

Community Resources Guide



HealthCare Partners, IPA
HealthCare Partners, MSO

Table of Contents

Category	Page #
Behavioral Health	3-5
Case Management	5
Food and Nutrition	5-8
Homecare/ Companion Programs	8,9
Housing	9,10
Immigration/ Language Services	10,11
Legal Services	11-13
Medicaid Assistance	13
Medical Needs	13-14
Miscellaneous/ Additional Resources	14-15
Perinatal and Postnatal Services	15
Pharmaceuticals	15-17
Substance Abuse	17-18
Transportation	18-20

Category	Service Areas	Name/Description	Target Population/Description	Link	Notes/ Contact Information
Behavioral Health	All Counties	Crisis Text Line: 24/7 support for those in crisis	Members experiencing psychological distress	https://www.crisistextline.org/	Text HOME to 741741 from anywhere in the United State, anytime
	Queens, Brooklyn, Manhattan, Bronx, Staten Island	NYC Well	Members experiencing psychological distress; This is a multilingual and multicultural hotline	https://www1.nyc.gov/site/doh/health/health-topics/crisis-emergency-services.page	Call: 1-888-NYC-WELL (1-888-692-935) Text: WELL to 65173
		MHA-NYC LifeNet	Members wanting to be connected with a trained BH professional	https://www.mhany.org/MH_update/wp-content/uploads/2012/12/lifenet_brochure.pdf	Individuals: Call 1-800-LIFENET Providers: Visit www.800LIFENET.org MHA-NYC 50 Broadway, 19th Floor New York, NY 10004 Tel: (212) 254-0333 / Fax: (212) 785-1910 www.mha-nyc.org
	Manhattan	Manhattan ACT	Members with severe mental illness residing in Northern Manhattan, including Harlem, Inwood, and Washington	https://www.cases.org/programs/manhattan-act/	Manhattan ACT Team Leader Sharlene Hobson at: (212) 553-6734

Behavioral Health	Brooklyn, Bronx, Queens, Nassau, Suffolk	Well Life Network	Heights Members with severe mental illness	https://www.welllifefnetwork.org/what_we_do/behavioral_health_act	<p>Bronx ACT Team Tel: 718.542.5805 BronxACT@WellLifeNetwork.org</p> <p>Brooklyn ACT Team Tel: 718.439.8972 BrooklynACT@WellLifeNetwork.org</p> <p>Queens ACT Team Tel: 718.297.1718 QueensACT@WellLifeNetwork.org</p> <p>To make a referral, please call Single Point of Access (SPOA) at 212.801.3343</p> <p>Helpline: 866.727.9355</p>
	Brooklyn	Sunset Terrace Family Health Center at NYU Langone	Treatment and support for people experiencing mental health disorders.	https://nyulangone.org/locations/family-health-centers-at-nyu-langone/behavioral-health-program-family-health-centers-at-nyu-langone	<p>514 49th Street Brooklyn, NY 11220</p> <p>718-630-7942</p>
	All Counties	National Suicide Prevention Lifeline	Free and confidential emotional support to people in suicidal crisis or	https://suicidepreventionlifeline.org/	1-800-273-8255

			emotional distress		
Case Management	All Counties	JASA	Seniors and their families Can help with entitlements and hearings. Can provide resources to seniors in Metropolitan area.	http://www.jasa.org/get-help#.XOWiKhZKiJA	Pearce Help Center: 212.273.5272
		EISEP	Older people- 60+ who need help caring for themselves and do not qualify for Medicaid.	https://www.health.ny.gov/health_care/medicaid/program/longterm/expand.htm	Contact: dohweb@health.state.ny.us For local offices: https://aging.ny.gov/NYSOFA/LocalOffices.cfm
	Suffolk	Department of Aging	Elderly individuals- for help with housing resources, Friendly Visiting, Entitlements, PERS	https://suffolkcountyny.gov/aging	Contact: Hauppauge- (631) 853-8200
Food and Nutrition	All Counties	ShopRite Dietitians	Members who want to reach health and wellness goals	https://www.shoprite.com/dietitian/	Offers personal dietitian consults; see schedules online
		USDA FNS Supplemental	Individuals seeking to determine if	https://www.fns.usda.gov/sna	Application available here: https://mybenefits.ny.gov/myben

