**Please note we are gathering and sharing resources real time to circulate quickly. Questions? Resources to add? Links not working? Email eliang@liveon-ny.org**

**Housing:**
There is a statewide moratorium in effect for evictions and foreclosures, as of 3/16; no word yet about tenants who rent

- For renters facing hardships:
  - Contact the Mayor’s Office to Protect Tenants, Jackie Bray, Director
  - Email form: [https://www1.nyc.gov/content/tenantprotection/pages/contact-us](https://www1.nyc.gov/content/tenantprotection/pages/contact-us)
  - No direct number; 311 will take a message

**Benefits:**
To apply for SNAP, SCRIE/DRIE, Medicaid and more contact LiveOn NY Benefits team hotline at 212-398-5045 or email: benefits@liveon-ny.org

- Visits to HRA Centers are no longer required - interviews will be conducted via phone
- SNAP recertifications may be completed via AccessHRA
- Medicaid Coverage will continue for clients who need to renew and are unable to do so

**Stay Updated on NYC Agency Closures:**
- [https://www1.nyc.gov/nyc-resources/city-agency-service-updates.page](https://www1.nyc.gov/nyc-resources/city-agency-service-updates.page)

**Dementia Caregivers:**
- [www.caringkindnyc.org](http://www.caringkindnyc.org)
- Their "Understanding Dementia for Family Caregivers" workshop is available online. Contact their Helpline at 646-744-2900 for more information.

**Financial Assistance**
The United Way has established a COVID-19 Community Economic Relief Fund; they will help individuals with bills, rent and food. Call (866) 211-9966.

**Funding Opportunities**
- The NYC COVID-19 Response and Relief Fund was created by local foundations to aid nonprofit service providers struggling with the health and economic effects of the coronavirus. The RFP is currently open: [https://www.nycommunitytrust.org/covid19/](https://www.nycommunitytrust.org/covid19/)
Robin Hood Relief Effort - will provide grants for general operating support and for emergency cash grants for individuals:  https://www.robinhood.org/relief-effort/

Financial Literacy
- The Consumer Financial Protection Bureau is updating their website with resources on credit reports, debt collection, and financial caregiving.

Groceries/shopping for seniors
- Some agencies’ transport drivers are doing grocery shopping; people are asking for curb or door-delivery, not inside the house
- Search for “(borough) Mutual Aid” on Facebook to help neighbors shop, run errands, etc.
- Stop and Shop has early morning hours for Seniors only from 6am to 7:30am
- www.invisiblehandsdeliver.com/
  - Will deliver to people during this time. There is an exchange of money/cash/venmo with volunteers and clients. They have protocols for volunteers during COVID-19.

Meals/ Food
- Fresh Direct: Starting Tuesday, March 24 - And this week, we are launching a new public/private partnership with the five NYC Borough Presidents, which we’ve dubbed Operation 5 Borough Food Drive. Starting Tuesday, the FreshDirect team will be donating and packing 2,000 boxes of food staples each weekday. These boxes will be delivered at the direction of each Borough President to those in need, free of charge, thanks to the generosity of our suppliers.
- Some programs are having the drivers from their transportation program deliver meals to doorsteps; sometimes sending meals for more than one day.
- Grab and Go Meals listing: https://www.foodbanknyc.org/get-help/

Hearing and Communication
- Center for Hearing and Communication
  - Helping seniors secure phone amplification devices
  - Provide captioning for Zoom calls
  - Downloading free speech to text apps on smartphones
  - Plug-in devices that flash a light when the doorbell rings
  - Email Carolyn Stern at cgstern@chchearing.org or call 917-305-7812

Mental Health:
- Services Program for Older People : SPOP.org to refer clients (go to Contact tab, Referral Form) www.spop.org/services/community-services
  - Suggest encouraging adherence to routines, sleep hygiene, staying in touch with loved ones
  - Offers Zoom and telephone sessions, 30-minute psychiatric and therapy sessions. Have older adults call 3-1-1. Calls are redirected to DFTA’s Geriatric Mental Health Unit
- PSS runs “telechat” programs, using phone lines for support groups
No Internet Access:

