

FIDA: Community Resources

This list of resources is intended as a resource to providers to assist patients (FIDA participants and others) who are facing issues that impact their overall health and wellness, such as income supports, housing, legal services, etc.

Please note, the list includes agencies/organizations that:

- Provide services that are not part of the benefits provided under the Fully Integrated Dual Advantage (FIDA) plan coverage. For services covered under the FIDA plan, please refer to the Complete List of Services/Benefits (Appendix A) and contact the appropriate FIDA plan for provision of those services.
- May provide services not included in FIDA plan coverage at no charge and are open to all.
- Are known to provide services to the elderly and/or disabled and may be updated periodically.

Resource Topics		
Caregivers	Crisis Intervention	Education Barriers
Legal Services	Patient Advocacy	Vocational Assistance
Wellness		

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Community Resources: Caregivers

Including Respite, Caregiver Support / Coaching

Alzheimer's Association <http://www.alz.org>

Alzheimer's Disease Assistance Centers (ADACs)

1. Brooklyn ADAC 718-287-4806
2. New York City ADAC (Manhattan) 212-659-8872 212-263-3210
3. Long Island ADAC (Stony Brook) 631-444-1365
4. Hudson Valley ADAC (White Plains) 914-597-2831

Elder Caregiver Support Program See contact information under Benefits/NYS Office for Aging
This program provides support and assistance to those persons (such as spouses, partners, children and friends) who are caring for an older person who needs assistance to be able to remain at home in the community. The assistance provided to caregivers may include the following: individual counseling, participation in support groups and training to assist on making decisions and solving problems related to their caregiver roles; respite care to provide a temporary, short-term break from their caregiving responsibilities; Some counties, may also provide support for grandparents and other older relatives caring for children.

Next Step In Care <http://www.nextstepincare.org/>

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.

Community Resources: Crisis Intervention

Including Abuse or Neglect, Mental Health, Disasters, Public Health Crises

Adult Protective Services/Elder Abuse <http://www.ocfs.state.ny.us/main/psa/> | 1-844-697-3505 M - F 8 - 5pm

Adult services, provide contact information for local APS units, or take information to be sent to local APS units regarding abuse, neglect, or exploitation of adults. Read more. Staff can also answer basic questions and contact information about the Family-Type Homes for Adults (FTHA) program, a type of adult care facility in which an operator provides personal care and supervision services for up to four unrelated adults in his or her own home.

Callers are encouraged to provide their names and telephone numbers so local departments can follow up, but anonymous calls are also accepted. By law, anyone who makes a report of abuse or neglect to APS in good faith is immune from civil liability. Information reported to APS, and information obtained by APS in the course of investigation, is confidential and can be disclosed only in accordance with specific exceptions stated in law.

CDC English: 1-888-246-2675 | Spanish: 1-888-246-2857

Public Response Service for general public

The Domestic Violence Hotline <http://www.opdv.ny.gov/help/dvhotlines.html>

Can provide you with information on domestic violence resources in your community.

1. New York State Domestic Violence Hotline 1-800-942-6906
2. English & Español/Multi-language Accessibility
3. Deaf or Hard of Hearing: 711
4. In NYC: 1-800-621-HOPE (4673) or dial 311 TTY: 1-866-604-5350

NYC Department for the Aging Elderly Crime Victims Resource

Center<http://www.nyc.gov/html/dfta/html/services/crime-victims.shtml> | 212-442-3103

New York City's Domestic Violence Hotline

<http://www1.nyc.gov/nyc-resources/categories/public-safety/safety-crime> | In NYC Call 311 | 1-800-621-4673

New York City Mayor's Office to Combat Domestic Violence - Family Justice Centers

<http://www.nyc.gov/html/ocdv/html/help/fjc.shtml>

The FJC's provide criminal justice, civil legal and social services in one location. When visiting a Center, victims can meet with a prosecutor, speak with a trained counselor and apply for housing and financial assistance.

