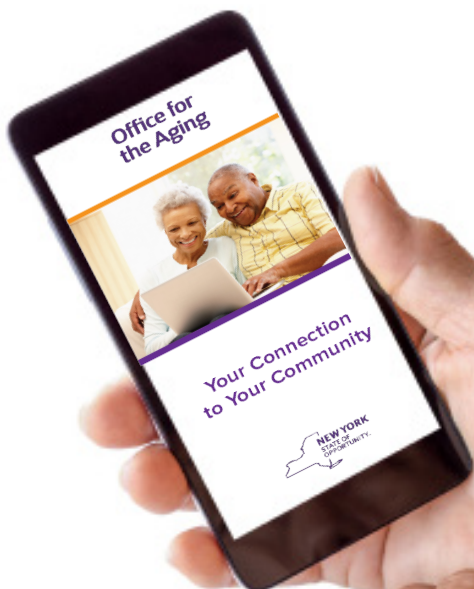




NEW YORK  
STATE OF  
OPPORTUNITY.

Office for  
the Aging

# Older New Yorker's **POCKET GUIDE** to Resources



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# Navigating the Aging Network Just Got a Little Easier!

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 families and their communities, civic engagement, volunteerism, and entrepreneurship. They also are an economic powerhouse, supporting small businesses and the state and local economies.



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 need some community assistance to preserve their autonomy or understand their options.

This pocket guide is designed to provide information and guide you to a live specialist who can help get your questions answered and make connections to 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 and puts the power in your hands.

The most important thing to remember is that you are not alone. The first place to start is NY Connects. Give them a call at **1-800-342-9871**.

**Greg Olsen**  
**Acting Director**  
**New York State Office for the Aging**



*Staying active is a key to healthy aging.*

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## About this Pocket Guide

New York State agencies and community-based organizations provide a wide variety of information, advocacy, counseling and assistance, and services that can assist individuals and families. This pocket guide provides a brief overview of topics that are important to older New Yorkers. Call, or visit the websites if you have questions or to learn more.

## Alzheimer's Disease

Alzheimer's disease is a type of dementia that causes problems with memory, thinking, and behavior. Symptoms usually develop slowly and get worse over time, often becoming severe enough to interfere with daily tasks. Alzheimer's is the most common form of dementia, and accounts for 60 to 80 percent of dementia cases.

To find help in New York State:

Alzheimer's Association 24/7 helpline:

**1-800-272-3900**

Find an Alzheimer's chapter in your community: [www.alz.org](http://www.alz.org)

NY Connects: **1-800-342-9871**

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

## Caring for a Loved One

Caring for a loved one of any age can be difficult. There are more than four million caregivers in New York State who provide a variety of daily tasks for loved ones to help them stay in their home. Sometimes caregivers need some help caring for their loved one or need an occasional break.

Call NY Connects at **1-800-342-9871** or visit [www.nyconnects.ny.gov](http://www.nyconnects.ny.gov) for more information.

## Emergency Preparedness

Being prepared for an emergency or natural disaster is important for all New Yorkers, but it is particularly important for older adults.

New York State has resources that help you prepare *before* an emergency, including disaster preparedness safety tips and an emergency information handbook.

New York State Division of Homeland Security and Emergency Services information:

**NYS Department of Homeland Security website:**

<https://www.dhSES.ny.gov/>

**DHSES publication**

***Emergency Information Handbook:***

<https://www.dhSES.ny.gov/system/files/documents/2022/09/emergency-handbook-2022.pdf>

## Employment

Many older adults are working longer before their retirement. Older adults also continue working either full-time or part-time after they retire. Many employment opportunities exist in New York State for older citizens.

For a listing of local career centers and job opportunities, please visit the New York State **Department of Labor** at [www.labor.ny.gov/career-center-locator](http://www.labor.ny.gov/career-center-locator).



## Food/Meals

Access to nutritious and healthy foods is important for any age group, but it is particularly important for older New Yorkers. Communities around the state provide nutritious foods to eligible older people in their homes and in congregate centers such as senior centers. Other food and nutrition opportunities are at farmers' markets (June-November) and through the Supplemental Nutrition Assistance Program (SNAP).



