, clinics, NYC Health Map, and more.

New York Medicaid Choice

Call (888) 401-6582 or visit www.nymedicaidchoice.com

New York Medicaid Choice provides information about and access to long-term care services (including home care) and supports for Medicaid-eligible older people.

New York State Medicaid Helpline

Call (800) 541-2831 or visit www.health.ny.gov

NYC Well (888) NYC-WELL / (888) 692-9355

Interpreters are available for 200+ languages, stay on the line. NYC Well is confidential and free. 24/7, 365 days a year.

Call 711 (Relay Service for Deaf/Hard of Hearing) or text “WELL” to 65173 or visit <http://nycwell.cityofnewyork.us/en/>

NYC Well is New York City’s free, confidential support, crisis intervention, and information and referral service for anyone seeking help for mental health and/or substance misuse concerns. NYC Well is staffed by trained professionals who can help you find the services that best meet your needs.

Ryan Health

110 West 97th Street, New York, NY 10025

Call (212) 749-1820 or visit www.ryanhealth.org

Ryan Health (formerly the William F. Ryan Community Health Network), is a Federally Qualified Health Center (FQHC) based in Manhattan that provides affordable primary and specialty care. Ryan Health’s specialty services include diabetes disease management, behavioral health integration, eye care services, and cardiology.

Service Program for Older People (SPOP)

302 West 91st Street, New York, NY 10024

Call (212) 787-7120 or visit <http://www.spop.org>

SPOP provides comprehensive mental health care and support services, advocacy, and education for seniors, including:

- Comprehensive mental health care for adults age 55 and older, including individual and group therapy;
- Bereavement support for adults of all ages, offered free of charge;
- Specialized substance use counseling;
- *PROS/Personalized Recovery Oriented Services* for older adults with serious mental illness;
- And home-based therapy for clients who are unable to travel due to disability (available in Manhattan only).

Vibrant Emotional Health

50 Broadway, 19th Floor, New York, NY 10004

Call (212) 614-5753 or visit www.vibrant.org

Vibrant promotes emotional health through technology-enabled services, community wellness programs, and advocacy and education work.

HEARING IMPAIRMENT

The Center for Hearing and Communication (CHC)

50 Broadway, New York, NY 10004

Call (917) 305-7766 (v) / (917) 305-7999 (TTY) or visit

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

CHC offers services in audiology (NYC hearing test, hearing aids, custom ear plugs), speech-language therapy, counseling, and more.

Hearing Health Foundation (HHF)

363 Seventh Avenue, 10th Floor, New York, NY 10001

Call (212) 257-6140 or TTY (888) 435-6104 or visit

<http://hearinghealthfoundation.org>

HHF works to prevent and cure hearing loss and tinnitus and to promote hearing health.

Hearing Loss Association of America (HLAA)–Manhattan Chapter

P.O. Box 602, Radio City Station, New York, NY 10101

Call (212) 769-4327 or visit <http://www.hearingloss.org> or

<http://hearinglossnyc.org> (chapter website)

HLAA provides information, education, support, and advocacy.

HOLOCAUST SURVIVOR SERVICES

The Holocaust Compensation Assistance Program (H-CAP) at New York Legal Assistance Group (NYLAG)

7 Hanover Square, 18th Floor, New York, NY 10004

Call (212) 613-5000 or visit www.nylag.org

NYLAG launched H-CAP to provide the survivor community with accurate information and legal assistance regarding compensation and restitution programs, as well as other areas of concern.

Selfhelp Holocaust Survivor Program

520 Eighth Avenue, New York, NY 10018

Call (866) 735-1234 or visit www.selfhelp.net

The Selfhelp Holocaust Survivor Program's professionals work solely with Holocaust survivors. As a survivor, you could qualify for: Home Care & Housekeeping, Social Programs, Enhanced Case Management, and Community Support.

HOMELESS SERVICES

BRC Homeless Helpline

131 West 25th Street, 12th Floor, New York, NY 10001

Call (212) 533-5151 or visit www.brc.org

In addition to the City's 311, which makes referrals to BRC, BRC operates its own 24-hour Homeless Helpline. If you see someone who needs help, call BRC. You'll speak with a BRC outreach specialist, who will help.

Breaking Ground

505 Eighth Avenue, 5th Floor, New York, NY 10018

Call (212) 389-9300 or visit www.breakingground.org

Breaking Ground serves New Yorkers through Street Outreach, Transitional Housing, and Permanent Supportive and Affordable Housing.

