



Office for  
the Aging



# Older New Yorker's Guide to Resources

[www.aging.ny.gov](http://www.aging.ny.gov)





## Office for the Aging

Dear Friends:

New York's older population contributes enormously to the state economically, socially, and intellectually. Older New Yorkers have a wealth of knowledge and experience—they helped build our nation and our state, and their contributions continue through their roles in their families and communities, and through civic engagement, volunteerism, and entrepreneurship.

Despite inaccurate negative generalizations, most older New Yorkers are active and healthy; however, there may come a time when an older adult or their loved ones have concerns or are overwhelmed and need some community assistance to maintain their independence or understand their options.

Governor Hochul's commitment to New York's older adults is unprecedented. Our resource guide is designed to connect you with a live specialist who can help get your questions answered and make connections to a wide variety of services that can assist you, including support services, employment, volunteer opportunities, prescription and insurance counseling, benefits, and more. Regardless of your age, please take a moment to find out what's available in your community. Being informed can help you meet your personal goals.

Access to information and assistance sometimes can be the difference between the ability to remain in your home with the appropriate supports or not. It is important to access the information you need to remain independent or to care for a loved one who needs assistance—before a crisis occurs. The network of aging services providers is dedicated to providing this objective information and assistance, and they stand ready to talk with you about your needs or the needs of a loved one.

I hope you find this guide helpful.

Remember—you are not alone. The first place to start is NY Connects. Give them a call at **1-800-342-9871**.

Sincerely,

A handwritten signature in black ink, appearing to read "Greg Olsen".

Greg Olsen  
Acting Director

# Table of Contents

National Resources .....	2
State Resources .....	5
Local Offices for the Aging Directory .....	6
NYSOFA Social Media .....	7
Community Programs, Services, and Resources .....	8
Alzheimer’s Disease and other Dementias .....	8
Assistance with Benefits .....	9
Burial Assistance .....	9
Caregiving.....	9
Expanded In-Home Services for the Elderly Program.....	10
Hoarding .....	10
Home Care Services.....	10
Hospice Services and Palliative Care .....	11
Local Support Services .....	11
Respite Services .....	11
Senior Centers.....	12
Telephone Reassurance and Friendly Visiting.....	12
Consumer Complaints, Scams, and Fraud.....	12
Crime.....	14
Disasters and Emergencies .....	14
Employment.....	15
Energy .....	15
Financial and Tax Assistance .....	16
Fitness and Recreation.....	17
Health Care and Wellness .....	18
Health Insurance / Prescriptions .....	19
Housing .....	22
Legal Assistance .....	22
Nutrition .....	23
Services for Older Immigrants and Refugees .....	24
Transportation .....	25
Veterans Benefits .....	26
Volunteering .....	26
Index.....	28

# Notes

---

---

---

---

---

---

---

---

---

---

# National Resources

## **AARP**

[www.aarp.org](http://www.aarp.org)

AARP is a membership organization leading positive social change and delivering value to people age 50 and older through information, advocacy, and service. Their website serves as a clearinghouse of information for older adults on topics such as caregiving, work and retirement, health, and recreation.

## **Administration for Community Living**

[www.acl.gov](http://www.acl.gov)

The Administration for Community Living (ACL) helps people with disabilities and older adults live at home with the supports they need, enabling them to participate in community life. ACL serves as the federal agency responsible for increasing access to community supports while focusing attention and resources on the unique needs of older Americans and people with disabilities across their lifespan. The ACL website provides information about available federal programs and services.

## **Age in Place – National Age in Place Council**

[www.ageinplace.org](http://www.ageinplace.org)

The National Aging in Place Council® is a support network for older adults founded on the belief that a majority of older Americans lack awareness of home and community-based services that make independent living possible. Their website provides a template for planning to age in place, as well as links to programs and resources for older adults.

## **Aging Life Care Association**

[www.aginglifecare.org](http://www.aginglifecare.org)

The Aging Life Care Association explains what an aging life care professional is and provides names of aging life care experts across the U.S.

## **Alzheimer's Association**

[www.alz.org](http://www.alz.org)

24/7 Helpline: 1-800-272-3900

The Alzheimer's Association works to enhance care and support for those affected by Alzheimer's disease and other dementias. They operate a 24/7 professionally staffed helpline and have local chapters across the state and country that provide information, programs, and supports to those who are affected by Alzheimer's, including their loved ones.

## **American Foundation for the Blind**

[www.visionaware.org](http://www.visionaware.org)

VisionAware helps adults who are losing their sight to continue to live full and independent lives by providing timely information, step-by-step daily living techniques, a directory of national and local services, and a supportive online community.

## **ARCH National Respite Network and Resource Center**

[www.archrespite.org](http://www.archrespite.org)

The mission of ARCH (Access to Respite Care and Help) National Respite Network and Resource Center is to help caregivers and professionals locate respite services in their community. The national respite coalition advocates for preserving and promoting respite in policies and programs at the national, state, and local levels, and operates the Lifespan Respite Technical Assistance Center.

## **Association for Frontotemporal Degeneration**

[www.theaftd.org](http://www.theaftd.org)

The Association for Frontotemporal Degeneration (FTD) works to improve the quality of life of people affected by FTD and drives research to find a cure. Their website contains information about FTD, links to participate in research studies, and resources to help those afflicted with or caring for those with FTD.

## **Benefits Check Up**

[www.benefitscheckup.org](http://www.benefitscheckup.org)

Benefits Check Up is a free service of the National Council on Aging (NCOA), a nonprofit service and advocacy organization. Many adults over 55 need help paying for prescription drugs, health care, utilities, and other basic needs. There are more than 2,000 federal, state, and private benefits programs available. The website asks a series of questions to help identify benefits that could save money and cover the costs of everyday expenses. Apply for programs online or print an application form to mail.

## **Eldercare Locator**

[www.eldercare.acl.gov](http://www.eldercare.acl.gov)

1-800-677-1116

The Eldercare Locator is a nationwide directory assistance service designed to help older people and caregivers find local support resources. Their toll-free service links callers with information and services in their community and in other states.



## **LeadingAge**

[www.leadingage.org](http://www.leadingage.org)

LeadingAge's consumer hub offers information and support to help people make the most of the aging experience. This includes a directory of nonprofit organizations committed to meeting people's needs and preferences as they age.

## **National Council on Aging**

[www.ncoa.org](http://www.ncoa.org)

The National Council on Aging (NCOA) is a respected national leader and trusted partner to help people aged 60+ meet their changing needs as they age. They partner with nonprofit organizations, government, and businesses to provide innovative community programs and services, online help, and advocacy. Their website has information on work and volunteering, healthy aging, benefits access, and ensuring older adults' ability to remain independent.

## **National Hospice and Palliative Care Organization**

[www.nhpco.org](http://www.nhpco.org)

1-800-658-8898

The National Hospice and Palliative Care Organization (NHPCO) is the largest nonprofit membership organization representing hospice and palliative care programs and professionals in the United States. The organization is committed to improving end-of-life care and expanding access to hospice care in various settings, including at home, with the goal of profoundly enhancing the quality of life for people dying and their loved ones.

