

# MOVING TO SUPPORTED HOUSING

A User's Guide for Adult Home Residents

Created by The Adult Home Research Group  
at the Nathan Kline Institute

***Disclaimer: This guide is not an official New York State Department of Health and Office of Mental Health Document.***

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## REVIEWERS

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## INTRODUCTION

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New York State has renewed its commitment to ensuring that New York City adult home residents have the opportunity to live in the most integrated setting appropriate to their needs. Beginning in 2014, the State will fund at least 2,000 supported housing units for adult home residents with serious mental illness interested in living in the community. Not all of the units will be available immediately, nor can all adult home residents apply immediately; this will be a 5-year process. Under this settlement, the State has identified a group of class members who are eligible to participate in the process described below. You are eligible if:

1. You have a serious mental illness (p. 9),
2. Live in one of the initial 18 or additional 5 adult homes included in the settlement (pp. 9-10), and
3. Are assessed as eligible to move under this settlement (assessment overview on pp. 14-15)

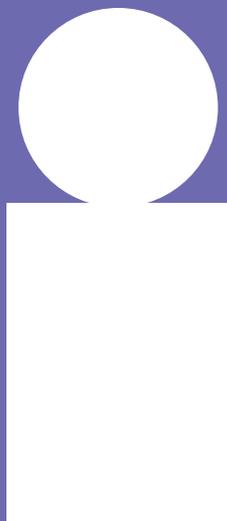
This guide is intended to help current adult home residents like yourself imagine what it is like to move to supported housing and to share practical tips that will help you manage the transition. The topics covered include your housing options, the moving process, tips for life in your new apartment, and options for connecting to your new community. We try to clear up some common misunderstandings people have about moving and provide testimonials from people who have already moved. Finally, we provide a checklist of benefits and resources that you may be entitled to upon moving.

We produced this guide after talking to former adult home residents who have already moved to supported housing. We interviewed 26 people like you – people who lived in adult homes and know what it’s like to think about moving. Their experiences are diverse, but each person highlighted the newfound freedom and possibilities open to them as a result of moving. They told us what they wished they had known when they moved and what tricks they have learned to succeed in their new apartments. We also consulted housing providers that are coordinating the moves underway now and advocacy organizations like the Coalition for the Institutionalized Aged and Disabled (CIAD) and MFY Legal Services.

Our intent is to provide you with information and options to decide if you’re interested in moving and to plan for your life in your own apartment if you decide to move. Good luck!

“I do for myself now, I’m independent, I make hopefully the right choices... I know I have support from my medical team if I need it, but basically I’m on my own... I’m on my own and sometimes I might have to make a rash decision on my own, so I make the decision and hopefully it’s the right choice... and I go from there.”

Victoria



## HEARING FROM OTHERS WHO HAVE MOVED

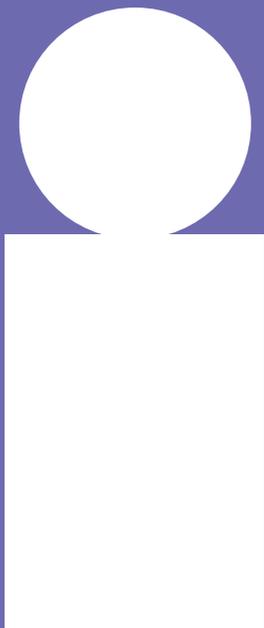
Victoria\* is a 64-year-old woman living in a studio apartment in Flushing. She worked in New York hospitals for 24 years but when she became ill she stopped working and spent 2 years in an adult home. Victoria knew she wanted to return to living on her own and worked with her adult home social worker to connect to a housing provider. She is very happy living in her own place and especially enjoys the social opportunities she has. She goes to church, visits neighbors, and sees family members who weren’t able to visit her in the adult home.

Victoria has also faced challenges since moving into her apartment. Because of rising rents, her housing provider moved her from an apartment in a neighborhood she loved to Flushing, a neighborhood she didn’t know at all. The move upset her but after 2 years there she has new friends and enjoys good shopping and transportation near her apartment. Another challenge Victoria has faced is several hospital stays for physical health problems as well as one hospital stay for a mental health concern. A case manager from her health insurance company helped her find doctors and a therapist near her apartment. She is pleased with her service providers and feels her doctors help her keep her health problems under control. Finally, Victoria says her family is the most important part of her life today. She has a son and daughter-in-law in Brooklyn, a brother in Queens, and her “spiritual family” at church. She says the best part of her new life is having privacy and her own space but also being able to visit loved ones whenever she wants.

\*All names used are pseudonyms to protect confidentiality.