Nutritional opportunities include:

- **Congregate meals:** Healthy, nutritious meals offered in a congregate setting.
- **Home delivered meals:** Based on an assessment, eligible older adults receive a healthy, nutritious meal in their home.
- **Farmers' markets:** The Senior Farmers' Market Nutrition Program provides eligible, low-income older adults with free coupons that can be exchanged for eligible foods at local farmers' markets.
- **Supplemental Nutrition Assistance Program (SNAP):** This federally-sponsored program helps people with lower incomes purchase food.

Call NY Connects at **1-800-342-9871** or visit [www.nyconnects.ny.gov](http://www.nyconnects.ny.gov) for more information.

## Housing

Safe and affordable housing is important to people of all ages. Whether choosing to age in place or to relocate to another living environment, being an informed consumer—by gathering appropriate information—is critical to making a housing choice that best meets a person's needs and preferences.

**To find available housing near you**, please visit [www.nyhousingsearch.gov](http://www.nyhousingsearch.gov).

For supportive housing opportunities, please call NY Connects at **1-800-342-9871** or visit [www.nyconnects.ny.gov](http://www.nyconnects.ny.gov).



Find documents in your language (Español, 中文, Русский, שׂידיש, বাংলা, 한국어, Kreyòl ayisyen, Italiano, العربية, Polski): 1-800-342-9871;

## **Language Access**

New York State is committed to language access.

If you are an older adult or caregiver seeking services and need free assistance in another language, you can contact 1-800-342-9871.

NYSOFA also provides important forms and documents in the top ten most commonly spoken languages in New York State, in addition to English. At present, the top ten languages are: Spanish, Chinese, Russian, Yiddish, Bengali, Korean, Haitian Creole, Italian, Arabic, and Polish.

<https://aging.ny.gov/language-access>

## Legal Assistance

Older adults, people of all ages with disabilities, and their families often encounter issues where resolution requires legal intervention.

For more information on accessing legal services and where to find legal assistance in your area, please visit [www.LawHelpNY.org](http://www.LawHelpNY.org).

## Medicare and Health Insurance

Medicare beneficiaries and those who will soon become Medicare eligible residing in New York State can receive free and objective information and counseling on:

- Medicare and health insurance questions about benefits, options, paperwork, and resources.
- Medicare covered costs, deductibles and programs.
- Health care costs that clients will be responsible for.
- Information on insurance products that may help to pay for costs not covered by Medicare alone, such as a Medigap or Medicare Advantage Plan.
- How to review and select a Medicare Part D prescription plan.
- Help in resolving specific health insurance problems.

For more information, please call  
**1-800-701-0501.**

## Prescription Plans

Many older New Yorkers take multiple prescriptions. Finding the right prescription drug plan to meet your needs is important. Older adults can schedule free and confidential appointments with highly trained counselors to discuss their prescription drug plan needs.

For more information, please call  
**1-800-701-0501.**



## Prescription Interactions and Impact on Driving

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

[https://exchange.aaa.com/safety/  
substance-impaired-driving/](https://exchange.aaa.com/safety/substance-impaired-driving/)

## Programs, Services, and Benefits

Older New Yorkers are eligible for a variety of state and federal benefits and programs, including veterans' benefits, and assistance with paying for food, prescriptions, heat, health care, taxes, and more. Additionally, communities across the state provide different services for

older adults that could include transportation, congregate and home-delivered meals, senior center programming, health and wellness services, help for caregivers, and in-home assistance, among others.

Call NY Connects at **1-800-342-9871** or visit [www.nyconnects.ny.gov](http://www.nyconnects.ny.gov) for more information.

Visit [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov) to see what you may be eligible for.

## **Report a Concern**

**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 about preventing elder abuse, neglect, and exploitation.

**Adult Abuse and Neglect:** Older adults often become victims of physical, emotional or sexual abuse, financial exploitation, neglect, self-neglect or abandonment.

**To report abuse or neglect of an older New Yorker**, please call the Adult Protective Services program at **1-844-697-3505** or visit [www.ocfs.ny.gov/main/psa](http://www.ocfs.ny.gov/main/psa) for more information.