Food and Nutrition		Nutrition Assistance Program (SNAP)	they may qualify for SNAP nutritional assistance	p/supplemental-nutrition-assistance-program	efits/begin
	Queens	Queens Community House Home-Delivered Meals	For home-bound seniors eligible for home-delivered meals, Queens Community House offers the options of nutritious hot meals prepared by QCH's senior centers or meals meeting cultural needs such as Kosher and/or Asian. We also offer Kosher or non-Kosher frozen meals twice a week.	https://www.qchnyc.org/programs/older-adult-services/case-management/home-delivered-meals	110-01 62nd Drive Forest Hills, NY 11375 Tel: 347-507-0486 Fax: 718-699-6889 Coordinators: Stephanie Favors & Jose Pena Emails: sfavors@qchnyc.org & jpena@qchnyc.org
		Queens Community House Food Access Initiatives	Individuals looking for access to health education, food access, health screenings, and fitness programming	https://www.qchnyc.org/programs/adult-family-services/food-access-initiatives	Pomonok – Food Access Initiatives 67-09 Kissena Blvd. Flushing, NY 11367 Contact: Patrick Pinchinat Email: ppinchinat@qchnyc.org Tel: 718-591-6060 Fax: 718-591-9027
	Queens,	Citymeals on	Age 60+ individual	https://www.cit	Must contact local Case

Food and Nutrition	Brooklyn, Bronx, Manhattan, Staten Island	Wheels	who has a chronic physical or mental disability preventing him or her from shopping for food or preparing meals for him or herself	ymeals.org/	Management Agency to assess for eligibility
	Nassau	Catholic Charities Meals-on-Wheels	Age 60+ individual who is homebound and unable to prepare meals	https://www.catholiccharities.org/our-services/senior	Meals-On-Wheels (Nassau County) 333 North Main Street Freeport, NY 11520 Telephone: (516) 771 - 3410
	Nassau/ Suffolk	Catholic Charities Congregate Meal Sites	Seniors and the Vision Impaired	https://www.catholiccharities.org/our-services/senior	Congregate Meal Sites (Call for hours) VIP Center (Visually Impaired Persons): (516) 887-0768 St. Anne's Gardens: (631) 789 - 5219 St. Paul's: (631)789-5219 Mary's Manor: (516) 764 - 9792
		Island Harvest	Provides hunger relief for individuals in Long Island	https://www.islandharvest.org/	15 Grumman Rd. West, Suite 1450, Bethpage, NY 11714 • Phone: (516) 294.8528 40 Marcus Blvd., Hauppauge, NY 11788 • Phone: (631) 873.4775
		Long Island Cares	Food Pantry and Soup Kitchens Locator	https://www.licares.org/find-help/food-locator/	10 Davids Drive (Harry Chapin Way) Hauppauge, NY 11788-2039 P: 631-582-FOOD E: info@licares.org

	Suffolk	Catholic Charities Meals-on-Wheels	Age 60+ individual who is homebound and unable to prepare meals	https://www.catholiccharities.c/our-services/senior	Meals-On-Wheels 143 Schlegel Boulevard Amityville, NY 11701 Telephone: (631) 789 - 5219 Monday - Friday, 8:30 a.m. - 4:30 p.m.
Homecare/ Companion Programs	All Counties	Homecare Planning Solutions	Assists individuals, social workers, and discharge planners with homecare planning	http://www.wnylc.com/health/entry/184/	Contact Us Homecare Planning Solutions 946 McDonald Ave Brooklyn NY 11218 718-710-4099
	Nassau	EAC Network In-Home Respite Services	In-Home Respite Services provides in-home caregivers (companions) to Nassau County residents caring for an elderly relative in their home so the caregiver can take much-needed time off.	https://eac-network.org/senior-respite/	EAC Network Administrative Office: 50 Clinton Street, Suite 107 Hempstead, NY 11550 PH:(516) 539-0150 FX: (516) 539-0160
	Manhattan/ Westchester	DOROT Programs for Seniors	For seniors who would like food, friendship, companionship, shopping assistance,	http://www.dorotusa.org/site/PageServer?pagename=about_friendly_visiting_D#.XOKvUFJKh	171 West 85th Street New York, NY 10024 (212) 769-2850