## **National Institute on Aging**

[www.nia.nih.gov](http://www.nia.nih.gov)

The National Institute on Aging (NIA) is one of the 27 institutes and centers of the National Institute of Health. Their mission is to discover what may contribute to healthy aging as well as to understand and address the diseases and disabilities sometimes associated with growing older. Their website offers information about the work of NIA researchers and the international community of scientists engaged in aging research. Information is available on a wide range of topics important to older people and their families.

## **National Resource Center on LGBT Aging**

[www.lgbtagingcenter.org](http://www.lgbtagingcenter.org)

212-741-2247

The National Resource Center on LGBT Aging is the country's first and only technical assistance resource center aimed at improving the quality of services and supports offered to lesbian, gay, bisexual and/or transgender older adults. Led by Services & Advocacy for GLBT Elders (SAGE), the National Resource Center on LGBT Aging provides training, technical assistance, and educational resources to aging providers, LGBTQ organizations, and LGBTQ older adults.



## **Next Step in Care**

[www.nextstepincare.org](http://www.nextstepincare.org)

Next Step in Care provides easy-to-use guides to help family caregivers and health care providers work closely together to plan and implement safe and smooth transitions for chronically or seriously ill patients. Transitions are moves between care settings, for example: hospital to home or rehab facility, or the start or end of home care agency services. Because transitions are often rushed, miscommunication and errors can sometimes occur. Next Step in Care materials emphasize careful planning, clear communication, and ongoing care coordination.

## Tooth Wisdom

[www.toothwisdom.org](http://www.toothwisdom.org)

Tooth Wisdom features resources specifically tailored to helping older adults maintain good oral health, including resources for free dental care in New York State.



## The Village to Village Network

[www.vtvnetwork.org](http://www.vtvnetwork.org)

A village is an organization that helps coordinate and deliver services and supports, such as home repair and maintenance, transportation, and other tasks for older adults within their communities. The village typically serves as a liaison to connect other able-bodied village members, younger neighbors, or youth groups doing community service with the older adult who is seeking assistance. The Village to Village Network (VTV) website has a map that shows the location of villages across the county. Additionally, they offer resources to help people set up a village in their community.

# State Resources

## NY Connects

[www.nyconnects.ny.gov](http://www.nyconnects.ny.gov)

1-800-342-9871

NY Connects is the statewide system for anyone who needs information on long-term services and supports—people with disabilities, older adults, family members and caregivers, and helping professionals. NY Connects can connect you with live, local resources to help you:

- Find care and support
- Remain independent
- Understand care options
- Find transportation
- Learn about supports in caregiving
- Find supported employment programs
- Get answers about Medicare
- Apply for Medicaid and other benefits

## Local Offices for the Aging

New York State has 59 local offices for the aging across the state that provide programs and services for older New Yorkers and their families. Each local office for the aging works with a network of aging services provider organizations, volunteers, and local government agencies to provide a wide range of home and community-based services to older adults and their families. These include, but are not limited to: congregate and home delivered meals, health insurance information and assistance, employment, senior centers, transportation, home heating and weatherization, and caregiver services, among others. For more information and assistance about the services provided by your local office for the aging, call the local number on the Local Offices for the Aging phone directory in this guide.

# Local Offices for the Aging Directory

<b>Albany County</b>	518-447-7177
<b>Allegany County</b>	585-268-9390
<b>Broome County</b>	607-778-2411
<b>Cattaraugus County</b>	716-373-8032
<b>Cayuga County</b>	315-253-1226
<b>Chautauqua County</b>	716-753-4471
<b>Chemung County</b>	607-737-5520
<b>Chenango County</b>	607-337-1770
<b>Clinton County</b>	518-565-4620
<b>Columbia County</b>	518 828-4258
<b>Cortland County</b>	607-753-5060
<b>Delaware County</b>	607-746-6333
<b>Dutchess County</b>	845-475-3511
<b>Erie County</b>	716-858-8526
<b>Essex County</b>	518-873-3695
<b>Franklin County</b>	518-481-1526
<b>Fulton County</b>	518-736-5650
<b>Genesee County</b>	585-343-1611
<b>Greene County</b>	518-719-3555
<b>Hamilton County</b>	See Warren/Hamilton
<b>Herkimer County</b>	315-867-1121
<b>Jefferson County</b>	315-785-3191
<b>Lewis County</b>	315-376-5313
<b>Livingston County</b>	585-243-7520
<b>Madison County</b>	315-697-5700
<b>Monroe County</b>	585-753-6280
<b>Montgomery County</b>	518-843-2300 ext. 229
<b>Nassau County</b>	516-227-8900
<b>New York City</b>	Within boroughs – 311
<b>Bronx County:</b>	347-862-5200
<b>Kings County:</b>	718-671-6200
<b>Manhattan:</b>	212-962-2720
<b>Queens County:</b>	718-559-4400
<b>Richmond County:</b>	718-489-3954

<b>Niagara County</b>	716-438-4020
<b>Oneida County</b>	315-798-5456
<b>Onondaga County</b>	315-435-2362
<b>Ontario County</b>	585-396-4040
<b>Orange County</b>	845-615-3700
<b>Orleans County</b>	585-589-3191
<b>Oswego County</b>	315-349-3484
<b>Otsego County</b>	607-547-4232
<b>Putnam County</b>	845-808-1700 ext. 47105
<b>Rensselaer County</b>	518-270-2730
<b>Rockland County</b>	845-364-2110
<b>St. Lawrence County</b>	315-386-4730
<b>Saratoga County</b>	518-884-4100
<b>Schenectady County</b>	518-382-8481
<b>Schoharie County</b>	518-295-2001
<b>Schuyler County</b>	607-535-7108
<b>Seneca County</b>	315-539-1765
<b>Seneca Nation of Indians</b>	716-532-5778
<b>St. Regis Mohawk</b>	518-358-2963
<b>Steuben County</b>	607-664-2298
<b>Suffolk County</b>	631-853-8200
<b>Sullivan County</b>	845-807-0241
<b>Tioga County</b>	607-687-4120
<b>Tompkins County</b>	607-274-5482
<b>Ulster County</b>	845-340-3456
<b>Warren/Hamilton</b>	518-761-6347
<b>Washington County</b>	518-746-2420
<b>Wayne County</b>	315-946-5624
<b>Westchester County</b>	914-813-6400
<b>Wyoming County</b>	585-786-8833
<b>Yates County</b>	315-536-5515

# NYSOFA Social Media

NYSOFA's social media channels are changing the way New York's aging network communicates and engages with the community. These resources have become even more important in the pandemic, helping to deliver vital information and resources to older adults and their caregivers.

Since then, NYSOFA has seen massive growth in its Facebook channel, and is currently developing a robust YouTube presence. For older New Yorkers, this means enhanced access to news and information about important benefits, informative videos and content aimed at assisting caregivers, and plenty of outside-the-box content.

Visit one of the NYSOFA social media channels today and see how NYSOFA is finding unique ways to reach out to our audiences.



The graphic features the NYSOFA logo at the top, which consists of a purple rounded square containing a yellow outline of New York State and the text "Office for the Aging" in white, with "NYSOFA" in black below it. Below the logo are three social media icons: Facebook, Twitter, and Instagram. To the right of each icon is the corresponding handle or URL: "www.facebook.com/NYSAGING", "@NYSAGING", and "nysaging". A grey rectangular box at the bottom right of the graphic contains the text "Visit our social media channels!"