1. Brooklyn FJC: 718-250-5111 option 6, 350 Jay Street, Brooklyn
2. Bronx FJC: 718-508-1222, 198 East 161st Street, Bronx
3. Manhattan FJC: 212-602-2800, 80 Centre St. NYC
4. Queens FJC: 718-575-4500, 126-02 82nd Avenue, Kew Gardens

SHELTERS <http://www.nyc.gov/com>

In the event of an emergency, information regarding shelters will be posted on Office of Emergency Management's (OEM) website

Urban Resource Institute - Domestic Violence Shelters <http://www.uriny.org>

Provides emergency and transitional shelters and services for women and families escaping domestic violence.

1. Urban Woman's Retreat - 212-690-6490
2. Urban Woman's New Beginning - 212-491-0023
3. Urban Woman's Safe Haven - 718-421-4035
4. Urban Center for Change - 718-495-1801

Community Resources: Education Barriers

ACCES-VR Transition Services <http://www.acces.nysed.gov/vr>

For students with disabilities moving from school to adult services. works with students, families and school districts to coordinate appropriate services for students with disabilities who are leaving secondary education and entering adult vocational rehabilitation and related services.

Colleges provide assistance

Refer to specific college Office for Disability Services

Community Resources: Legal Services

Including Evictions, Power of Attorney, Guardianship

Aging Offices

Provide legal services consultation on a wide variety of issues to persons age 60+. Information on New York's guardianship law may be obtained through local offices for the aging or your attorney. You can learn about situations and procedures for appointments of guardians; authority the guardian may or may not have, such as health care decision making; and duties of the guardian and temporary guardianships.

City-Wide Task Force on Housing Court, Inc. <http://www.cwtfhc.org> | 212-962-4795

Referrals to legal services offices

Goddard Riverside Community Center - SRO Law Project <http://www.goddard.org>

Provides free legal services to low-income residents of Single Room Occupancy hotels on the Upper West Side of Manhattan.

Law Help <http://www.lawhelpny.org/> | Spanish: <http://www.lawhelpny.org/es/>

Is an online tool for helping low-income New Yorkers solve their legal problems. More than 600 free legal service projects & organizations with their contact & intake information. Legal rights resources in more than 30 languages.

Legal Aid helping low income individuals and families with free legal counsel

1. Legal Aid Society of NYC <http://www.legal-aid.org/en/las/findus/locations.aspx>
212-577-3300
2. Legal Aid of Westchester 914-262-1096 or Legal Services of the Hudson Valley 877-574-8529
3. Legal Aid Society of Nassau County 516-560-6400
4. Legal Aid Society of Suffolk County 631-853-5212

Legal Services <http://www.legalservicesnyc.org>

Provides assistance dealing with housing court, and landlord-tenant and other issues. This website provides links to all the legal services borough offices.

New York City Affordable Housing Resources Center <http://www.nyc.gov/housinginfo>

Provides information about legal issues.

Safe Horizon <http://www.safehorizon.org/index/about-us-1.html>

Provides counseling, legal assistance, and Community Programs in all boroughs.

Tenant Protection Services (TPS) <http://www.tenantprotection.org>

Assists disabled and mentally incompetent tenants in defending themselves from an eviction proceeding. Services include:

- One-shot rent applications
- Pro Bono attorneys

- HPD and Fair Hearing representation
- Guardian Ad Litem requests
- Guardianship applications
- Adult Protective Services referrals

Community Resources: Patient Advocacy

Including Rights in Nursing Home, Managed Care, Hospital Discharge, Advocates for Persons with Disabilities

Fraud Reporting Senior Medicare Patrol (SMP) 24 hour hotline: 1-877-678- 4697

Combats health care waste, fraud and abuse. SMP's goal is to alert Medicare and Medicaid beneficiaries of illegal schemes and encourage them to examine their Medicare Summary Notices and report erroneous billing.

Health Insurance Information, Counseling & Assistance Program (HIICAP)

<http://www.aging.ny.gov/healthbenefits> | 1-800-701-0501

Answers questions about Medicare, Medicare Advantage programs (managed care), Medicare prescription drug coverage, Medigap and other health and long term care insurance issues.