Capitol Hall Residence

166 West 87th Street, New York, NY 10024

Call (212) 724-1000 or visit

<http://www.goddard.org/grcc/programs/housing/capitolhall/>

Capitol Hall provides housing for men and women who are vulnerable to homelessness because of their age, income or disability.

Coalition for the Homeless

129 Fulton Street, New York, NY 10038

Call (212) 776-2000 or visit www.coalitionforthehomeless.org

Coalition for the Homeless is an advocacy and direct service organization serving homeless individuals and those at risk of homelessness. Their services include:

- *Eviction Prevention Program*: See “Eviction Prevention” section.
- *Crisis Intervention Program*: Case managers meet with people Monday through Friday on a first-come, first-serve walk-in basis.
- *Emergency Mail Program*: Provides homeless New Yorkers with a secure, reliable, and discreet mailing address where they can receive private mail as well as government and social service documents.

DOROT’s Homelessness Prevention Program (HPP) and Aftercare

171 West 85th Street, New York, NY 10024

Call (212) 580-0001 or visit www.dorotusa.org

For seniors who are homeless or facing homelessness, HPP—a transitional residence in Manhattan—offers safe temporary housing, meals, counseling in many languages, and assistance in finding a permanent home. DOROT’s Aftercare program provides clients with ongoing services after they move into permanent housing. An interview with a DOROT social worker is required.

Emergency Shelter Intake Centers

Families with children: Prevention Assistance and Temporary Housing (PATH), 151 East 151st Street, Bronx

Adult families: Adult Family Intake Center (AFIC), 400-430 East 30th Street, Manhattan

Single adult men: 30th Street Intake Center, 400-430 East 30th Street, Manhattan

Single adult women: HELP Women's Shelter, 116 Williams Avenue, Brooklyn, NY 11207 **or** Franklin Shelter, 1122 Franklin Avenue, Bronx

Homeless Services Drop-In Centers

24-hour drop-in centers for adults:

Mainchance, 120 East 32nd Street, Manhattan

The Living Room, 800 Barretto Street, Bronx

Drop-in centers for adults (open from 7:30 AM to 8:30 PM):

Olivieri Center, 257 West 30th Street, Manhattan

The Gathering Place, 2402 Atlantic Avenue, Brooklyn

Project Hospitality, 25 Central Avenue, Staten Island

New York City Department of Homeless Services (DHS)

33 Beaver Street, 20th Floor, New York, NY 10004

Call (212) 361-8000 or visit www1.nyc.gov/site/dhs/index.page

DHS serves households in the community to prevent homelessness and provides emergency shelters, and deploys outreach teams. General services provided include:

- Services to prevent eviction
- Assistance obtaining public benefits
- Emergency rental services
- Education and job placement assistance
- Financial counseling and money management
- Help relocating
- Short-term financial services
- Other services

Picture the Homeless

Call (646) 314-6423 or visit picturethehomeless.org

Picture the Homeless is a grassroots organization that organizes for social justice around issues like housing, police violence, and the shelter-industrial complex.

The Other Place Clubhouse (TOP)

264 West 87th Street, New York, NY 10024

Call (212) 799-7171 or visit

<https://www.goddard.org/grcc/programs/mentalhealth/top/>

TOP provides integrated services to adults with histories of mental illness, histories of homelessness, and substance use.

Volunteers of America - Greater New York

340 West 85th Street, New York, NY 10024

Call (212) 316-8200 or visit <http://www.voa-gny.org>

Volunteers of America-Greater New York operates residential programs—transitional and permanent supportive—, supplies case managers, engages outreach teams, and provides short-term emergency shelter.

West Side Campaign Against Hunger (WSCAH)

263 West 86th Street, New York, NY 10024

Call (212) 362-3662 or visit www.wscah.org

Individuals seeking services from WSCAH must provide identification and proof of address. WSCAH offers help with the Supplemental Nutrition Assistance Program (SNAP), health insurance, free clothing, job training, and financial and legal counseling.