“I haven’t been this happy in my entire life! This is the best experience I’ve ever had, between my apartment and my job. I can afford to fix it up if I want to... I love this place! I have no inclination of moving on from this. It’s a phenomenal opportunity.”

Owen



## HEARING FROM OTHERS WHO HAVE MOVED

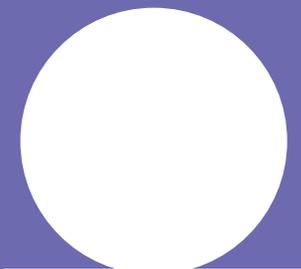
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Owen is a 48-year-old man living in Flushing. When he was younger, he earned a bachelors degree in Business Administration and was studying for a law degree. When he became ill, he put his education on hold and spent 9 years in and out of hospitals, then 11 years in an adult home. Even though Owen often thought about moving out of his adult home, he was hesitant about making such a major change. He credits his social worker for motivating him to apply for his own apartment and try living on his own again.

When Owen first moved into his apartment, he felt lonely and frightened. Still, he also relished making decisions for himself and the sense of possibility his new life offered. After he moved, one of the first things Owen did was look for a job. He searched for a year for the right one and is now a full-time Peer Specialist. Working with other people with mental health diagnoses is very rewarding to him and when his job gets stressful he calls his mom or social worker. He says he also enjoys getting to know his co-workers and is always proud when he receives recognition from his supervisor for the good work he does.

“I get through the day, I get through the week, I get through the month, and the next thing I know it’s Christmas again.”

Rick

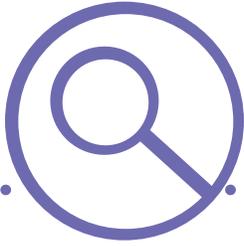


## HEARING FROM OTHERS WHO HAVE MOVED

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Rick is a 56-year-old man who lives in Queens Village. He studied carpentry and locksmithing as a young man, but when he became ill he was not able to work much. After living in group homes in California and New York, he moved into an adult home for 2 years. Rick wanted to leave the adult home as soon as he could so when a housing provider said he could move out more quickly if he was willing to live with a roommate, he decided to try it. He and a friend from the adult home talked it over and agreed to try being roommates. They moved into a 2-bedroom apartment with a shared bath and kitchen.

Rick got along well with his roommate and enjoyed the combination of having some privacy (in his own bedroom) and some companionship. When his roommate passed away from a heart attack, Rick moved into his own apartment. Living by himself, he is careful to structure his days in a way that feels good for him. He enjoys getting up early and taking walks through his neighborhood and in the evenings he likes to listen to music and watch TV. Rick also volunteers at a nearby hospital and feels a strong connection to members of a mutual support group for people in recovery from addictions. He says it’s nice to be able to talk to people who “get” him and understand what his life is like. Rick sees his life as simple but orderly and managing his own life is a source of pleasure for him.



## EXPLORING YOUR HOUSING OPTIONS: ELIGIBILITY

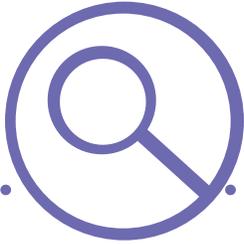
As you begin to explore your housing options, you should first determine if you meet all eligibility criteria under this settlement for moving into your own apartment.

1. First, this settlement only affects adult home residents with a serious mental illness. For example, you are presumed to have a serious mental illness if you have a mental health diagnosis and you received services from a mental health professional licensed by the Office of Mental Health in the last 2 years. **If you have a question about your eligibility, it's a good idea to reach out to the Department of Health (DOH) Community Transitions Program (518-485-8781).**
2. Residents of the following adult homes *will be the first invited to move under the settlement.* The following list provides the name of the housing provider that will help residents of each home.
  1. Belle Harbor: Comunilife
  2. Brooklyn Adult Care Center: Institute for Community Living (ICL)
  3. Central Assisted Living: Federation of Organizations
  4. Elm York: Transitional Services for New York, Inc. (TSI)
  5. Garden of Eden: FECS
  6. Kings Adult Care Center: FECS
  7. Mermaid Manor: Jewish Board of Family and Children's Services (JBFCS)
  8. New Gloria's Manor: Comunilife
  9. New Haven Manor: Federation of Organizations
  10. Oceanview Manor: JBFCS
  11. Park Inn: Comunilife
  12. Queens Adult Care Center: ICL
  13. Rockaway Manor: Federation of Organizations