<https://www.youtube.com/c/NewYorkStateOfficefortheAging>

# Community Programs, Services, and Resources

## Alzheimer's Disease and other Dementias

Many people struggle to cope with the challenges of Alzheimer's disease and other forms of dementia. Services are available to assist those living with the disease and their families. New York State has Alzheimer's disease assistance centers and an Alzheimer's community assistance program.

### Alzheimer's Association

[www.alz.org](http://www.alz.org)

24/7 Helpline: 1-800-272-3900

The Alzheimer's Association works on a global, national, and local level to enhance care and support for all those affected by Alzheimer's and other dementias. They operate a 24/7 professionally staffed helpline, and have local chapters across the state and country that provide information, programs, and supports to those who are affected by Alzheimer's and their loved ones.



### New York State Alzheimer's Association Chapters:

Central New York Chapter  
441 West Kirkpatrick Street  
Syracuse, NY 13204-1361  
315-472-4201

Hudson Valley/Rockland/Westchester, NY Chapter  
2 Jefferson Plaza, Suite 103  
Poughkeepsie, NY 12601  
845-471-2655

Long Island Chapter  
425 Broadhollow Rd, Suite 307  
Melville, NY 11747  
631-629-6950 x8112

New York City Chapter  
360 Lexington Avenue, 4th Floor  
New York, NY 10017  
646-744-2900

Northeastern New York Chapter  
Pine West Plaza, Building 4, Suite 405  
Washington Ave. Ext.  
Albany, NY 12205  
518-867-4999

Rochester and the Finger Lakes Chapter  
435 East Henrietta Road  
Rochester, NY 14620  
585-760-5405

Western New York Chapter  
2805 Wehrle Drive, Suite 6  
Williamsville, NY 14221  
716-626-0600

### New York State Department of Health – Where Can I get Help?

[www.health.ny.gov/diseases/conditions/dementia/help.htm](http://www.health.ny.gov/diseases/conditions/dementia/help.htm)

The New York State Department of Health provides an interactive state map where people can find caregiver programs and centers of excellence for Alzheimer's Disease in their county.

## Assistance with Benefits

### MyBenefits

[www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)

MyBenefits is a web-based tool for getting information about New York State's programs and services. By entering your information into the website, MyBenefits will tell you which state and federal assistance programs you are eligible for, including assistance with paying your home heating bills, grocery bills, and other programs.

### NY Connects

[www.nyconnects.ny.gov](http://www.nyconnects.ny.gov)

1-800-342-9871

NY Connects is a statewide system where anyone—older adults, people with disabilities, family members or friends, or helping professionals—can get information and receive live, local assistance about long-term services and supports that help people remain healthy and independent in their communities.

## Burial Assistance

Arranging a funeral involves many complex decisions. The New York State Department of Health's *A Consumer's Guide to Arranging a Funeral* ([www.health.ny.gov/publications/0704](http://www.health.ny.gov/publications/0704)) can help guide you through the process.

## Caregiving

### AARP Caregiving Resource Center

[www.aarp.org/caregiving](http://www.aarp.org/caregiving)

The AARP Caregiving Resource Center offers expert advice, assisted living options, and resources for caregivers and older adults.

### New York Elder Caregiver Support Program

[www.nyconnects.ny.gov](http://www.nyconnects.ny.gov)

1-800-342-9871

The Elder Caregiver Support Program provides support and assistance to people (spouses, partners, children, and friends) who are caring for an older person who needs help to be able to remain at home in the community. Some counties may also provide support for grandparents and other older relatives caring for children. Contact NY Connects to learn more about caregiver programs in your area.

### New York State Caregiving and Respite Coalition (NYSCRC)

[www.nyscrg.org](http://www.nyscrg.org)

The New York State Caregiving and Respite Coalition (NYSCRC) is a partnership of dedicated organizations and individuals committed to supporting the millions of informal caregivers throughout the state. NYSCRC members are committed to addressing the current and future needs of those engaged in family caregiving across the lifespan.

## **New York State Office for the Aging – Supporting and Strengthening Caregivers in New York State**

A "[caregiver](#)" is defined as a family, friend, or neighbor who helps an individual with their daily living. There are an estimated 4.1 million caregivers in New York State who provide 2.68 billion hours of unpaid care. If paid for at market rate, the cost of that care would be \$32 billion annually.

In the U.S. today, **one in six** employees spends on average more than 20 hours a week providing care for a loved one. Caregiving costs U.S. businesses an estimated \$50 billion a year in lost productivity.

### **NYSOFA Resources**

<https://aging.ny.gov/programs/caring-loved-one>

<https://aging.ny.gov/help-working-caregivers>

### **NYS Kinship Navigator**

[www.nysnavigator.org](http://www.nysnavigator.org)

1-877-454-6463

The NYS Kinship Navigator is a statewide information, referral, and advocacy program for kinship caregivers in New York State. A kinship caregiver is someone who is caring for a child who is not biologically their own. In New York State, there are an estimated 179,000 caregivers, 131,000 of whom are grandparents. Many others are aunts and uncles.

## **Expanded In-Home Services for the Elderly Program**

[www.aging.ny.gov/local-offices](http://www.aging.ny.gov/local-offices)

The Expanded In-Home Services for the Elderly Program (EISEP) provides a coordinated package of services and supports that assist older adults who need help with dressing, bathing, personal care, shopping, cooking, etc. All customers receive care management, and when appropriate, could also receive additional supports, including:

- **Non-institutional respite:** temporarily relieves the client's primary informal caregiver.
- **Ancillary services:** flexible non-medical services, items/goods and other supports which are intended to provide an individual with the ability to remain safely in the community, such as purchasing or renting assistive equipment, or removing physical barriers (e.g., building a ramp).

## **Hoarding**

Hoarding is the compulsive purchasing, acquiring, and saving of items that have little or no value. The behavior usually has negative effects—emotional, physical, social, financial, and even legal—for a hoarder and family members. For more information:

- **The International OCD Foundation Hoarding Center:** [www.ocffoundation.org/hoarding](http://www.ocffoundation.org/hoarding)
- **Children of Hoarders:** <http://childrenofhoarders.com/wordpress>

## **Home Care Services**

[https://profiles.health.ny.gov/home\\_care](https://profiles.health.ny.gov/home_care)

Home care provides care at home for people who suffer from an illness, injury or condition, who might otherwise be placed into a hospital, nursing home, or other care facility. Home care usually is provided by an agency and paid for privately by insurance or a government program.

## Hospice Services and Palliative Care

Hospice is a philosophy of care that provides appropriate skilled, compassionate care to patients and their families so they receive the support and guidance they need to meet the challenges of serious illness. A personalized plan of care incorporates what is important to the patient and the caregiver. It emphasizes quality of life and assists patients to live as fully and comfortably as possible.

### Hospice & Palliative Care Association of New York State

[www.hpcanys.org](http://www.hpcanys.org)

1-800-860-9808

### National Hospice and Palliative Care Organization

[www.nhpco.org](http://www.nhpco.org)

1-800-658-8898

### Local Support Services

[www.nyconnects.ny.gov](http://www.nyconnects.ny.gov)

1-800-342-9871



Some older New Yorkers need services to help them remain healthy and independent in their homes. Family members and friends may need supports to assist them to continue caring for their older loved ones. Contact NY Connects to learn about long-term services and supports available in your community.