- New York Academy of Medicine (NYAM) - Resource to Support Older Adults in NYC without Internet Access: COMING SOON

Pro-bono Legal Support:

- **Lawyers Alliance**’s Coronavirus page for nonprofits - https://lawyersalliance.org/coronavirus-information
  - Bee-Seon Keum, Staff Attorney – Urban Health Lawyers Alliance for New York
    171 Madison Avenue, 9th Floor
    New York, NY  10016
    Tel (212) 219-1800, ext. 240

- **VOLS: Volunteers of Legal Service** - VOLS Life Planning Documents for Low Income Seniors
  VOLS works with pro bono attorneys to provide wills, powers of attorney, health care proxies, and other critically important life planning documents to NYC seniors and veterans age 60+. Please reach out if you have clients that need any or all of the following - **last will & testament, health care proxy, power of attorney, appointment of an agent to control the disposition of remains, or living will.**
  - Jess Penkoff
    Staff Attorney, Elderly Project / Veterans Initiative
    JPenkoff@volsprobono.org | (347) 521-5725

- Tips and resources on financial planning from **New York Legal Assistance Group** (NYLAG). To book a phone appointment, go to https://a866-dcwpwb.nyc.gov/talkmoney/book-appointment, click “Financial Empowerment Center” and search “NYLAG”. For disabled clients, go to https://a866-dcwpwb.nyc.gov/talkmoney/book-appointment, click “Empowered NYC” and search “NYLAG.” Brooklyn residents can call the center closest to them (ALL appointments will be over the phone)
  - **Fifth Avenue Committee**
    621 DeGraw Street, Brooklyn, NY
    Monday 10:00 am – 5:00 pm
    Call 718-237-2017 to set up an appointment

  - **Good Shepherd Services – Park Slope**
    503 5th Avenue, 4th fl. #4A Brooklyn
    Every other Wednesday 10:00 am – 2:00 pm
    Call 718-965-3315 x433 to set up an appointment

  - **Good Shepherd Services – East New York**
    503 5th Avenue, 4th fl. #4A Brooklyn
    Every other Wednesday 10:00 am – 2:00 pm
    Call 718-346-2200 to set up an appointment
**Technology for Serving Clients Remotely**

- **Senior Planet**: Visit [seniorplanet.org](https://seniorplanet.org) to see all available courses/resources/streaming/events
  - Livestreaming videos on how to be a tech consumer at this time; how to access Google docs; online banking; working on video on how to install apps on your phone
  - Teaches in 5 languages - will have Spanish soon and when next quarter starts in April hopefully will include Mandarin/Cantonese, Bengali, Russian too
  - Information about internet access: [seniorplanet.org/stuck-at-home-guide-basics/](https://seniorplanet.org/stuck-at-home-guide-basics/)

- **OATS (Older Adults Technology Services)**: Email tkamber@oats.org from OATS or for more general inquiries: info@oats.org
  - Tips on remote programming from Tom Kamber/OATS: Having programs in digital format requires adaptation because people can’t read each other’s body language. Also people don’t hear as well; there are distractions, they’re fidgeting.
  - Tighten up the timing (make programs half as long as usual)
  - Limit to 16 people, because that’s usually all you can see on the screen, and more than that won’t really be able to participate.
  - Program leaders need to engage people, tell jokes, don’t just give facts and content—be more personable than in an in-person class.
  - Zoom and YouTube streaming have livechat options.