HOUSING & RELATED ISSUES

The Center for NYC Neighborhoods (CNYCN)

Call (646) 786-0888 or 311 or visit <http://cnycn.org/>

CNYCN and the Senior Homeowner Initiative is supported by the New York City Council. CNYCN runs programs to protect affordable homeownership for middle- and working-class families including:

- *Estate Planning & Financial Counseling*: Get a sense of security knowing your home will be safely and legally passed on to your heirs.
- *Home Repair & Retrofitting*: Learn about programs that can help you pay for repairs to your home.
- *Mortgage Loan Modifications*: Get help negotiating with your bank to avoid foreclosure and learn more about taxes and reverse mortgages.
- *Tax Liens*: Resolve unpaid property tax, water, and sewer charges, as well as liens placed on your property.
- *Legal Help*: Connect with attorneys for help with foreclosure, bankruptcy, or housing scams.

Disability Rent Increase Exemption (DRIE)

66 John Street, 3rd Floor, New York, NY 10038

Call 311 or visit www1.nyc.gov/nyc-resources/service/1522/disability-rent-increase-exemption-drie-program

DRIE (also known as the NYC Rent Freeze Program) is an exemption against future rent increases for eligible disabled persons living in eligible apartments. For assistance with DRIE—including enrollment, renewals, appeals, transfers, and adjustments—contact the Department of Finance’s (DOF) DRIE Unit online, or visit the SCRIE and DRIE Walk-in Office (address above).

Home Energy Assistance Program (HEAP)

HEAP Manhattan Office, 122 East 124th Street, New York, NY 10035

Call (800) 692-0557 for application status or (212) 331-3126 or visit

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

HEAP helps low-income people pay the cost of heating their homes. If you are eligible, you may receive one regular HEAP benefit per program year and could also be eligible for emergency HEAP benefits if you are in danger of running out of fuel or having your utility service shut off.

Home Repair and Safety Audit Program at the New York Foundation for Senior Citizens (NYFSC)

11 Park Place, 14th Floor, New York, NY 10007

Call (212) 962-7655 or visit www.nyfsc.org/support-services/repair-safety-services/

Through this program, senior owners of private homes, condos, co-ops and renters, with consent of and after attempts to enlist their landlords, can benefit from free home maintenance and repair services.

Home Sharing at the New York Foundation for Senior Citizens (NYFSC)

11 Park Place, 14th Floor, New York, NY 10007

Call (212) 962-7559 or visit www.nyfsc.org/home-sharing/

NYFSC's free Home Sharing Program helps link adult "hosts" with extra private spaces in their homes with appropriate adult "guests" to share their space. One of the match mates must be age 60 or older. The program also serves adult "hosts" age 55 or older, who are interested in sharing with developmentally disabled adult "guests" capable of independent living. Professional social work staff screen the references of all host and guest applications.

Housing Conservation Coordinators (HCC)

777 10th Avenue, #1, New York, NY 10019

Call (212) 541-5996 or visit <http://www.hcc-nyc.org>

HCC is a legal not-for-profit organization that seeks to preserve safe, decent and affordable housing on the West Side of Manhattan. HCC provides legal services, tenant and community organizing, and weatherization assistance.

Naturally Occurring Retirement Community (NORC) Programs

NORCs are a neighborhood, apartment building, or housing complex in which a substantial number of residents aged 60+ reside. Seniors who live in NYC may already reside in a NORC. If not, they might consider relocating to a NORC. NORCs are administered by non-profit agencies that provide services for fairly independent senior residents to enable them to continue to live in their homes. Services may include case management, meals delivered to the home, preventative health measures, social activities, counseling, housecleaning services, transportation, and nursing services.

NORCs on the Upper West Side:

Goddard Riverside Lincoln Square NORC

250 West 65th Street, New York, NY, 10023

Phone: (212) 874-0860

Goddard Riverside's Lincoln Square NORC serves residents of Amsterdam Houses and the Amsterdam Addition with social services, health promotion, wellness activities, and community engagement.

Goddard Riverside West Side NORC

100 West 94th Street, New York, NY 10025

Phone: (212) 665-3853

Goddard Riverside's West Side NORC serves residents of Jefferson Towers, Stryckers Bay, and Columbus Towers with social services, health promotion, wellness activities, and community engagement.

Lincoln House Outreach NORC

303 West 66th Street, New York, NY

Phone: (212) 875-8958

Lincoln Towers NORC

Project Open address: 180 West End Avenue, #1G, New York, NY 10023

Call Project Open (212) 721-8708 or visit projectopenlincolntowers.org

Project Open serves Lincoln Towers residents. They have two Social Workers on site and provide activities including trips, Lincoln Towers University, discussion groups, an art class, and trips to Fairway uptown and to Costco. Project Open also holds an annual shredding event and offers free flu shots in November for seniors in the community.