## Respite Services

[www.nyconnects.ny.gov](http://www.nyconnects.ny.gov)

1-800-342-9871

Respite services provide informal caregivers (spouses, family, friends) with a temporary break from their caregiving responsibilities and associated stresses. Informal caregivers often face financial, physical, and emotional burdens that can have an impact on their families, social lives, and careers.

By calling NY Connects, caregivers can learn about respite options in their community, including:

- **Home care:** Home care allows a person to stay in their home. Home care services may include personal care, such as help with bathing, washing your hair, or getting dressed. Home care agencies provide personal care attendants or certified nursing assistants to help with the care of your loved one. Funding through your local county office for the aging may be available to assist with the costs.
- **Social or medical adult day services:** These are structured, comprehensive programs that provide a safe, protective environment for socialization, supervision, personal care, and nutrition.
- **Facility-based overnight care:** Facility-based respite services offer an environment for older adults or people with disabilities to stay while their caregiver takes a break. Facility-based respite can be used for a planned rest or emergency accommodation, with stays ranging from overnight to longer periods of time, depending upon the location. This may be provided in an assisted living or skilled nursing facility.

## Senior Centers

[www.aging.ny.gov/local-offices](http://www.aging.ny.gov/local-offices)

Senior centers are places where older adults gather for services and activities that reflect their experience and skills, respond to their diverse needs and interests, enhance their dignity, support their independence, and encourage their involvement in and with the center and the community. Many centers offer fitness and internet programs and activities, among others, to meet the needs and interests of today's older individuals. Some centers also offer care management programs, long-term care ombudsmen, and adult day services.

## Telephone Reassurance and Friendly Visiting

[www.aging.ny.gov/local-offices](http://www.aging.ny.gov/local-offices)

For older adults who live alone, telephone contact ensures well-being and good health. Friendly visiting provides person-to-person social contact, which helps prevent isolation. Contact your local office for the aging to learn more.

# Consumer Complaints, Scams, and Fraud

The New York State Office for the Aging works closely with local offices for the aging and other state and local agencies to educate older New Yorkers and their families in preventing elder abuse, neglect, and exploitation.

## Complaints about New York State Health Care Facilities and Diagnostic and Treatment Centers

1-800-804-5447

The NYS Department of Health is responsible for checking acute and primary care facilities and nursing homes in NYS for compliance with public health law. A primary program for fulfilling this responsibility is the complaint review system. Department of Health regulations allow individuals to register anonymous complaints about the care and services provided by hospitals, diagnostic and treatment centers, nursing homes, and other licensed facilities.

## Complaints about a Managed Long Term Care (MLTC) program

1-866-712-7197

Contact the NYS Department of Health's Bureau of Managed Long Term Care if you are unhappy with the quality of health care you are receiving from your MLTC. Additionally, the Bureau of Managed Long Term Care will receive your complaints about enrollment issues, concerns about plan marketing, and if you're having difficulty getting needed health care.

## National "Do Not Call" Registry

[www.donotcall.gov](http://www.donotcall.gov)

To stop unwanted phone solicitations, have your telephone number added to the Do Not Call Registry. Contact your local office for the aging for information on how to register, as well as to obtain information on how to fight fraud and protect yourself and your home.

## **New York State Attorney General Consumer Hotline**

[www.ag.ny.gov/bureau/consumer-frauds-bureau](http://www.ag.ny.gov/bureau/consumer-frauds-bureau)

1-800-771-7755

## **New York State Education Department Consumer Information and License Verification Service**

You have the right to competent professional services. The State Education Department's Office of the Professions licenses and regulates 50 health, business, and design professions.

Professional misconduct and unlicensed practice of the profession are against the law. For information on recognizing and reporting professional misconduct or unlicensed practice, visit [www.op.nysed.gov](http://www.op.nysed.gov) or call 518-474-3817 (TDD/TYY: 518-473-1426) for a free "You Have the Right" brochure.

If you believe a professional has committed misconduct, or you know of someone practicing a profession without a license, call 1-800-442-8106 (for all professions other than physician, physician assistant or specialist assistant) or email [conduct@mail.nysed.gov](mailto:conduct@mail.nysed.gov).

To report physicians, physician assistants or special assistants, call the New York State Department of Health at 1-800-663-6114.

## **Scams and Fraud**

Older adults are often targets of different kinds of scams and frauds. Scam artists are very sophisticated and often can sound legitimate. Internet scams and other types of consumer fraud, such as home repair, foreign lottery or sweepstakes solicitations, investments, and charities fraud affect millions of people and billions of dollars are lost each year. To avoid them, consumers need to spot the warning signs of a scam.

For advice and alerts regarding consumer scams:

### **New York State Department of State, Division of Consumer Protection:**

[www.dos.ny.gov/consumer-protection](http://www.dos.ny.gov/consumer-protection)

1-800-697-1220

If you or a loved one is a victim of fraud, please contact:

For identity theft:

### **New York State Department of Taxation and Finance**

<https://www.tax.ny.gov/help/contact/fraud/identity-theft.htm>

518-457-5181

For insurance fraud:

### **New York State Department of Financial Services**

[https://www.dfs.ny.gov/consumers/scams\\_schemes\\_frauds](https://www.dfs.ny.gov/consumers/scams_schemes_frauds)

Insurance Fraud Hotline: 1-888-372-8369

# Crime

The New York State Office for the Aging works with local offices for the aging and other state and local agencies to educate older New Yorkers and their families in preventing crimes like elder abuse, neglect, and exploitation.

## **Elder Abuse**

Sadly, many older persons become victims of physical, emotional or sexual abuse, financial exploitation, neglect, self-neglect or abandonment. However, there is help to both prevent abuse and to assist the victim should it occur. If you suspect an older person is a victim of abuse, there are different avenues to address it, including reporting to local law enforcement:

## **New York State Department of Health Nursing Home Hotline**

1-888-201-4563

## **New York State Long Term Care Ombudsman Program (LTCOP)**

[www.ltombudsman.ny.gov](http://www.ltombudsman.ny.gov)

1-855-582-6769

## **New York State Office of Children and Family Services, Bureau of Adult Services, Protective Services for Adults (PSA)**

[www.ocfs.ny.gov/main/psa](http://www.ocfs.ny.gov/main/psa)

1-844-697-3505

## **New York State Office of Victims Services**

[www.ovs.ny.gov](http://www.ovs.ny.gov)

1-800-247-8035 (TTY: 1-877-215-5251)

# Disasters and Emergencies

## **American Red Cross – Preparing for Different Emergencies/Disasters**

[www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies](http://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies)

The American Red Cross' interactive emergency preparedness program provides information on what essential supplies you should put in your family's first aid and survival kits; how your family can plan effectively in case of an emergency; and which disasters are most likely to happen in your area and what you must know to stay safe.

## **New York State Department of Health – Emergency Preparedness**

[www.health.ny.gov/environmental/emergency](http://www.health.ny.gov/environmental/emergency)

The New York State Department of Health provides information about what steps to take reduce your risk in any kind of emergency.