Homecare/ Companion Programs	Brooklyn	Friendly Visiting Program	referrals etc. Home-bound Seniors	https://www.ny.cservice.org/organizations/580	Kari Sadeh Program Director (718) 449-5000 x2212 Address: 3001 West 37th Street Brooklyn, NY 11224
	Queens	Caregiver Support Services	For individuals who live at home, but need a little bit of extra support and/or companionship during the day. They also provide respite to family members and other caregivers.	https://www.qc.hnyc.org/programs/older-adult-services/social-adult-day-services-caregiver-support	Caregiver Support Services 80-02 Kew Gardens Road, Suite #202 Kew Gardens, NY 11415 Tel: 718-268-5960 ext. 226 Coordinators: Joseph Dutson & Anna Boyer Email: jdutson@qchnyc.org & aboyer@qchnyc.org
Housing	Queens	Queens Community House Housing and Homelessness Prevention	TANF-eligible households, families recently evicted and housed under the city's temporary housing program	https://www.qc.hnyc.org/programs/adult-family-services/housing-and-homelessness-prevention	108-25 62nd Drive Forest Hills, NY 11375 Tel: 718-592-5757 ext. 243 Coordinator: Joel Ponder Email: jponder@qchnyc.org 165-08 88th Avenue, Room 217 Jamaica, NY 11432 Tel: 718-883-8310 Fax: 718-883-8234 Director: Marilyn Sotomayor Email: msotomayor@qchnyc.org
		Catholic Charities	Individuals with housing	https://catholiccharitiesny.org/	Catholic Charities Helpline: 888- 744-7900

Housing	Queens, Manhattan, Brooklyn, Bronx, Staten Island		emergency: Avoiding eviction, finding emergency shelter, and accessing affordable housing	find-help/need-help-housing	
		AHRC New York City	Individuals with disabilities wishing to reside independently	https://www.ahrcnyc.org/	To request services: 212-780-4491
		CityFHEPS	This is a rental assistance supplement to help individuals and families find and keep housing.	https://www1.nyc.gov/site/hra/help/cityfheps.page	Documents: https://www1.nyc.gov/site/hra/help/cityfheps-documents.page
	All Counties	Care Patrol	Assisted living, independent living, memory care, and nursing home placements	https://www.carepatrol.com/	Call: 866-560-5656
Immigration/ Language Services	Queens	Queens Community House: Immigrant Services	Offers free English classes for Speakers of other Languages Offers Immigration and Citizenship services	https://www.qcchnyc.org/programs/adult-family-services/immigrant-services	English Classes: For more information on day classes: Contact: Neforis Garcia Tel: 718-592-5757 x 216 Email: NGarcia@qchnyc.org For more information on night classes: Contact: Susana Torres Tel: 718-592-5757 x 222

					<p>Email: itorres@qchnyc.org</p> <p>Immigration and Citizenship: 108-25 62nd Drive Forest Hills, NY 11375 Coordinator: Carmen Gutierrez Tel: 347-965-1213 Email: cgutierrez@qchnyc.org</p>
Legal Services	All Counties	Law Help NY	Any individual seeking affordable legal services or information about their case	https://www.lawhelpny.org/	<p>LawHelpNY c/o Pro Bono Net 151 West 30th Street New York, NY 10001 info@nylawhelp.org</p>
		NY Connects	Free information about long term services and supports in NYS for people of all ages or with disabilities	https://www.nyconnects.ny.gov/	<p>Address: New York State Office for the Aging 2 Empire State Plaza Albany, New York 12223-1251 Telephone: 1-800-342-9871</p>
	Westchester	Legal Services of Hudson Valley	Low-income individuals who may also need lawyer speaking other languages	https://lshv.org/	<p>FOR HELP: 1-877-574-8529 CHILD SUPPORT HOTLINE: 1-844-949-1305</p>
		LEGAL AID SOCIETY OF WESTCHESTER	Free/ low cost Representation for criminal prosecutions, family/ child	https://www.nyconnects.ny.gov/services/legal-court-services-sofa26832	<p>Provider Address:1 North Broadway, 9th Floor, Westchester, White Plains, NY, 10601 Provider Telephone:914-286-3400</p>