New York City Housing Preservation and Development (HPD)

100 Gold Street, New York, NY 10038

Call 311 or visit <http://www1.nyc.gov/site/hpd/index.page>

HPD preserves affordable housing, protects tenants, develops new affordable housing, enforces the Housing Maintenance Code, and engages neighborhoods in planning.

New York State Attorney General Letitia James's Foreclosure Prevention Program

Office of the Attorney General, The Capitol, Albany, NY 12224

Call the Homeowner Protection Hotline (855)-HOME-456 or (855) 466-3456 or visit www.homeownerhelpny.com

The Attorney General's Office has created a toolbox of resources to help struggling families who are fighting to stay in their homes and avoid foreclosure.

NYC Housing Connect

Visit www1.nyc.gov/site/hpd/renters/housing-connect.page

Online portal to affordable housing lotteries.

NYC Housing Resource Center

Visit www1.nyc.gov/site/housingportal/index.page

Provides information on affordable housing in NYC.

NYC Senior Citizen Rent Increase Exemption (SCRIE)

Call 311 or visit www1.nyc.gov/site/rentfreeze/index.page

The NYC Rent Freeze Program, which includes SCRIE, helps those eligible stay in affordable housing by freezing their rent. Under this program, a property tax credit covers the difference between the actual rent amount and what you (the tenant) are responsible for paying at the frozen rate.

Call 311 or visit the website for information, eligibility questions, and to start an application.

Council Member Helen Rosenthal's office has a SCRIE expert available on Mondays 10am-6pm and Tuesdays 2-6pm to help fill out forms and answer questions.

Project Metropair at the Metropolitan Council on Jewish Poverty

77 Water Street, 7th Floor, New York, NY 10005

Call (212) 453-9542 or visit www.metcouncil.org/project-metropair

Metropair is a free home safety and security program for seniors and disabled people throughout NYC. In addition to providing home repairs, Metropair staff also refer their senior clients to Met Council for their social service needs.

Senior Citizen Homeowners Assistance Program (SCHAP)

121 Sixth Avenue, Suite 501, New York, NY 10013

Call (212) 431-9700 or visit www1.nyc.gov/site/hpd/index.page

SCHAP assists low- and moderate-income seniors in making necessary home repairs with no-interest deferred loans to amortize 3 percent interest loans. To qualify, a senior must be a NYC resident, be at least 60 years old, and have been an owner-occupant of a one- to four-family home for at least two years. Applicants' household incomes, including rental income, must meet certain guidelines.

Senior Citizen Homeowners' Exemption (SCHE)

Call 311 or visit www1.nyc.gov/site/finance/benefits/landlords-sche.page

SCHE is a property tax break for seniors who own one-, two-, or three-family homes, condominiums, or cooperative apartments. Applicants' annual incomes must meet certain guidelines. Apply online or call 311.

West Side Federation for Senior and Supportive Housing (WSFSSH)

930 West End Avenue, New York, NY 10025

Call (212) 721-6032 or visit <http://www.wsfssh.org>

WSFSSH builds safe and sustainable affordable housing with supportive services. WSFSSH offers different kinds of housing, including senior apartments, SRO housing, studio apartments, and supportive congregate buildings.

IMMIGRANT SERVICES

Mayor's Office on Immigrant Affairs (MOIA)

Call 311 for provider closest to you or visit www1.nyc.gov/immigrants

MOIA promotes the well-being of immigrant communities and promotes legal services for many issues including citizenship, deportation, family separation, the travel ban, discrimination, and more. MOIA promotes immigrant access to City services including cash assistance, family services, health and disability access, jobs, housing, IDNYC, and much more.

Mobilization for Justice Immigration Project

100 William Street, 6th Floor, New York, NY 10038

Call (212) 417-3732 or visit

mobilizationforjustice.org/projects/immigration-project/

Mobilization for Justice provides direct advocacy and representation to low-income individuals and families seeking assistance in either humanitarian- or family-based immigration matters including the replacement of lost or stolen documents, and obtaining refugee travel documents, re-entry permits, or advance parole, among other things.

INCOME TAX PREPARATION

Free AARP Tax Prep Help Near You

Call (888) 227-7699 toll-free or visit www.aarp.org for more information or to locate a local Tax-Aide Site.