## **New York State Division of Homeland Security and Emergency Services (DHSES)**

[www.dhSES.ny.gov](http://www.dhSES.ny.gov)

518-242-5000

Emergencies can result from a variety of sources, including earthquakes, floods, fires, heat, hurricanes, lightning, thunderstorms, tornadoes, and winter weather. Emergency preparedness and a plan of action in the aftermath are critical. Helpful information can be obtained through the New York State Division of Homeland Security and Emergency Services (DHSES). DHSES has

a variety of public safety tips that you can use to help plan for an emergency.

Your local office for the aging can also provide you with information regarding plans for disasters/emergencies in your county, such as how to prepare for them in advance; contacts to help you in a disaster/emergency; the location of relief centers, etc. If you are concerned about how you will fare in an emergency, call your local office for the aging. If they maintain a county emergency contact list, request to have your name added.

## Employment

### **New York State Career Center Locator**

[www.labor.ny.gov/career-center-locator](http://www.labor.ny.gov/career-center-locator)

Enter your zip code at the above link to find a career center near you.

### **Senior Community Service Employment Program (SCSEP)**

[www.aging.ny.gov/NYSOFA/LocalOffices.cfm](http://www.aging.ny.gov/NYSOFA/LocalOffices.cfm)

The Senior Community Service Employment Program (SCSEP) helps job seekers improve their skills, obtain training, and find a job. The goal of the program is for participants to gain the skills they need to find and sustain employment in the workforce. SCSEP is funded by a grant from the US Department of Labor and provides comprehensive training and support. Contact your local office for the aging for more information.

## Energy

Programs to assist older New Yorkers meet heating and home repair needs are available in many forms. With older adults living in their homes longer and housing stock aging, energy efficiency becomes even more important.

### **American Red Cross**

[www.redcross.org/ny](http://www.redcross.org/ny)

The American Red Cross operates assistance programs around the state that help people over 60 years of age with utility emergencies. They also assist people with disabilities and those with certain medical conditions. Red Cross assistance may be used for many heating emergencies, such as a broken furnace or a threatened shutoff because of an overdue bill. Red Cross heating or utility help is generally given to an individual once a year.

To learn whether there is a Red Cross utility program in your area, contact the nearest Red Cross office. Phone numbers and addresses of Red Cross offices can be found under the American Red Cross in your telephone directory.

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

[www.otda.ny.gov/programs/heap](http://www.otda.ny.gov/programs/heap)

[www.nyconnects.ny.gov](http://www.nyconnects.ny.gov)

1-800-342-9871

HEAP provides assistance to low-income individuals and families to help pay heating bills. You can apply for a HEAP grant each November. Grants are on a first-come, first-served basis until the funds provided for each heating season run out. To apply, visit [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov).

## New York State Department of Public Service

[www.dps.ny.gov](http://www.dps.ny.gov)

New Yorkers can get information about becoming “energy smart” and relying less on fossil fuels.

## New York State Energy Research and Development Agency (NYSERDA) EmPower New York

[www.nyseda.ny.gov/Residents-and-Homeowners](http://www.nyseda.ny.gov/Residents-and-Homeowners)

[www.nyseda.ny.gov/All-Programs/Programs/EmPower-New-York](http://www.nyseda.ny.gov/All-Programs/Programs/EmPower-New-York)

Residents and homeowners can take action to increase the comfort of their homes while lowering energy bills and reducing energy waste.

EmPower New York provides no-cost energy efficiency solutions to income eligible New Yorkers. Some local aging offices may be able to help you apply for the EmPower NY program. Whether you own your home or rent, a participating contractor assesses if your home would benefit from free energy upgrades such as:

- Air sealing to plug leaks and reduce drafts
- Insulation to make your home more comfortable year round
- Replacement of inefficient refrigerators, freezers, and lighting
- Free health and safety checks of smoke detectors, appliances, and more

## Utility Rights

Residential customers of natural gas, electric, and steam utility companies are protected by New York’s Utility Consumers Bill of Rights. Protections cover billing, deposits, termination of service, and special cold weather safeguards. Ask your utility company for your bill of rights.

# Financial and Tax Assistance

Cash benefits are available to eligible low-income New Yorkers. To learn if you qualify for a cash benefit or other support, such as weatherization, food stamps or home energy assistance, complete an application at [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov).



### Emergency Assistance for Adults (EAA)

1-800-342-3009

Emergency Assistance for Adults (EAA) helps meet the emergency financial needs of people eligible for or receiving Supplemental Security Income (SSI). EAA provides assistance in hardship situations, such as replacing lost, stolen or not received SSI checks, or providing funds to cover food needs or to prevent eviction or utility shutoff.

### Local Real Property Tax Exemption

Homeowners age 65 and older may reduce their real property tax. Each locality sets its own maximum income standard (within limits set by law) at or below which an older property owner can qualify yearly for exemption. Contact your local assessor. Veterans and people with disabilities may also qualify for an exemption (even if they are younger than 65), but a person

cannot receive both for the same municipal tax purpose. They can, however, receive other exemptions, such as School Tax Relief (STAR), etc. Check with assessors or clerks of your local government and school district to determine if you have options. Your assessor's number can be found in the "blue pages" of your phone book.

### **Real Property Tax Credit**

[www.tax.ny.gov/pit/credits/real\\_property\\_tax\\_credit.htm](http://www.tax.ny.gov/pit/credits/real_property_tax_credit.htm)

The "Circuit Breaker," New York State's income tax credit program for eligible homeowners and renters, helps older adults and moderate-income homeowners and renters who pay a disproportionate amount of property tax in relation to their household income. It works like a rebate for real property taxes. File New York State income tax form IT-214, available through the Department of Taxation and Finance or your local office for the aging, for the credit/rebate.

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

[www.tax.ny.gov/pit/property/star/default.htm](http://www.tax.ny.gov/pit/property/star/default.htm)

Eligible older homeowners can receive a significant exemption on the taxable value of their homes, resulting in considerable school property tax savings. Ask your local assessor about Enhanced STAR.

## **Fitness and Recreation**

New York State offers a variety of healthy lifestyle opportunities, many at discounted prices.

### **A Senior Citizen Guide for College**

[www.aseniorcitizenguideforcollege.com/2011/04/new-york.html](http://www.aseniorcitizenguideforcollege.com/2011/04/new-york.html)

A guide to free or reduced tuition to New York State colleges and universities.



### **Empire State Senior Games**

[www.nyseniorgames.com](http://www.nyseniorgames.com)

The games are an organized sports and leisure program for New York State residents ages 50 and older. They combine sports and games with fitness, fun, and fellowship while encouraging fitness as a lifelong activity. They provide recreational opportunities and help promote a positive public image of older New Yorkers. It's never too early to start thinking about participating in the Senior Games, so start planning now! Many local offices for the aging host Senior Games on a county or regional level.

### **Exercise Clubs**

Many exercise clubs, racquet clubs, and swim clubs offer discounts for older adults. Check with clubs in your area to see what discounts they may offer. Some Medicare Advantage Plans include membership as a benefit.

### **National Parks and Federal Recreational Lands Senior Pass**

<http://store.usgs.gov/pass/senior.html>

1-888-275-8747

Older adults can purchase a lifetime pass to national parks, monuments, historic sites, recreation areas, and national wildlife refuges for a discounted price. This also entitles pass holders to a discount on fees for facilities and services (like camping, swimming, parking, boat launching, and cave tours).