## EXPLORING YOUR HOUSING OPTIONS: ELIGIBILITY

14. Sanford Home: TSI
  15. Seaview Manor: Federation of Organizations
  16. Surf Manor: JBFCS
  17. Surfside Manor: Comunilife
  18. Wavecrest Home for Adults: Federation of Organizations
3. Residents of the following adult homes in the Bronx and Staten Island will not be immediately eligible to move through the settlement. However, housing providers will reach out to residents of these homes during the later stages of the 5-year settlement process. Stay tuned for more information!
1. Harbor Terrace Adult Home
  2. Lakeside Manor Home
  3. Mariners Residence (formerly S.S. Cosmas and Damian Home)
  4. Parkview Home for Adults
  5. Riverdale Manor



## EXPLORING YOUR HOUSING OPTIONS: ELIGIBILITY

If you are an adult home resident who does not have a diagnosis of a serious mental illness or does not live in an adult home designated by the settlement, you have other options to help you move:

- You should ask your adult home case manager or care manager from your health home or Managed Long Term Care Plan (MLTCP) for help. You can also call CIAD (212-481-7572) for more information.
- You can contact city housing agencies on your own:
  - The NYC Affordable Housing Resource Center compiles information on many affordable housing options
    - o [www.nyc.gov/html/housinginfo/html/home/home.shtml](http://www.nyc.gov/html/housinginfo/html/home/home.shtml)
    - o You can also call 311 and ask to speak to a Housing Specialist, but you may need to ask for a specific program.
  - On NYC Housing Connect you can search for housing and complete online applications
    - o [www.nyc.gov/housingconnect](http://www.nyc.gov/housingconnect)
  - The NYC Department of Housing Preservation and Development (HPD) lists Affordable Housing lotteries
    - o Call 311 and ask for the Affordable Housing Hotline, or dial 212-863-5610.
    - o [www.nyc.gov/html/hpd/html/apartment/lotteries.shtml](http://www.nyc.gov/html/hpd/html/apartment/lotteries.shtml)
  - If you are an older adult or have a disability, you may qualify for special housing; you can call 311 and ask for the Department for the Aging, or visit: [www.nyc.gov/html/housinginfo/html/seniors\\_disabled/seniors\\_disabled.shtml](http://www.nyc.gov/html/housinginfo/html/seniors_disabled/seniors_disabled.shtml)

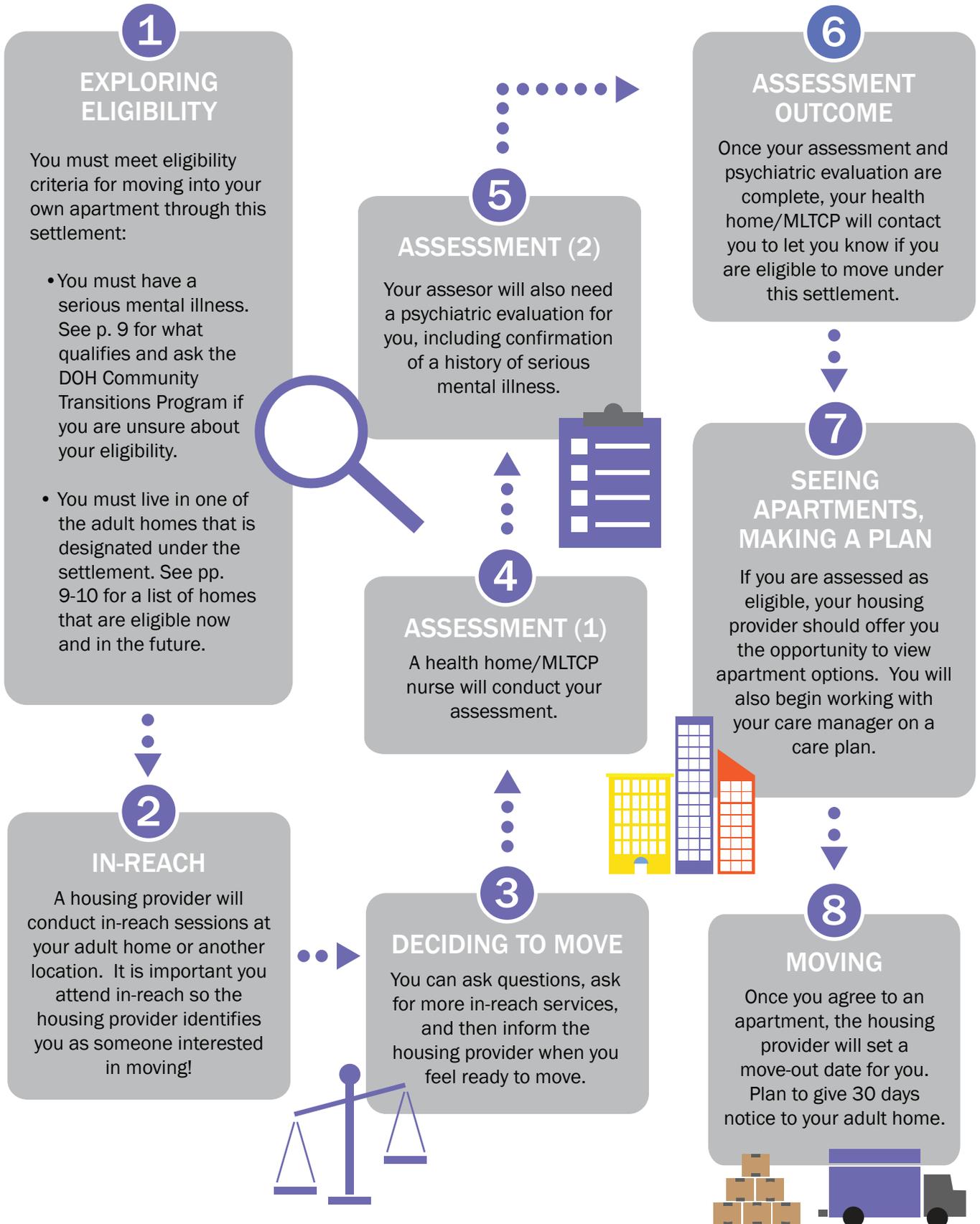
You may also call **CIAD (212-481-7572)** or **MFY Legal Services (877-417-2427, toll free)** to learn more.