Legal Services			court, and more-must request to judge for representation		
	Nassau	Nassau County Legal Aid Society	Free/ low cost Representation for criminal prosecutions, family/ child court, and more-must request to judge for representation	http://nclas.org L	40 Main St, Hempstead, NY 11550 Ph: 516-560-6400 Fax: 516-572-1957
	Queens, Brooklyn, Bronx, Staten Island, Manhattan	The Legal Aid Society NYC	Free/ low cost Representation for criminal prosecutions, family/ child court, and more-must request to judge for representation	https://www.legalaidnyc.org/who-we-are-1	ACCESS TO BENEFITS (A2B) HELPLINE: 1-888-663-6880 Tuesdays, Wednesdays and Thursdays: 9:30 am - 12:30 pm HOMELESS RIGHTS HELPLINE: 1(800) 649-9125 Open Monday-Friday: 9:00 am-5:00 pm IMMIGRATION LAW UNIT HELPLINE: 1-844-955-3425 Open Monday-Friday: 9:00 am - 5:00 pm LOW-INCOME TAXPAYER CLINIC HELPLINE: (212) 426-3013
	Manhattan	Lenox Hill Neighborhood House Legal Advocacy	Provides free, comprehensive civil legal services to individuals and	https://www.lenoxhill.org/legaladvocacy	Intake hotline: 212-218-0503

			families – frail older adults, people with disabilities and those experiencing homelessness, immigrants, low-wage workers and low-income families		
Legal Services	Suffolk	LEGAL AID SOCIETY OF SUFFOLK COUNTY, INC.	Free/ low cost Representation for criminal prosecutions, family/ child court, and more- must request to judge for representation	http://sclas.org/	(631) 853-5212 Eligibility: http://sclas.msnetol.info/wp-content/uploads/2016/08/convert-jpg-to-pdf.net_2016-08-24_20-25-44.pdf
	Suffolk/ Nassau	Brighter Tomorrows Inc.	Legal advocacy for DV victims	https://brightertomorrowssinc.org/	24 Hour Hotline: (631) 395-1800
Medicaid Reesources	All Counties	NYSARC	People with disabilities looking to protect benefit eligibility	https://www.nysarctrustservices.org/	P.O. Box 1531 · Latham, New York 12110 (518) 439-8323 trustdept@nysarc.org
		Medicaid Spousal Impoverishment	Spouse of Individual in Nursing home	https://www.medicaid.gov/medicaid/eligibility/spousal-	https://www.medicaid.gov/medicaid/eligibility/downloads/spousal-impoverishment/ssi-and-spousal-impoverishment-standards.pdf

			care	impoverishment/index.html	
Medical Needs	Manhattan, Queens, Brooklyn, Bronx	Community Healthcare Network	Patients receive care at CHN regardless of immigration status, race/ethnicity, sexual orientation, age, or ability to pay.	https://www.chn.nyc.org/about/who-we-serve/	CHN Main Number: (866) 246-8259. This number can be used for 24/7 Access to a CHN provider.
	Queens, Brooklyn, Bronx, Staten Island, Manhattan	Free & Low Cost Health Resources in New York City	Low cost medical resources in NYC	http://nycfreeclinic.med.nyu.edu/information-for-patients/health-resources/list-by-service	Clinic Hours: Sat 9am-1pm Walk-ins: Sat 8:30am-10am Tel. 212-206-5200
Miscellaneous/ Other resources	All Counties	SafeLink Wireless	Free or low cost cellular service for low income households	https://www.safelinkwireless.com/Enrollment/Safelink/en/Web/www/default/index.html#!/newHome	For Enrollment and Plan Changes Support: 1-800-SafeLink (723-3546)
		VA Aid and Attendance benefits and Housebound allowance	Veteran or survivor who meets criteria listed on site	https://www.va.gov/pension/aid-attendance-housebound/	https://www.vba.va.gov/pubs/forms/VBA-21-2680-ARE.pdf?_ga=2.119727240.1007271357.1558555512-583779723.1557952890

