

DFTA Resource Centers

The **Elderly Crime Victims Resource Center** provides direct assistance and referral for victims of crime and elder abuse who are age 60 and older. Services include crisis intervention, case assistance, advocacy, counseling, safety planning and emergency assistance. Case consultation services are available to professionals.

DFTA is a founding member of **NYCEAN** (New York City Elder Abuse Network). The Network has a multidisciplinary professional membership to facilitate linkages, case consultation, cross-training, greater coordination and broad-based advocacy.

The **Alzheimer's and Caregivers Resource Center** offers free evaluations of caregiver needs; referrals for diagnostic, medical, legal, financial and supportive services; and assistance with the nursing home placement process.

The Center also provides trainings and workshops for community-based providers. Topics focus on Alzheimer's disease and associated long-term care issues.

The **Grandparent Resource Center** helps seniors raising their grandchildren or other young kin. It provides information, counseling, empowerment training and referral to community services and support groups. It also trains community groups on grandparent caregiver issues and on how to start grandparent support groups. Free publications are available.

DFTA's Resource Centers provide services in multiple languages.



Outreach and Education

DFTA offers free educational presentations, trainings and consultation services on a variety of topics. Staff is also available to attend community fairs and other forums. Presentations can be requested from DFTA's Outreach Unit, Elder Abuse Resource Center, Alzheimer's & Caregiver Resource Center, Grandparent Resource Center, Health Promotion Services Unit, Health Insurance Information, Counseling and Assistance Program (HIICAP) and the Long-Term Care Insurance Center.

Carrier Alert Program

Through this voluntary preventive program of the Department for the Aging and the U.S. Post Office, postal carriers notify 311 and DFTA when mail accumulates without explanation in a participant's mailbox. The program is particularly helpful for seniors and persons with disabilities who live alone and who may fall or be taken ill without anyone knowing. Once alerted to the accumulating mail, a DFTA social worker investigates whether the participant needs assistance. Anyone 60 and older may apply to participate in the Carrier Alert program. Participants provide DFTA with their addresses, phone numbers and information about emergency contacts. A decal placed inside the participant's mailbox indicates to postal carriers that they are enrolled in the program.

Assigned Counsel Program

This program provides legal assistance and social services to seniors who are at risk of eviction from their homes. Seniors are referred to the program through the housing court system.

DFTA Web Resources

DFTA's website at www.nyc.gov/aging contains information about the Department's resources and programs.

Seniors can:

- Locate service providers in their borough or zip code
- Read about DFTA's programs
- Print out applications and publications
- Link to federal and state aging programs

Other Web Resources

ACCESS NYC (www.nyc.gov/accessnyc) is an electronic screening tool for more than 35 city, state and federal benefits.

Other resources can be found at the following web sites:

Mayor's Office of Veterans Affairs at www.nyc.gov/veterans

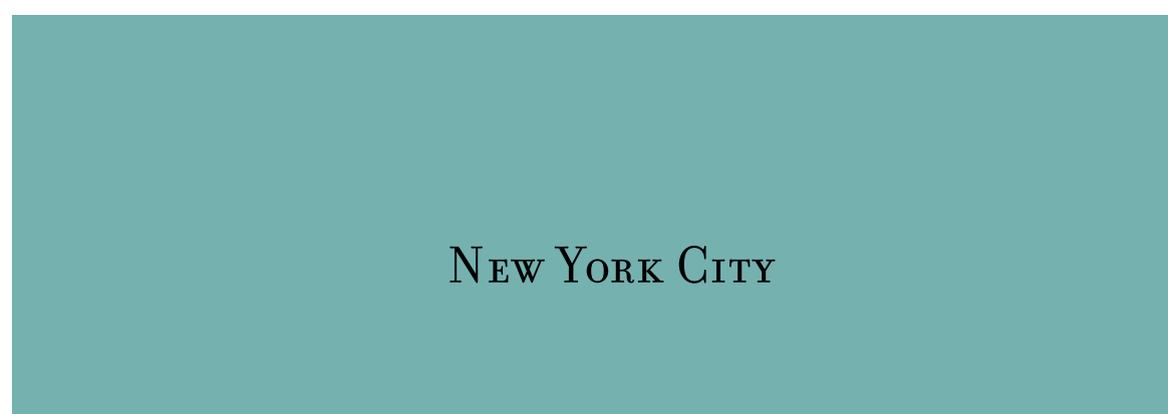
The NYC Affordable Housing Resource Center at www.nyc.gov/housing

The New York State Office for the Aging (SOFA) at www.aging.ny.gov

The U.S. Department of Housing and Urban Development is a resource for senior housing called Section 202. For names, addresses and telephone numbers, go to www.hud.gov

U.S. Social Security Administration online at www.ssa.gov

Medicare online at www.medicare.gov



For information regarding these and other City services, call 311.

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Mayor
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The Department, the largest federal Area Agency on Aging in the nation, is funded by the City of New York, the State and Federal Governments, and private grants and contributions.