# GETTING READY TO MOVE

Once you find out if you're eligible to move under this settlement, you will need to decide if you want to move out of your adult home. *The list below provides some potential benefits and challenges to consider when deciding whether or not to move.*

	POTENTIAL BENEFITS	POTENTIAL CHALLENGES	POTENTIAL SOLUTIONS
<b>BUDGET &amp; MONEY</b>	You'll have more money for yourself each month (70% of your government benefits check).	You'll have to cover more of your own expenses (e.g., buy all your food, pay to do laundry, etc.).	See p. 18-19
<b>COOKING &amp; FOOD</b>	You can buy food you like and prepare it however you want! You can eat whenever you like.	You'll need to learn some cooking basics, or get help with meal preparation (e.g., Meals-on-Wheels). Some people may have special dietary concerns.	See pp. 23-24
<b>DAILY SCHEDULE</b>	While you may have certain obligations (e.g., housing provider visits), you are able to organize your day largely as you like.	People who have moved sometimes feel overwhelmed with figuring out how to organize their day or feel bored during the day.	See pp. 25-28
<b>FAMILY &amp; FRIENDS</b>	You decide when and where you want to see your family and friends. You can also make new friends and if there are people in your life you don't want to see, you don't have to.	You won't see friends from your adult home as often (not every day). People who have moved into their own apartment report it can sometimes feel lonely living on their own.	See pp. 25-28
<b>PRIVACY</b>	You will either have your own apartment or have your own bedroom in an apartment with a roommate. Either way, people report enjoying a great deal more privacy.	It may be hard to adjust to living by yourself. You may have to be creative with your spare "down time" and look for new ways to fill your time.	See pp. 25-28
<b>TRAVEL</b>	You are free to travel wherever you want!	Your budget, health and time constraints may limit long-distance travel. You may need to get (re)acquainted with transportation systems (MTA, Greyhound, Amtrak, etc.)	See p. 20

# THE STEP-BY-STEP MOVING PROCESS



# THE STEP-BY-STEP MOVING PROCESS

**1: for ELIGIBILITY criteria, please see pp. 9-10**

## **2: IN-REACH**

You can learn which housing provider will conduct in-reach at your home on pp. 9-10. If it seems like the housing provider isn't coming to your home, or if you are worried the housing provider visits while you are away (e.g., at your day program) you can call CIAD for help at 212-481-7572.

## **3: DECIDING TO MOVE**

Some people are sure they want to move while others are sure they want to stay in the adult home – either choice is fine! Still others might be uncertain about whether or not to move. See p. 12 for some things to consider if you are trying to decide to move.

## **4: ASSESSMENT (1)**

The first assessment step is an interview with a nurse from your health home/MLTCP (see box). You will be asked for personal information (name, age, etc.) and medical information. The nurse will also test your mobility and screen you for dementia. You will be asked about your desires and goals for living on your own. You should feel free to ask questions during the assessment interview. After the interview, the nurse will inform your health home/MLTCP about your eligibility to move.