Additional Community based providers can be reached at the following agencies:

1. Medicare Rights Center - 800-333-4114
2. New York StateWide Senior Action Council – 800-333-4374
3. New York Legal Assistance Group - 212-613-5053
4. Legal Aid Society of New York -888-500-2455 (Upstate) or 212-577-3575 (NYC area)
5. Empire Justice Center – 800-635-0355 x112
6. Community Service Society 888-614-5400 or 212-614-5353

Independent Living Centers

Are available in every County/Borough to provide benefits counseling and health coverage navigation as well as life skill training and peer counseling, information and referral for people with any disability.

Independent Living Services are for people with disabilities of all ages. Independent Living Centers (ILCs) provide an array of services that assist New Yorkers with disabilities to live integrated and

self-directed lives. ILCs assist with living, learning, and earning and remove barriers to full participation in the local community and beyond.

<p>NYC Center for Independence of the Disabled, New York 841 Broadway, Suite 301 New York, NY 10003 (212) 674-2300 (646) 350-2681 VP VP (212) 254-5953 Fax http://www.cidny.org</p>	<p>Bronx Independent Living Services, Inc. (BILS) 4419 Third Avenue, suite 2-C Bronx, NY 10457 (718) 515-2800 (718) 515-2803 TTY (866) 426-8059 VP (718) 515-2844 Fax http://www.bils.org</p>	<p>Brooklyn Center for Independence of the Disabled (BCID) 27 Smith Street, Suite 200 Brooklyn, NY 11201 (718) 998-3000 (718) 998-7406 TTY (718) 998-3743 Fax http://www.bcid.org</p>
<p>Queens Center for Independence of the Disabled in New York, Queens (CIDNY) 80-02 Kew Gardens Road #107 Kew Gardens, NY 11415 (646) 442-1520 (347) 905-5088 VP (347) 561-4883 Fax http://www.cidny.org</p>	<p>Staten Island Center for Independent Living 470 Castleton Avenue Staten Island, NY 10301 718.720.9016 (phone) (718) 720-9870 TTY (718) 720-9664 Fax http://www.siciliving.org</p>	<p>Long Island Center for Independent Living 3601 Hempstead Turnpike, Suites 208 & 500 Levittown, NY 11756. 516.796.0144 (phone) (516) 796-6176 En Espanol (516) 796-0135 TTY (516) 796-0529 Fax http://www.licil.net</p>
<p>Suffolk Independent Living Organization 2111 Lakeland Avenue, Suite A Ronkonkoma, New York 11779 631.880.7929 (phone) (631) 654-8076 TTY (631) 946-6377 Fax http://www.siloinc.org</p>	<p>Westchester Disabled on the Move 984 North Broadway, Suite L-1 Yonkers, NY 10701 914.968.4717 (phone) (914) 968-6137 Fax http://www.wdom.org</p>	<p>Westchester Independent Living Center Joe Bravo, Executive Director 200 Hamilton Avenue, 2nd Floor White Plains, NY 10601 914.682.3926 (phone) (866) 933-5390 VP/TTY (914) 682-8518 Fax http://www.wilc.org</p>

Long Term Care Ombudsman Program (LTCOP)

<http://www.ltcombudsman.ny.gov/Whois/directory.cfm>

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

Mental Health Association of NYC <http://newyorkcity.ny.networkofcare.org/mh/>

Search comprehensive directory to find services in New York City related to mental and behavioral health, addiction, advocacy, support, housing, and more.

NY StateWide Senior Action Council Patients Rights Helpline 1-800-333-4374

A toll free hotline helping older patients and persons with disabilities navigate the health insurance and health care delivery systems, empowering patients and family caregivers to uphold their rights.

NYS Office of Alcoholism and Substance Abuse <http://www.oasas.ny.gov/PA/index.cfm> | 1-800-553-5790

Patient Advocacy helps people in treatment, or their families, by answering questions and addressing problems that cannot be resolved by programs.