### **New York State Department of Parks, Recreation and Historic Preservation – Golden Park Program**

[www.parks.ny.gov/admission/golden-park-program.aspx](http://www.parks.ny.gov/admission/golden-park-program.aspx)

The New York State Department of Parks, Recreation and Historic Preservation provides multiple types of outdoor recreation and cultural education opportunities including hiking, camping, boating, golf, events, programs, and historic preservation. Through its Golden Park Program, New York State residents age 62 or older can obtain free vehicle access to many state parks, boat launch sites, and arboretums, as well as discounts on admission to state historic sites and state-operated golf courses.

## **Health Care and Wellness**

Health and wellness programs are available at many senior centers, congregate meal sites, and other community sites. Your local office for the aging also has information on medication management, health fairs, flu shots, and more.

### **Disease Prevention and Health Promotion Services**

[www.nyconnects.ny.gov](http://www.nyconnects.ny.gov)

1-800-342-9871

A variety of health and wellness services such as health screening, flu shots, medication management, nutrition counseling, and physical fitness classes are offered in various community locations, including at senior centers and congregate meal sites. For more information, contact NY Connects.

### **Health Care Proxy**

[www.health.ny.gov/forms](http://www.health.ny.gov/forms)

The New York Health Care Proxy Law allows people of all ages to designate someone to make health care decisions on their behalf if they can no longer do so. Forms are available at local offices for the aging or at the above website.

**HIV and AIDS**  
1-800-541-AIDS

Older New Yorkers should be aware that they risk contracting HIV and AIDS just as much as younger people, and they are less likely to be diagnosed. Call the Department of Health helpline for more information.

**Hospital Patients' Rights**  
[www.health.ny.gov/publications/1449.pdf](http://www.health.ny.gov/publications/1449.pdf)

Upon admission to the hospital, everyone receives a copy of the publication, "Your Rights as a Hospital Patient in New York State." This booklet is designed to help you understand what rights you have during your hospital stay regarding treatment, care, and discharge planning.

**Your Guide – Medicare Prevention and Screening Services**  
[www.medicare.gov/sites/default/files/2021-08/10110-Your-Guide-to-Medicare-Preventive-Services.pdf](http://www.medicare.gov/sites/default/files/2021-08/10110-Your-Guide-to-Medicare-Preventive-Services.pdf)

This federal government booklet contains important information about what disease prevention is and why it's important; which preventive services Medicare covers and how often, who can get services; and what you pay. Many services are low or no cost.

**Medicare Quality of Care – Livanta**  
[www.livanta.com/bfccqio.html](http://www.livanta.com/bfccqio.html)  
1-866-815-5440

Livanta is the federal contractor to ensure Medicare beneficiaries are receiving high quality care. They help with Medicare questions, appeals, hospital patients' rights, billing issues, and complaints.

**New York State Long Term Care Ombudsman Program (LTCOP)**  
[www.ltombudsman.ny.gov](http://www.ltombudsman.ny.gov)  
1-855-582-6769

This program investigates and resolves complaints and concerns about long term care facilities such as adult homes, skilled nursing facilities, nursing homes, and assisted living residences.

Trained volunteers serve as certified ombudsmen who advocate for residents, assisting them, their families and the facilities in resolving problems. Technical assistance is provided by LTCOP staff, who work side by side with more than 1,600 certified ombudsmen. These ombudsmen serve more than 180,000 long-term care residents across the state.

## Health Insurance / Prescriptions

**Elderly Pharmaceutical Insurance Coverage (EPIC)**  
[www.health.ny.gov/health\\_care/epic](http://www.health.ny.gov/health_care/epic)  
1-800-332-3742

EPIC, administered by the New York State Department of Health, helps many older New Yorkers pay for prescription drugs. It covers those who do not have adequate insurance coverage for prescription drugs and who are not eligible for Medicaid. EPIC is coordinated with Medicare Part D prescription coverage to provide services with additional coverage for prescription medication.

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

[www.aging.ny.gov/health-insurance-information-counseling-and-assistance](http://www.aging.ny.gov/health-insurance-information-counseling-and-assistance)

1-800-701-0501

More than 500 trained HIICAP counselors located in local offices for the aging across the state are available to answer questions about Medicare, Medicare Advantage programs (managed care), Medicare prescription drug coverage, Medigap, and other health and long-term care insurance issues. Counseling is also available through the toll-free HIICAP helpline. Callers will be prompted to enter their zip code and will be routed to their local offices for the aging to talk with a trained counselor.

## Medicaid

[www.health.ny.gov/health\\_care/medicaid](http://www.health.ny.gov/health_care/medicaid)

1-877-267-2323

[www.nyconnects.ny.gov](http://www.nyconnects.ny.gov)

1-800-342-9871

This program provides medical assistance for people 65 or older or those who are blind or who have a disability who are eligible for SSI, or for those who have too little income and resources to meet their medical needs. Medicaid also pays for long-term care services for people after they “spend down” their assets to qualify for many benefits. For more information, contact NY Connects or your local department of social services.



## Medicare

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

Medicare provides health insurance for people age 65+, certain people with disabilities, and those in final stages of renal (kidney) disease. The Social Security Administration takes applications for Medicare and

provides information regarding eligibility. To avoid penalties, apply during the period from three months before your 65th birthday month through three months after your birthday month.

### Medicare has four programs:

- Hospital Insurance (Part A): Part A helps pay for inpatient hospital care, limited inpatient care in a skilled nursing facility, home health care, and hospice care. Part A has deductibles and co-insurance, but most people do not have premiums for Part A.
- Medical Insurance (Part B): Part B helps pay for doctor’s services, outpatient hospital services, durable medical equipment, and a number of other medical services and supplies that are not covered by Part A. Part B has premiums, deductibles, and co-insurance that you must pay yourself or through coverage by another insurance plan. If choosing a fee-for-service plan, you must also arrange for separate prescription coverage.
  - Preventive Health Benefits Medicare provides coverage under Part B for many health screening and preventative health tests including colorectal and breast cancer screening, diabetes screening, flu and pneumococcal vaccinations, and smoking cessation, among others (see your annual “Medicare and You” book).

- **Medicare Advantage Plans (Part C)** are health plan options that are approved by Medicare and run by private companies. Some of these plans require referrals to see specialists. In many cases, the costs of services (co-pays) can be lower in a Medicare Advantage Plan than they are in the original Medicare plan with a Medigap policy. Medicare Advantage Plans provide all of your Part A (hospital) and Part B (medical) coverage and must cover medically necessary services. They generally offer extra benefits, and many include Part D drug coverage. These plans often have networks, meaning you may have to see doctors who belong to the plan or go to certain hospitals to receive services.
- **Medicare Prescription (Part D)** is prescription drug coverage for everyone with Medicare. This coverage may help lower prescription drug costs and help protect against higher costs in the future. It can give you greater access to prescription drugs that you can use to prevent complications of diseases and stay well. If you join a Medicare drug plan, you usually pay a monthly premium. These plans are administered by private companies approved by Medicare.

### **Medicare Savings Program**

[www.nyconnects.ny.gov](http://www.nyconnects.ny.gov) (NY Connects)

1-800-342-9871

[www.aging.ny.gov/health-insurance-information-counseling-and-assistance](http://www.aging.ny.gov/health-insurance-information-counseling-and-assistance) (HIICAP)

1-800-701-0501

New York State and the federal government help low-income Medicare beneficiaries with out-of-pocket expenses. Contact NY Connects or the Health Insurance Information, Counseling and Assistance Program (HIICAP) to learn about Medicare Savings Programs. New plan choices are announced in October of each year.