- Instructions for Zoom: [support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting](https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting)

- **Onecallnow.com** (costs about $800 annually for 250 people, there are different packages)
  - OneCall can send a message to all clients (or you can make subgroups) to let them know of an update, so you don’t have to call everyone separately. You can also send a mass email or text. Spanish translation available. The program is really simple, just names and phone numbers. It can also take responses, such as “If you need a meal, press 1,” and sends a report to the organization.
  - [Freeconferencecall.com](https://www.freeconferencecall.com) (charges 1 cent per minute)

- **UberConference** has a business account for $20/month, or $15/month billed annually. You can have a local dial-in number, and video is optional. You can also set it up to call participants automatically, so users at home don’t need to receive email, download anything, or learn the system. If participants are registered via phone number rather than email, they will receive an SMS invitation 5 minute before the call. (This could be confusing on a landline.)

- If volunteers are calling members/clients from home, they can dial *67 before dialing the number so their personal number will not be visible to the person they’re calling. This may make people less likely to pick up the phone, but if you leave a message they may pick up.

- **Spectrum Assist** provides $17 month internet access for seniors on SSI

- **Premium Slack accounts available for non-profits** - Per the [Twitter instructions](https://twitter.com), please email nweiss@slack-corp.com with Slack domain and 1-line of context.

- **DOROT** is planning on creating YouTube videos for OAs on how-to tech subjects(Tom)

- **DOROT** has the following tech support in the works: (Lorraine)
  - New website information for late tech-adopters
  - One-on-one tech support via Zoom, landline
Remote Programming

- **DOROT’s University without Walls:**
  
  
  - Or call **212-769-2850**
  
  - DOROT is also working on adapting on-site special programs for remote use--they may be able to fill some gaps in programming while others gear up

- **Telephone classes:** [www.mather.com/neighborhood-programs/telephonetopics](http://www.mather.com/neighborhood-programs/telephonetopics)

- **DOROT** is planning to offer programming via Zoom

- **Dances For A Variable Population** has been posting videos with dance stretches and movements that can be done with a park bench:

- **Dance for PD** has an [archive of videos](#) with stretches and dance movements to practice at home

- **Senior Planet** has [virtual classes on mindfulness and stretching/meditation](#)

- The **Creative Center** Facebook page has video instructions for origami, photography tips, and links to art exhibits & programs that can be accessed online.

- **92nd St Y** has [archived programs](#) online

- Virtual programming (i.e. book discussions) over Facebook Live or Zoom from the [Brooklyn Public Library](#)

- Virtual tours available of [New York Transit Museum](#) exhibits including one on [Grand Central Terminal](#) and the [emergency response of the transit system](#)

- Virtual exhibits of art museums through [Google Arts and Culture](#), including the [National Gallery of Art](#), Washington D.C., the [National Gallery](#) in London and [The Museum of Modern Art (MoMA)](#)

- Free [online classes, movies](#), and [ebooks](#) available through Open Culture

- [Rick Steves' Europe episodes](#) available for free online streaming

- Collection of performances at [Lincoln Center](#) available online

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**For Volunteers:**

- New York Cares is the designated emergency volunteer provider for New York City
  
  - Please contact Julie Loehle, Officer who handles senior programming at [Julia.Loehle@newyorkcares.org](mailto:Julia.Loehle@newyorkcares.org)
  
  - Holly Penzone, Manager of community partner intake at [Holly.Penzone@newyorkcares.org](mailto:Holly.Penzone@newyorkcares.org)

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**Webinars:**

- Wednesday, March 25th 11am: NCLER is also hosting a free webinar on [Strategies for Providing Remote Legal Services to Older Adults](#). Presenters are from ACL, Justice in Aging, and ProBono Net. [Register here](#).

- Thursday, March 26th 12-1pm: New York Association Psychiatric Rehab Services (NYAPRS) is offering their “Taking on the Challenge of Working Remotely and in Community during the Virus Crisis” [Register here](#).
General Resources:

- [NYC United Against Coronavirus](#) resource list compiled by a group of volunteers
- [Database of Localized Resources During the COVID 19 Outbreak](#) compiled by Rad Comms Network and volunteers

Special Thanks to Brookdale Center for Healthy Aging for Compiling these resources.

Thank you all for the work you are doing!!