Ombudsman for Medicaid enrollees 1-844-614-8800 Independent Consumer Advocacy Network (ICAN)

New York State has created a new service to assist Medicaid enrollees who use 120 days or more of long term care services. If you are receiving long term care services through Medicaid, or are eligible or enrolled in a Managed Long Term Care, PACE program, or Fully Integrated Dual Advantage (FIDA), you now have help to uphold your rights.

Community Resources: Vocational Assistance

Including Job Readiness / Unemployment Benefits

ACCESS NYC <http://www.nyc.gov/ACCESSNYC>

Provides information about a Senior Employment Services program.

Adult Career and Continuing Educations Services-Vocational Rehabilitation (ACCES-VR)

<http://www.acces.nysed.gov/vr>

Offers access to a full range of employment and independent living services that may be needed by persons with disabilities through their lives. Read more Through its administration of vocational

rehabilitation and independent living programs, ACCES-VR coordinates policy and services relating to:

- Transition Services for students with disabilities moving from school to adult services. ACCES-VR works with students, families and school districts to coordinate appropriate services for students with disabilities who are leaving secondary education and entering adult vocational rehabilitation and related services. These efforts are crucial to enable students to achieve maximum success in post-school activities consisting of integrated employment (including supported employment), post-secondary education, independent living, and community participation.
- Vocational Services for working age individuals with disabilities. ACCES-VR starts with the presumption that all persons with disabilities can benefit from vocational rehabilitation services and should have opportunities to work in jobs integrated within their communities. ACCES-VR Counselors guide individuals through service programs they need to reach their employment goals. District offices are located in Manhattan, Brooklyn, Queens and the Bronx.

FEDCAP <http://www.fedcap.org>

Provides evaluation, education, vocational training, job placement and post-employment services.

JOB PATH NYC <http://www.jobpathnyc.org/>

Assists people with developmental disabilities find and excel in mainstream jobs.

YAI <http://www.yai.org>

Has an Employment Initiatives job training program to assist people with developmental and learning disabilities in finding jobs.

NYS Labor Department Unemployment benefits

<http://www.labor.ny.gov/home/individuals.php>

Community Resources: Wellness

The American Association of Health and Disability (AAHD) Health Promotion Resource Center for People with Disabilities

<http://www.aahd.us/resource-center/> | <http://www.aahd.us/best-practice-topic/health-promotion/>

Provides information about multiple aspects of health promotion and wellness for people with disabilities. Wellness topics include resource for people with: Spinal Cord Injuries, Spina Bifida, Psychiatric Disabilities, Polio, Interest in Sports Activities, Paralysis, Multiple Sclerosis, Diabetes, Cerebral Palsy.

Best practice topics include:

- Access to Healthcare
- Health Education
- Health Promotion and Health Promotion Curricula
- Nutrition
- Obesity
- Oral Health
- Sexuality
- Smoking Cessation
- Social Participation
- Substance Abuse

CDC Fall Prevention Tool Kit

<http://www.cdc.gov/homeandrecreationalafety/Falls/steady/index.html> |

<http://www.ncoa.org/improve-health/center-for-healthy-aging/falls-preven...>

Useful tools to help reduce patients' chances of falling and of suffering serious injuries. CDC's Injury Center created the STEADI Tool Kit for health care providers who see older adults in their practice who are at risk of falling or who may have fallen in the past.

The Chronic Disease Self Management Program

<http://www.aging.ny.gov/NYSOFA/Programs/HealthWellness/ChronicDisease.cfm>

Helps older patients to better manage chronic conditions such as arthritis, hypertension, diabetes, cancer, and heart disease through evidenced based programs.

A Matter of Balance <http://www.ncoa.org/improve-health/center-for-healthy-aging/a-matter-of-...>

Is a guided exercise program to help older adults reduce falls.

More information on how to enroll in these programs can be obtained from the local Office for the Aging. (See contact information under benefits/office for aging)