### **New York State Partnerships for Long-Term Care**

<https://nyspltc.health.ny.gov/>

1-866-950-7526

The New York State Partnership for Long-Term Care combines private long-term care insurance with Medicaid to help people prepare financially for possible nursing home care, home care or other long-term care services as specified under the policy. It allows New Yorkers to protect assets while remaining eligible for Medicaid extended coverage if their long-term care needs exceed the period covered by their private partnership insurance policy. For an application, contact your local office for the aging.

### **Prescription Assistance Programs**

[www.rxassist.org](http://www.rxassist.org)

If you can't afford the prescription drugs you need, you may be eligible for assistance programs offered by pharmaceutical manufacturers, nonprofit groups, or state governments.

### **Prescription Interactions and Impact on Driving**

<https://exchange.aaa.com/safety/substance-impaired-driving/>

Many older New Yorkers take multiple medications that, when taken together, can have a negative impact on alertness and functioning. Find out if any prescriptions you're taking are affecting your driving abilities by using the Roadwise RX online tool.

## Reporting Medicare or Medicaid Fraud

1-877-678-4697

Senior Medicare Patrol (SMP) is a federally funded program designed to combat health care waste, fraud, and abuse. Every year Medicare and Medicaid lose billions of dollars to fraud. In New York State, federal, state, and local agencies work together to prevent fraud and waste.

SMP's goal is to alert Medicare and Medicaid beneficiaries of illegal schemes and encourage people to examine their Medicare summary notices and report erroneous billing. SMP volunteers are trained to do presentations and help individuals who suspect false charges to their accounts. To report suspicious activities in your accounts, call the 24-hour hotline, which can interpret up to 150 languages.

## Housing

Older New Yorkers are increasingly seeking living environments that match their needs and preferences. Contact NY Connects at 1-800-342-9871 or at [www.nyconnects.ny.gov](http://www.nyconnects.ny.gov) to learn more about housing programs available in your area.

### Access to Home Program (NYS Homes and Community Renewal)

<https://hcr.ny.gov/access-home>

The Access to Home Program provides financial assistance to property owners to make dwelling units accessible for low- and moderate-income people with disabilities. Providing assistance with the cost of adapting homes to meet the needs of those with disabilities will enable individuals to safely and comfortably continue to live in their residences and avoid institutional care.



### New York Housing Search

[www.nyhousingsearch.gov/index.html](http://www.nyhousingsearch.gov/index.html)

The New York Housing Search is a free online tool to list and find affordable and accessible housing in New York State.

### Tenants' Rights Guide

[www.aq.ny.gov/sites/default/files/pdfs/publications/Tenants\\_Rights.pdf](http://www.aq.ny.gov/sites/default/files/pdfs/publications/Tenants_Rights.pdf)

## Legal Assistance

As people age, legal issues often arise that need attention. Some older adults face age discrimination at work; others become fraud victims. New Yorkers aged 60+ may access the state's legal system by contacting their local office for the aging, which can provide counseling and assistance through legal service providers. The following resources may also be of help:

### Age Discrimination

New York State Division of Human Rights: 718-741-8400

Equal Employment Opportunity Commission: 1-800-669-4000 (TTY 1-800-669-6820)

Age discrimination is sometimes obvious, but it's usually subtle. It can occur in employment, housing, education, and with your credit. If you have a question of whether you are being discriminated against because of your age and are 60+ or older, call the above numbers.

### **Mediating Disputes to Avoid Court**

[www.nycourts.gov/ip/adr/cdrc.shtml](http://www.nycourts.gov/ip/adr/cdrc.shtml)

1-518-238-4351

Not all disputes need to end up in court. The New York State Unified Court System works with local, nonprofit organizations to provide mediation, arbitration, group facilitation, and other dispute resolution options. These services are available in all counties and enable citizens to develop their own solutions to issues.

### **Prison Families of New York, Inc.**

<http://prisonministry.net/PFNY>

1-518-424-7078

If you have a loved one in prison, Prison Families of New York (PFNY) can help you. All calls are confidential, and they do not need to know your name or where you live. PFNY can help you locate a lost relative in prison, give you information about correspondence, phone calls, and visiting, and help you locate transportation and support services in your community. PFNY may know of other older adults in your area who also have loved ones in prison and who might be interested in supportive conversation with people who are in a similar situation.

If you are taking care of your grandchildren while their parent is in prison, PFNY can help to find you the resources you may need to make life easier.

## **Nutrition**

Good health requires good nutrition. Nutrition programs help older adults maintain healthy diets and provide for socialization and referral to other services/programs.

### **Congregate and Home Delivered Meals**

[www.aging.ny.gov/local-offices](http://www.aging.ny.gov/local-offices)

Healthy, nutritious meals in a congregate setting are offered to older New Yorkers age 60+ (and spouses of any age) up to five days a week. Services include nutrition education, nutrition counseling, and transportation. More than 1,000 locations offer congregate nutrition in New York State. They are located in senior centers, senior clubs, senior housing complexes, town halls, and other facilities. Home-delivered meals are available to eligible homebound adults who are age 60 or older or who have a disability. Nutrition education and nutrition counseling are also available. Based on client assessments, these older adults may receive a wide variety of other services, as well.



For more information about these programs, contact your local office for the aging.

### **Senior Farmers' Market Nutrition Program**

[www.aging.ny.gov/local-offices](http://www.aging.ny.gov/local-offices)

The Senior Farmers' Market Nutrition Program gives eligible, low /income older adults free coupons that can be exchanged for eligible foods at local farmers' markets. The program encourages consumption of fresh fruits and vegetables each year. Coupons are available in July on a first-come, first-served basis, for use through November. For information and locations of farmers' markets near you, contact your local office for the aging or use the NYSOFA aging services mobile app.

### **Supplemental Nutrition Assistance Program (SNAP)**

[www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)

1-800-342-3009

This federally-sponsored program helps persons with lower-incomes purchase food. Recipients receive a debit card for purchases. For information or to see if you are eligible, visit [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov) or contact your local office for the aging.

## **Services for Older Immigrants and Refugees**

### **The New York State Bureau of Refugee and Immigration Assistance (BRIA)**

[www.otda.ny.gov/programs/bria](http://www.otda.ny.gov/programs/bria)

518-402-3096

The New York State Bureau of Refugee and Immigration Assistance (BRIA) is available to provide valuable assistance for all immigrants. BRIA provides:

- Assistance to refugees and their families in achieving economic and social self-sufficiency;
- Help for repatriated citizens to arrive safely at home;
- Assistance to victims of human trafficking; and
- Proper foster care for unaccompanied refugee and entrant minors.

### **New York State Immigration Hotline**

800-566-7636 and 212-419-3737

The New York State Immigration Hotline responds to general questions about immigration and naturalization benefits, requirements, and procedures. The hotline provides information and referrals to all NYS Office of Temporary and Disability Assistance (OTDA) programs serving refugees and immigrants, other immigrant-related public and private programs, and relevant mainstream service programs available throughout New York State. The New York State Immigration Hotline operates from 9AM to 6PM, Monday through Friday (excluding holidays).