Miscellaneous/ Other resources	Queens	Queensboro Council For Social Welfare	Can help with entitlements and resources for Queens residents	http://www.queenslibrary.org/services/community-resources-database/details/67370	Andrea or and Social Worker Intern: (718) 685-2802/ 12 http://www.qcsw.org/About%20Us/aboutus.html
	Nassau/ Suffolk	211 Directory of Services	Resources in Long Island	https://211longisland.communityos.org/zf/taxonomy/directory	Contact: 211longisland@middlecountrypubliclibrary.org d@middlecountrypubliclibrary.org
		L.I. Against Domestic Violence	Provides a range of services that help Long Island adults and children to escape from abusive relationships and build new lives.	https://liadv.org/	24-Hour Hotline: 631-666-8833 320 Carleton Avenue, Suite 8000 Central Islip, NY 11722 Phone: (631) 666-7181 Fax: (631) 666-9208
	Queen, Manhattan, Brooklyn, Bronx, Staten Island	NYC 311	Resources in NYC	https://www1.nyc.gov/311/	https://www1.nyc.gov/nyc-resources/categories.page
Perinatal and Postnatal Services	Nassau	Catholic Charities: Regina Maternity Services	Young mothers looking for help balancing parenting with education and employment	https://www.catholiccharities.org/our-services/regina-maternity-services	Catholic Charities Regina Residence Merrick, NY Telephone: 516-223-7888 Administrative office hours:

					Monday - Friday, 9:00 a.m. - 5:00 p.m.
		Nurse-Family Partnership	First time moms, pregnant <28 weeks, meet income requirements	https://www.nursefamilypartnership.org/locations/#map1	Call or text (844) 637-6667 516-942-4580 Email:nfpreferrals@vnsny.org
Pharmaceuticals	All Counties	New York Rx Card	NY residents requiring prescription drugs- offers discount card to present at pharmacy for non-covered prescriptions	https://newyorkrxcard.com/index.php	Pricing Information: https://newyorkrxcard.com/medication-pricing.php Pill Identification: https://newyorkrxcard.com/pill-identification-tool.php Contact: 800-931-2297; 917-715-1560
		Elderly Pharmaceutical Insurance Coverage	65+ Individuals with Medicare Part D/ not receiving full Medicaid benefit HH Income < \$75,000 (Single) or < \$100,000 (Married)	https://www.health.ny.gov/health_care/epic/	Contact: 1-800-332-3742 nysdohepic@magellanhealth.com Application: https://www.health.ny.gov/forms/doh-5080.pdf
Pharmaceuticals	All Counties	VA Health Care	Served in the active military, naval, or air service and didn't receive a	https://www.va.gov/health-care/about-va-health-benefits/	Covers prescriptions written by a VA doctor Health benefits hotline: 877-222-VETS (8387) • My HealtheVet help desk:

Pharmaceuticals			dishonorable discharge		877-327-0022 <ul style="list-style-type: none"> eBenefits technical support: 800-983-0937 Call MyVA311 for help: 844-698-2311
		AIDS Drug Assistance Program (ADAP)	HIV-infection or at risk of acquiring HIV infection, residing in NYS, within 500% of federal poverty level	https://www.health.ny.gov/diseases/aids/general/resources/adap/eligibility.htm	Application: https://www.health.ny.gov/forms/doh-2794.pdf
		American Diabetes Association Prescription Assistance	All members for whom access to medication may be difficult due to financial hardship	http://www.diabetes.org/living-with-diabetes/health-insurance/prescription-assistance.html	Contact: 1-800-DIABETES (800-342-2383)
		Partnership for Prescription Assistance	Members looking for help paying for prescription drugs	https://www.aafp.org/about/initiatives/prescription-assistance.html	Call 1-888-4PPA-NOW (1-888-477-2669), or Visit PPA(www.pparx.org)
	Queens, Brooklyn, Bronx, Staten	Catholic Charities	Individual seeking help for Substance abuse and	https://catholiccharitiesny.org/find-help/need-	Catholic Charities Help Line: 888-744-7900