Mobilization for Justice Taxpayer Assistance

100 William Street, 6th Floor, New York, NY 10038

Call (212) 417-3839 or visit

mobilizationforjustice.org/projects/taxpayer-assistance/

Mobilization for Justice's Taxpayer Assistance program provides free legal advice, counsel, and representation to taxpayers in federal and related New York state income tax controversies in areas including:

- Audits and examinations
- Earned Income Tax Credit (EITC) appeals
- Liens and levies
- Employee/independent contractor disputes
- Injured spouse claims
- Innocent spouse relief requests
- Identity theft

New York City Department of Finance (DOF)

Call 311 or visit <http://www1.nyc.gov/site/finance/index.page>

LEGAL SERVICES (INCLUDING ADVANCE DIRECTIVES)

The Evelyn Frank Legal Resources Program (EFLRP) at New York Legal Assistance Group (NYLAG)

7 Hanover Square, 18th Floor, New York, NY 10004

Call (212) 613-7310 or visit www.nylag.org

EFLRP provides legal services to seniors to help them navigate the complex systems that provide access to health care and home care.

Mobilization for Justice

100 William Street, 6th Floor, New York, NY 10038

Call (212) 417-3700 or visit mobilizationforjustice.org

Mobilization for Justice, formerly MFY Legal Services, offers free legal assistance to low-income New Yorkers throughout New York City to resolve legal problems in the areas of housing; foreclosure, civil, disability, and aging rights; bankruptcy, tax, consumer, employment, government benefits, immigration, and kinship care.

Volunteers of Legal Service (VOLS)—Elderly Project

40 Worth Street, Suite 820, New York, NY 10013

Call (212) 966-4400 or visit <http://volsprobono.org/projects/elderly-project>

The Elderly Project staff and pro bono attorneys provide free legal advice, information, document drafting, and other brief services to low-income NYC residents aged 60 or over, and to the social workers and advocates who assist them. These services include direct counseling on critical issues involving housing, government benefits, and consumer debt, and the drafting and execution of wills, power of attorney, and other essential life-planning documents.

LGBTQ+ SERVICES

LGBTQ Law Project at New York Legal Assistance Group (NYLAG)

7 Hanover Square, 18th Floor, New York, NY 10004

Call (212) 613-5000 or visit www.nylag.org

NYLAG'S LGBTQ Law Project works to protect and expand the rights of the LGBTQ community and provides services for low-income LGBTQ New Yorkers.

SAGE

307 Seventh Avenue, 15th Floor, New York, NY 10001

Call (212) 741-2247 or visit www.sageusa.org

SAGE Centers provide services for LGBT seniors in New York, including:

- Free or low-cost meals
- Daily cultural and social events
- Support groups
- Health, financial and social services
- Friendly home visiting
- Assistance for military veterans through SAGEVets
- SAGEPositive program for elders living with HIV/AIDS
- Computer and internet access at CyberCenters

LIBRARIES

Call 311 for closest branch.

Libraries offer many free programs to older people including fitness, technology, discussion groups, and arts and cultural events. Programming varies by location. Local libraries include:

Bloomingdale Regional Library

150 West 100th Street, New York, NY, 10025

Call (212) 222-8030 or visit

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

Library for the Performing Arts

40 Lincoln Center Plaza, New York, NY 10023

Call (212) 870-1630 or visit <http://www.nypl.org/locations/lpa>

Riverside Library

127 Amsterdam Avenue, New York, NY, 10023

Call (212) 870-1810 or visit <http://www.nypl.org/locations/riverside>

St Agnes Library

444 Amsterdam Avenue, New York, NY 10024

Call (212) 621-0619 or visit <http://www.nypl.org/locations/st-agnes>

LONG TERM CARE

New York Medicaid Choice

Call (888) 401-6582 or visit www.nymedicaidchoice.com

New York Medicaid Choice provides information about and access to long-term care services (including home care) and supports for Medicaid-eligible older people.

NY Connects: Choices for Long Term Care

Call (800) 342-9871 or visit www.nyconnects.ny.gov

NY Connects is a free information and assistance service that is available to older adults, individuals with disabilities, and their families to help make informed decisions about long term services and support options.

NYS Long Term Care Ombudsman Program

Call (855) 582-6769 or visit <http://ltcombudsman.ny.gov>

The Ombudsman Program is an effective advocate and resource for older adults and persons with disabilities who live in nursing homes, assisted living, and other licensed adult care homes. Ombudsmen help residents understand and exercise their rights to good care.