Visit the Department for the Aging online at www.nyc.gov/aging.

Call 311 for linkage to these programs.

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2 Lafayette Street, New York, NY 10007

Programs and services that can help older New Yorkers live more independently, with dignity and quality of life.



THE MISSION OF THE DEPARTMENT FOR THE AGING (DFTA) IS TO work for the empowerment, independence, dignity and quality of life of New York City's diverse older adults and for the support of their families through advocacy, education and the coordination and delivery of services.

If you are 60 years of age or older and live in New York City, DFTA provides quality programs and services to meet your needs.

Senior centers offer a variety of cultural, creative and fitness activities in addition to nutritious lunches. Centers make it easy to meet new friends and develop new interests.

Home-delivered meals and home care services can help you continue to live independently in your community. A case manager arranges and coordinates your in-home and community care.

The Department is also a resource for caregivers, for seniors looking for volunteer and job training opportunities as well as those who need legal assistance, among other services.

Call 311 for more information or visit DFTA at www.nyc.gov/aging

Community Services and Programs for Seniors

The Department for the Aging partners with hundreds of community-based agencies to provide high-quality senior services throughout the five boroughs. Programs serve seniors of every nationality, race, religion, sexual orientation and belief.

Senior Centers. The hallmark of the City's senior services is the Innovative and Neighborhood Senior Centers, which offer new and exciting programs that keep members active and healthy. These centers offer such a vast array of activities – from health and wellness classes to arts and cultural programs – that older adults can always find something to do.

In addition to appetizing and nutritious lunches and information about social services, each center offers a variety of activities that may include:

- Fitness activities such as exercise classes, yoga, Tai Chi and dance
- Walking clubs, including the Big Apple Senior Strollers
- Health screenings in association with community hospitals and health clinics
- Health promotion programs including blood pressure monitoring, health lectures, nutrition education and disease control support groups
- Flu shots
- Learning opportunities, including computer labs and classes, bridge, ESL, discussion groups and crafts classes
- Creative and cultural activities
- Volunteering and other leadership opportunities, including participation in the center's advisory council

- Recreational and social activities
- Birthday and holiday celebrations

Case-management agencies help seniors who need assistance with daily activities. Case managers visit clients in their homes to assess their needs, and arrange and coordinate services and supports to help them live independently in their homes and communities. Case managers also provide advocacy and assist with entitlements applications.

A senior must be referred by a case manager in order to receive:

- **Home-delivered meals** for seniors who can't cook or shop for food.
- **Homecare** for seniors who need non-Medicaid funded assistance with personal care (bathing, dressing, mobility, etc.) and/or housekeeping.

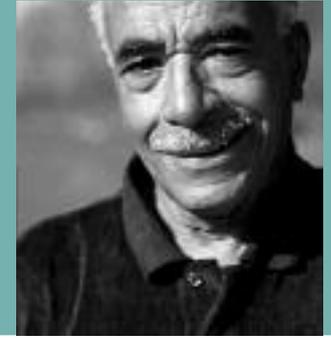
Transportation Services help seniors attend senior centers and keep medical and other appointments when they cannot walk to their destinations or use public transportation.

Legal Services funded by the federal government are free for seniors who do not have access to other public or private legal aid.

Caregiver Programs in every borough provide information, counseling and support to caregivers.

Elder Abuse programs in every borough provide victims of elder abuse with counseling, supportive services and assistance obtaining orders of protection and other methods of legal recourse.

NORC Supportive Services Programs provide on-site service and activities for older residents of DFTA-funded NORCs (Naturally Occurring Retirement Communities).



DFTA Programs

Senior Employment Services

- Trains low-income persons age 55 years and older for jobs in data processing, customer service, security services, sales, and administration
- Provides subsidized on-the-job training to gain work experience
- Assists trainees with job searches

Foster Grandparent Program

Places low-income persons age 60 and older in community settings where they mentor, tutor and care for infants and children with special needs. Stipends are provided.

Intergenerational Programs

Intergenerational Work/Study Program (IWSP) provides high school students with school credit and work experience in exchange for working in senior centers and nursing homes. Mutually beneficial relationships develop between students and seniors.

Health Promotion Services

Trains seniors to conduct DFTA health promotion programs for their peers. Training to be Health Promotion Volunteers is available to seniors recruited by community programs to lead one or more of the following activities at their sites:

- Stay Well exercise and stress management classes
- Keep on Track blood pressure monitoring
- Alert and Alive discussion groups
- Partner to Partner friendly listening

The Health Promotion Unit also sponsors Big Apple Senior Walking Clubs at community sites and conducts workshops for seniors on health issues.

Insurance Information Programs

DFTA's Health Insurance Information Counseling and Assistance Program (HIICAP) is New York's source for free, current and impartial information about health benefits and prescription drug coverage for older persons. Volunteer counselors assist with coverage questions and issues. The Long-Term Care Insurance Resource Center counsels New Yorkers on long-term care insurance options.

Public presentations on health and long-term care insurance are available.

Call 311 for more information about these and other city services.