**Hospitals/Health Care Facilities:** The New York State Department of Health is responsible for checking acute and primary care facilities in New York. State Department of Health regulations allow individuals to register complaints (even anonymously) about the care and services provided by hospitals and other licensed facilities.

**To register a complaint**, please call **1-800-804-5447** or visit <https://apps.health.ny.gov/surveyd8/facility-complaint-form#no-back> for more information.

**Nursing Homes:** Nursing home residents in New York State sometimes need help understanding and exercising their rights to good care in an environment that promotes and protects their dignity and quality of life. The New York State Long Term Care Ombudsman Program (LTCOP) advocates for residents by investigating and resolving complaints made by or on behalf of residents; promoting the development of resident and family councils; and informing government agencies, providers, and the general public about issues and concerns impacting residents of long-term care facilities.

For more information and assistance, contact:

**New York State Long Term Care  
Ombudsman Program**

**1-855-582-6769**

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

**New York State Department of Health**

Nursing Home Complaint Hotline:

**1-888-201-4563**

[www.health.ny.gov/facilities/nursing/complaints.  
htm](http://www.health.ny.gov/facilities/nursing/complaints.htm)

## Scams/Fraud/Identity Theft

Older adults are often targets of different kinds of scams and frauds. Scam artists are very sophisticated and often sound legitimate.

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

For identity theft:

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

**518-457-5181**

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

For all other scams:

**New York State Department of State  
Division of Consumer Protection**

**1-800-697-1220**

<https://dos.ny.gov/consumer-protection>

## Senior Centers

Senior centers have historically played an important role in neighborhoods by providing nutritious meals, socialization, case assistance for benefits and services, transportation, health education, recreation programs, and other program offerings.

Call NY Connects at **1-800-342-9871** or visit [www.nyconnects.ny.gov](http://www.nyconnects.ny.gov) to find a center near you.

## Transportation

Transportation is a vital resource for older adults to be able to stay engaged in their communities.

Call NY Connects at **1-800-342-9871** or visit [www.nyconnects.ny.gov](http://www.nyconnects.ny.gov) for more information.

Visit <https://aging.ny.gov/programs/transportation> for more transportation-related resources.

## Veterans

The New York State Division of Veterans' Services (DVS) advocates on behalf of New York's veterans and their families, as individuals and as a group, to ensure they receive benefits granted by law for service in the United States Armed Forces.

DVS provides free benefits advising. Experienced and dedicated advisors—also veterans—work in a network of field offices across the state and offer veterans and their families professional help to resolve social, medical, and economic issues.

To contact the **Department of Veterans' Services**, please call **1-888-838-7697 (VETSNYS)** or visit [www.veterans.ny.gov](http://www.veterans.ny.gov).





## **Volunteering**

Few activities are more satisfying than time spent helping others. Volunteers play a vital role in New York State's communities by contributing their talents and experience. If you think you may be interested in volunteering, take a next step!

Contact your local office for the aging at [www.aging.ny.gov/local-offices](http://www.aging.ny.gov/local-offices) to learn more.

For other opportunities, please visit: [www.newyorkersvolunteer.ny.gov](http://www.newyorkersvolunteer.ny.gov).

## About NYSOFA

The mission of the New York State Office for the Aging (NYSOFA) is to help older New Yorkers be as independent as possible for as long as possible through advocacy and development and delivery of person-centered, consumer-oriented, and cost-effective policies, programs, and services that support and empower older New Yorkers and their families, in partnership with the network of public and private organizations that serve them.

NYSOFA contracts with a network of 59 local area agencies on aging (AAAs) that serve each county, the City of New York, the St. Regis Mohawk Indian Reservation, and the Seneca Nation of Indians. AAAs directly manage a wide array of federal and state-funded services that support older adults and their families and promote healthy aging and community involvement.

New York State Office for the Aging  
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[www.aging.ny.gov](http://www.aging.ny.gov)

**1-844-697-6321**





**Office for  
the Aging**

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Greg Olsen, Acting Director**

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