POLICE PRECINCTS

In case of emergency call 911.

New York City Police Department 20th Precinct

120 West 82nd Street, New York, NY, 10024

Phone: (212) 580-6411

New York City Police Department 24th Precinct

151 West 100th Street, New York, NY, 10025

Phone: (212) 678-1851

RECREATION

Bloomingdale Aging in Place (BAiP)

P.O. Box 497, New York, NY 10025

Call (212) 842-8831 or visit bloominplace.org

Serving adults between West 96th and West 110th Streets and between Riverside Drive and Central Park West in Manhattan, members at BAiP organize group activities and plan presentations relevant to aging in place. Membership is free, and includes social and fitness activities.

The YMCA of Greater New York

Multiple locations

Call (212) 630-9600 or visit www.ymcanyc.org

The YMCA has many free individual and family programs, and offers financial assistance via scholarship to individuals and families for YMCA membership and programs.

SENIOR CENTERS:

Find Clinton Neighborhood Senior Center

530 West 55th Street, New York, NY 10019

Call (212) 757-2026 or visit <http://www.projectfind.org/clinton>

The Center has a computer lab, a library, and a large dining room. Lunch is served Monday to Friday. Many classes and activities are offered at Clinton, including trips, holiday parties, and celebrations from around the world.

Goddard Riverside at Lincoln Square Neighborhood Senior Center (LSNCNY)

250 West 65th Street, New York, NY 10023

Call (212) 874-0860 or visit <http://www.lsncny.org>

The Goddard Riverside at Lincoln Square Neighborhood Center/West 65th Senior Center provides comprehensive services for older adults ages 60 and above. They offer a wide range of activities including congregate meals, recreational arts, movement and exercise, health promotions, case assistance, special events, trips, and more.

Goddard Riverside Neighborhood Senior Center

593 Columbus Avenue, New York, NY 10024

Call (212) 873-6600 or visit <http://www.goddard.org/grcc/>

Lunch and breakfast are served at this center for members. A small donation is required (\$1.00 for breakfast & \$2.00 for lunch). Activities to promote community engagement, wellness, and education are offered on a daily basis.

Hamilton Senior Center—ProjectFIND

141 West 73rd Street, New York, NY 10023

Call (212) 787-7710 or visit

http://www.projectfind.org/hamilton_center

The Center offers many classes and activities, including a walking club, restorative yoga, and belly dancing. Lunch is served six days a week, and coffee and snacks are available in the morning.

JASA Club 76

120 West 76th Street, New York, NY 10023

Call (212) 712-0170 or visit <http://www.jasa.org/locate/manhattan>

PARKS DEPARTMENT PROGRAMMING FOR OLDER ADULTS:

NYC Parks Resources for Seniors

The Arsenal, Central Park, 830 Fifth Avenue, New York, NY 10065

Call 311 or visit <http://www.nycgovparks.org/seniors>

NYC Parks offers a variety of programs for older adults including sports, nature walks, dancing, and swimming. Call 311 or go online for more information.

Gertrude Ederle Recreation Center

232 West 60th Street, New York, NY 10023

Call (212) 397-3159 or visit

<http://www.nycgovparks.org/facilities/recreationcenters/M063>

The Recreation Center offers a number of programs for seniors, including: Senior-Only Swim Hours (Senior Splash), Adapted Aquatics, Healing Yoga/Hatha Yoga, Body Conditioning, Low-impact Fitness, Senior Fitness, Shape Up NYC Zumba, Table Tennis, Water Walking, Afro-Brazilian Fitness, and more.

SOCIAL SERVICES

See also “Case Management.”

DOROT USA

171 West 85th Street, New York, NY 10024

Call (212) 769-2850 or visit www.dorotusa.org

DOROT alleviates social isolation and provides services to older adults, including:

- Friendly Visiting, Shop & Escort, and Information, Referral, Counseling and Case Assistance
- Exercise, nutrition, and wellness classes
- Volunteer Services department
- Intergenerational programming
- Homeless Services
- Intergenerational Arts & Music

Goddard Riverside Community Center – Single Stop

593 Columbus Avenue, New York, NY 10024

Call (212) 234-3481 or visit

<http://www.goddard.org/grcc/programs/singlestop/>

Single Stop connects people to the services they need, including food stamps, legal assistance and health care. Single Stop offers:

- Benefits screening, helping individuals and families access programs and services for which they qualify
- Financial counseling
- Legal consultation
- Support services, including referrals to public assistance, shelters, HRA, food pantries, clothing banks and senior support services

One Stop Senior Services and Programs

747 Amsterdam Avenue, # 3, New York, NY 10025

Call (212) 864-7900

One Stop Senior Services co-locates workers from Human Resources Administration and Social Security Administration, attorneys, insurance experts, etc. on site so seniors only have to visit one location for resolution of all their issues. One Stop has a multi-lingual professional staff.