Substance Use Disorder	Island, Manhattan		recovery	help-substance-abuse-recovery	
	Brooklyn	New Directions Outpatient Alcoholism and Substance Abuse Treatment Program	Individuals and family members above age of 5 dealing with substance abuse treatment	https://newdirectionsbrooklyn.com/	500 Atlantic Avenue, Brooklyn, NY 11217 Intake Department at 718 398-0800
Substance Use Disorder	All Counties	New York Free Rehab Centers	Individuals seeking free or low cost rehab in their area.	https://www.freeerehabcenters.org/state/new_york	Call Toll Free 1-800-780-2294 to speak with a drug or alcohol counselor.
		SAMHSA	Individuals seeking treatment and other services for substance abuse and mental health issues	https://www.samhsa.gov/	National Helpline 1-800-662-HELP (4357) Treatment referral and information, 24/7. 5600 Fishers Ln, Rockville, MD 20857 1-877-SAMHSA-7
		NIH National Institute on Alcohol Abuse and Alcoholism	Individuals wanting to learn more about how to cope and deal with alcohol addiction and treatments	https://alcohol.treatment.niaaa.nih.gov/	For general inquiries, please email niaaaweb-r@exchange.nih.gov
	Suffolk	SCAT Paratransit	Permanently or temporarily disabled	https://www.scotbus.org/scat.htm	Suffolk County Transportation Information Services: 631-852-5200

Transportation				ml	Rides: 631-738-1150
	Nassau	Able-Ride/ Paratransit program	Individuals with disabilities	https://www.nicebus.com/Able-Ride/How-to-Ride	Application: https://www.nicebus.com/Able-Ride/Apply-for-Able-Ride Phone #: 516-228-4000
	Suffolk/ Nassau	Medicaid Transportation- for non- emergency medical transportation	Medicaid enrollees	http://www.longislandmedicaidride.net/	Telephone Contact: 1-844-678-1103 (Reservations) 1-844-678-1101 (Admin/ Reception)
	Queens, Brooklyn, Manhattan, Bronx, Staten Island	NYC Access-A- Ride	Individuals with disabilities	http://web.mta.info/nyct/paratran/guide.htm	Telephone Contact: 877-337-2017
		MTA Reduced Fare Program	Seniors 65+ / Individuals with Disabilities	https://new.mta.info/fares-and-tolls/subway-bus-and-staten-island-railway/reduce-d-fare-metrocard	Application: Seniors: https://new.mta.info/sites/default/files/2018-05/seniors%20citizens.pdf People with Disabilities: https://new.mta.info/sites/default/files/2018-05/people%20with%20disabilities.pdf
Queens	Queens Community House Transportation	Provides rides to and from QCH senior centers, as well as to events,	https://www.qchnyc.org/programs/older-adult-	108-25 62nd Drive Forest Hills, NY 11375 Tel: 718-592-5757 ext. 236 Coordinator: Rick Jones	

Transportation			shopping, and doctors' appointments, for our older adult participants.	services/transp ortation	Email: rcjones@qchnyc.org
	Brooklyn	JCC Senior Support Services	Individuals 60+ who needs car or ambulette services	https://www.jccgci.org/our-services/senior-support-systems/senior-transportation-services/	For further information, or to apply for the Transportation Program, call 718-449-5000 ext 1 or email seniortrips@jccgci.org
	Westchester	Bee-Line Paratransit	Individuals with disabilities who are functionally unable to use fixed-route service	https://transportation.westchestergov.com/bee-line-paratransit	Application: https://disabled.westchestergov.com/images/stories/pdfs/ParaTransitApp20180116e.pdf Phone #: 914-995-2960
	All Counties	DMV Parking for people with disabilities	Permanently disabled	https://dmv.ny.gov/more-info/parking-people-disabilities	Application: https://dmv.ny.gov/forms/mv664_1.pdf