### **New York State Office for New Americans**

[www.newamericans.ny.gov](http://www.newamericans.ny.gov)

1-800-566-7636

The New York State Office for New Americans helps new Americans fully participate in New York State civic and economic life. The office facilitates success by: preparing New Americans for the naturalization process; increasing access to English language learning; and providing a network of neighborhood-based opportunity centers to assist New Americans in connecting to their communities through small business ventures and civic engagement, among others.

# Transportation

Whether seeking a ride to a physician's office or to the nutrition center, or looking for information on driver safety, older New Yorkers need to know where they can seek assistance in meeting their transportation needs.

## American Cancer Society – Road to Recovery

[www.cancer.org/treatment/supportprogramsservices/road-to-recovery](http://www.cancer.org/treatment/supportprogramsservices/road-to-recovery)

The American Cancer Society Road to Recovery program provides transportation to and from treatments for people with cancer who do not have a ride or are unable to drive themselves.

## Ridesharing

[www.dmv.ny.gov/more-info/faq-tnc-passengers](http://www.dmv.ny.gov/more-info/faq-tnc-passengers)

Ridesharing is a car service with which a person can use a smartphone app to arrange a ride in a usually privately owned vehicle. Rideshare companies (like Uber or Lyft) are licensed by the New York State Department of Motor Vehicles.



## Medicaid Transportation

[www.medanswering.com](http://www.medanswering.com)

New York State covers medical transportation for Medicaid beneficiaries traveling to Medicaid-covered services. If you are Medicaid eligible, visit the above website to find out how to arrange transportation in your county to and from your medical appointments.

## Older Driver Safety

[www.ny.gov/olderdriversafety](http://www.ny.gov/olderdriversafety)

Driving is a critical part of most of our daily lives—it ensures we can get groceries, see our family, get to work and visit our doctors. Various health conditions and declines in visual, cognitive, and physical abilities that occur with aging can affect driving ability; and if you take multiple medications to help those conditions, you could be putting yourself and others in danger.

## Personal Identification Card

[www.nyconnects.ny.gov](http://www.nyconnects.ny.gov)

1-800-342-9871

For older New Yorkers who do not drive, or have never driven, a non-driver photo identification card may be purchased from the Department of Motor Vehicles. Some local offices for the aging may also provide identification cards.

## Transportation to Appointments

[www.aging.ny.gov/local-offices](http://www.aging.ny.gov/local-offices)

Some local offices for the aging and senior centers offer transportation to doctor appointments, nutrition sites, shopping or other vital destinations. Contact your local office for the aging to find out what may be available in your community.

## Transportation Discounts

[www.aging.ny.gov/local-offices](http://www.aging.ny.gov/local-offices)

Many public transportation systems offer discounts for older New Yorkers. New York City, for example, has reduced fares for subways and buses. NYC residents 65 and older must show their Medicare card or other proof of age to obtain a reduced fare Metro Card. For more information, contact the New York City Department for the Aging at 311 to determine if you can get discounts. If you live outside of New York City, contact your local office for the aging or local transportation system for information about discounts. Anyone planning extensive travel should check with their travel agent or the carrier to see if they offer discounts for older New Yorkers.

## Veterans Benefits



[www.veterans.ny.gov](http://www.veterans.ny.gov)

1-888-838-7697

People who served in the United States Armed Forces may be eligible for a variety of veteran benefits and services provided by federal, state, and local governments. Entitlement is determined by the period of military service, service-connected disabilities, and financial need. Your local state veteran counselor or veterans' service agency can advise you of eligibility and help you prepare and present claims for entitled benefits.

## Volunteering

Studies show that volunteering not only helps others, but improves the health of the older volunteer. Your local office for the aging can help you find a role in your community or you can explore opportunities posted on the NYS Commission on National and Community Service website at [www.newyorkersvolunteer.ny.gov](http://www.newyorkersvolunteer.ny.gov).

### Foster Grandparent Program

[www.aging.ny.gov/local-offices](http://www.aging.ny.gov/local-offices)

With federal and state support, low-income volunteers age 55 and older work with children with a variety of needs. Foster grandparents receive a stipend, meals, and assistance with transportation. For more information, contact your local office for the aging.

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

1-800-701-0501

Volunteers are trained to help Medicare beneficiaries and their caregivers to become informed consumers and to understand their health insurance coverage and options.

## Long Term Care Ombudsman Program (LTCOP)

[www.ltombudsman.ny.gov](http://www.ltombudsman.ny.gov)

1-855-582-6769

Volunteer ombudsmen advocate for older adult residents and their families in nursing homes, adult homes, and assisted living facilities. They receive complaints and investigate and help resolve problems. Volunteers are trained and certified by the New York State ombudsman.



## Retired and Senior Volunteer Program (RSVP)

[www.nationalservice.gov/programs/senior-corps/rsvp](http://www.nationalservice.gov/programs/senior-corps/rsvp)

RSVP is a nationally acclaimed program that enlists adults age 55 and older to serve as volunteers in their communities. In New York, thousands volunteer in roles tailored to their interests and skills.

## Senior Companion Program

[www.nyconnects.ny.gov](http://www.nyconnects.ny.gov)

1-800-342-9871

Senior companions offer companionship and friendship to frail, older adults, people who have disabilities, and those who have terminal illnesses. They also provide respite for caregivers. Senior companions are 55 years and older and volunteer between 15 and 40 hours a week. Income-eligible older adults are offered a modest stipend. All volunteers receive meals and assistance with transportation.

# Index

AARP.....	2, 9	HIV.....	19
Adult Protective Services.....	14	Hoarding.....	10
Aging in Place.....	2	Home Delivered Meals.....	23
Alzheimer’s.....	2, 8	Hospice.....	4, 11
Alzheimer’s Disease.....	2, 8	Housing.....	22
Benefits.....	3, 9, 20, 26	Immigrants and Refugees.....	24
Blindness.....	2	In-Home Services.....	10
Burial Assistance.....	9	Legal Assistance.....	22
Cancer.....	25	LGBTQ.....	4
Caregiving.....	4, 5, 9, 10	Long-Term Care.....	21
Congregate Meals.....	23	Medicaid.....	5, 19, 20, 21, 22, 25
Consumer Complaints.....	12, 13	Medicare.....	5, 17, 19, 20, 21, 22, 26
Crime.....	14	Nursing Homes.....	14, 19, 27
Disability Services.....	5	Nutrition.....	23, 24
Driver Safety.....	25	Parks and Recreation.....	18
Education.....	17	Prescriptions.....	21
Elder Abuse.....	14	Prison.....	23
Emergencies.....	14	Property Tax.....	16, 17
Employment.....	15, 22	Respite.....	3, 11
Energy.....	15, 16	Scams.....	12, 13
Farmers’ Markets.....	24	Senior Centers.....	12
Financial Help.....	13, 16	Telephone Reassurance.....	12
Fitness.....	17	Tenants’ Rights.....	22
Foster Grandparent Program.....	26	Transportation.....	25, 26
Frontotemporal Degeneration.....	3	Veterans.....	26
Health Care.....	12, 18	Villages.....	5
Health Insurance.....	19, 20, 21, 26	Volunteering.....	26, 27