TECHNOLOGY

JCC of Manhattan SeniorTechNYC Program

334 Amsterdam Avenue, New York, NY 10023

Call (646) 505-4390 or visit www.seniortechnyc.org

The SeniorTechNYC Learning Center teaches those over 50 how to use various multi-media devices and computers. Classes are held during daytime hours.

Older Adults Technology Services (OATS)

168 7th Street, Suite 3A, Brooklyn, NY 11215

Call (718) 360-1707 or visit www.oats.org

OATS teaches seniors the basics of email, helps geriatric patients manage medical information, and more.

Senior Planet Exploration Center

127 West 25th Street, New York, NY 10011

Call (646) 590-0615 or visit www.seniorplanet.org

SeniorPlanet.org brings a digital-technology focus to a range of topics—among them news, health, sex and dating, art and design, senior style, travel and entertainment. Their Exploration Center offers an event calendar.

TELEPHONE

Lifeline Assistance

P.O. Box 5040, Charleston, IL 61920

Call (877) 378-1761 or visit www.assurancewireless.com

The Lifeline Assistance program provides phone access to low-income households that may not be able to afford phone service on their own. Enrollment in this government program is available to individuals who qualify based on federal or state-specific eligibility criteria. You may qualify if you benefit from certain public assistance programs, like Medicaid or SNAP. You can also qualify based on household income.

Public Service Commission at the Department of Public Service (DPS)

Office of Consumer Services, NYS Department of Public Service, 3
Empire State Plaza, Albany, NY 12223

Call (800) 342-3377

File a complaint by phone or by mail with the Public Service Commission regarding services with Lifeline, Verizon, Spectrum, and other service providers.

TRANSPORTATION

Access-A-Ride (AAR)

Call (877) 337-2017 toll-free (Customers who are deaf/hard of hearing can use their preferred relay service or the free 711 relay service.) or visit <http://web.mta.info/nyct/paratran/guide.htm#directory>

If you have a disability that makes it hard to use accessible buses or the subway, you can apply for Access-A-Ride, which picks you up and takes you to your destination. AAR operates 24/7, 365 days a year, throughout NYC. The fare is the same as full fare on regular public transportation.

Community Arranged Resident Transportation (C.A.R.T.) through the New York Foundation for Senior Citizens (NYFSC)

To schedule a trip call (212) 956-0855 24 hours in advance of your trip, Monday through Friday, 9:00 am to 5:00 pm

C.A.R.T. vans are available to all residents over the age of 60 living south of East 96th Street and West 110th Street. C.A.R.T. vans can take seniors north of 63rd Street and the East and West Sides. Private car service is offered for emergencies as well as medical, social service, or entitlement appointments. Monday to Friday, vans run from 9:00 am to 3:45 pm. There is a requested donation of \$1 per ride, however *no senior* will be denied if they are unable to contribute.

New York City Transit

2 Broadway, New York, NY 10004

Call 311 or visit www.mta.info

The Metropolitan Transit Authority (MTA) offers reduced fares on its subways, buses, and commuter railroads to customers with disabilities. All buses are fully accessible and many feature on-boarding ramps. Contact 311 or visit the MTA website for detailed information about accessibility or to report an elevator or escalator outage.

Reduced Fare Metrocard

2 Broadway, New York, NY 10004

Call (718) 330-1234 or visit www.mta.info

A Reduced-Fare MetroCard is a personalized MetroCard with your name and photograph. Reduced fare is half the base fare, or less with Reduced-Fare MetroCard discounts. Customers who are 65 years of age or older or have a qualifying disability are eligible to apply for a Reduced-Fare MetroCard.

VETERANS

IDNYC Veteran Designation

See “Municipal ID (IDNYC)” in the “Benefits + Entitlements” section for more information.

Consistent with the City of New York’s definition of veteran status, the IDNYC Veteran Designation is available to all veterans who have served in the active military service of the United States and who have been released from such service otherwise than by dishonorable discharge.

In addition to the benefits that come with being an IDNYC cardholder, veterans receive additional exclusive benefits with the Veterans Designation, including:

- Access to veteran-specific services at the NYC Department of Small Businesses Services (SBS), including resume preparation, job training, and job placement.
- Discounts through the Queens Chamber of Commerce’s Queens VETS Program.
- Free Veterans Advantage Digital Plan, which gives you one year of online access to exclusive military discounts from national retailers and leading travel providers.

NYC Department of Veterans' Services (DVS)

Call (212) 416-5250 or 311 or visit

www1.nyc.gov/site/veterans/index.page

DVS programs include Engagement & Client Services, Housing & Support Services, VetsThriveNYC, and the Veterans Success Network.

SAGEVets

305 Seventh Avenue, 15th Floor, New York, NY 10001

Call (212) 741-2247 ext. 138 or visit www.sagenyc.org

SAGEVets serves LGBT veterans over the age of 50 who reside in New York State. SAGEVets offers:

- Outreach and education to providers and individuals throughout New York State
- VA benefit eligibility evaluation
- Legal advice and counsel and/or representation regarding discharge status upgrades, especially regarding discharges related to sexual orientation
- Case management assistance
- Programs for older LGBT veterans
- “Know Your Rights” materials for LGBT veterans
- Support group for older LGBT veterans

VA Medical Center

423 East 23rd Street, New York, NY 10010

Call (212) 686-7500

VetConnectNYC

Call 833-VETS-NYC or 311 or visit vetconnectnyc.org

VetConnectNYC is a one-stop shop for services for you and your family, operated with over 80 vetted service providers and a coordination team.

Volunteers of America Greater New York Veterans

135 West 50th Street, 9th Floor, New York, NY 10020

Call (212) 873-2600 or visit www.voa-gny.org

Volunteers of America provides services including crisis intervention, counseling, budget management, housing, employment counseling, and recreation. Their program staff also coordinates primary medical care services, including mental health and substance use disorder treatment for clients.

VISION IMPAIRMENT

Andrew Heiskell Braille and Talking Book Library

40 West 20th Street, New York, NY 10011

Call (212) 206-5400 or visit <http://www.nypl.org/locations/heiskell>

BlindLine

500 Greenwich Street, # 3, New York, NY 10013

Call (888) 625-1616 or visit www.blindline.org

Blindline is a fully accessible website created by VISIONS in collaboration with the American Foundation for the Blind to provide direct access to a NY statewide database of organizations and services for people who are blind or visually impaired, their family members, counselors, and other professionals. In addition to the website, the call center is available Monday through Friday from 9:00am to 5:00pm.

Lighthouse Guild

15 West 65th Street, New York, NY 10023

Call (212) 769-6200

The Guild offers a broad range of programs that include: medical, vision, low vision, psychiatric and rehabilitative services, managed long-term care, residential services, day health programs, schools and educational training programs for independent living.

SUNY College of Optometry-University Eye Center

33 West 42nd Street, New York, NY 10036

Call (888) 277-5666 or visit <http://www.universityeyecenter.org>

Some of SUNY College of Optometry's adult services include: cataracts, clinical trials, comprehensive eye exams, contact lenses, diabetic eye care, glaucoma, head trauma services, ocular hypertension, social work services, and vision therapy.

VISIONS

135 West 23rd Street, New York, NY 10011

Call (888) 245-8333 toll-free or visit www.visionsvcb.org

The VISIONS Senior Center program features a daily, hot dinner meal served Monday through Thursday from 3:00-4:30pm, and Friday from 2:30-4:00pm. They offer regular, vegetarian and kosher options. The Center offers services and programs including benefits assistance, fully accessible computer classes, and fitness programs.

VOLUNTEERS

New York Cares

65 Broadway, 19th Floor, New York, NY 10006

Call (212) 228-5000 or visit www.newyorkcares.org

New York Cares connects interested volunteers with a cause they care about, including education, environmental issues, poverty, and more.

Retired Senior Volunteer Program (RSVP) – Community Service Society

633 Third Avenue, 10th Floor, New York, NY 10017

Call (212) 254-8900 or visit www.cssny.org

RSVP offers volunteer opportunities to individuals aged 55+ interested in volunteering at any one of hundreds of nonprofit agencies in NYC.