## **5: ASSESSMENT (2)**

Your health home/MLTCP assessor needs a psychiatric evaluation for you. For most people, this evaluation is something your psychiatrist or other mental health professional can provide directly – you do not have to make an

appointment or have another interview. If you do not see a psychiatrist or therapist right now, you can ask your care manager how to get a psychiatric evaluation.

## **6: ASSESSMENT OUTCOME**

After your housing provider has the results of your assessment interview and psychiatric evaluation, they will determine if you are ready to move out of your adult home (and what kind of housing is a good fit for you). They will work with your health home/MLTCP care manager to file HRA paperwork for you. This process may take a while to complete, but you can always ask your housing provider or care manager for updates.

## WHAT ARE HEALTH HOMES AND MANAGED LONG TERM CARE PLANS?

### **Health Homes**

- Health Homes work with hospitals, primary care doctors, treatment centers, clinics, housing contractors and others to get you the available services you need to live in the community.
- Your caregivers talk to each other so that all your needs are comprehensively addressed.
- You will have a care manager who will oversee your care and arrange for the services you need to stay healthy.

### **Managed Long Term Care (MLTC)**

- Helps people who are chronically ill or have disabilities and who need health and long-term care services such as home care or adult day care, stay in their homes and communities as long as possible.
- The MLTC plan arranges and pays for a large selection of health and social services, and provides choice and flexibility in obtaining needed services from one place.

# THE STEP-BY-STEP MOVING PROCESS

## 7: SEEING APARTMENTS, MAKING A PLAN

Once you are assessed as eligible under this settlement, your housing provider will take you to view apartments. You have the right to view various apartments before you choose one. You never have to agree to an apartment you do not like!

Some things you may want to keep in mind when viewing apartments:

- **Location:** Ask where your housing agency has apartments; many are in Queens or Brooklyn. Think about your life and the people and places you already know. Perhaps you'd like to live near a familiar neighborhood or perhaps you prefer a fresh start in a new neighborhood.
- **Size:** Find out how big most available apartments are. Are there one-bedroom apartments? Studios? What sizes are more readily available (i.e., move-in ready)?
- **Roommates:** Think about the pros and cons of living with a roommate. Some people find they can get an apartment more quickly if they move with a roommate. Others may have a friend or partner with whom they want to live. However, some people find roommates stressful or prefer the privacy of living on their own.
- **Neighborhood Resources:** Ask to see the nearest bus and subway stops for apartments you visit. Also, ask how long it takes to travel to places important to you (e.g., to visit a family member or a doctor). You may also want to ask where the nearest grocery store, drugstore, bank and hospital are. Based on your interests, you may want to ask about the location of

places like libraries, parks, etc.

You will also be working with your health home/MLTCP care manager to develop a plan of care that will address your needs and preferences.

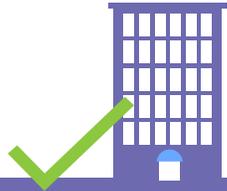
Your care manager will work with you before, during, and after your move into the community. Some things the care manager may do include helping you keep track of your appointments, supporting you in taking your medication, helping you determine eligibility for benefits, etc.

## 8: MOVING

Once you agree to move to an apartment you like, your housing provider will set a move-in date! Remember to give your adult home 30 days notice before you move. More information about what to expect when you move starts on p. 17.

## THE STEP-BY-STEP MOVING PROCESS: WHAT IFs?

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### What if I really want to live in a certain neighborhood?

While geographic preferences must be considered, there are practical limits to apartment locations. If apartments aren't available in certain neighborhoods, talk to your housing provider about what is important to you. Do you want to be near family or certain providers? If you are concerned that a neighborhood won't be safe, see the apartment first and evaluate firsthand whether you would feel safe there.



### What if I don't want a roommate?

No one can be forced to have a roommate if he or she wants to live alone. However, be aware there may be longer waits to move into apartments for individuals (without roommates). Ask your housing provider.



### What would living with a roommate be like?

If you want to live with a roommate, be aware you would still have your own bedroom but would share a kitchen, bathroom, etc. with your roommate. Some people have found that if they agree to live with a roommate, they are able to move more quickly.



### What if I want to live with a roommate who is my romantic partner or a roommate who is not an adult home resident?

Housing providers generally let you choose your roommate. Different providers may have different rules about living with a romantic partner so you should ask your provider directly. Similarly, your provider may have specific rules for moving to an apartment with someone who is not an adult home resident so you should ask your provider directly.



# MOVING OUT AND SETTLING IN

When we talked to former adult home residents who had moved to their own apartments, they told us that the planning process could be messy. For example, they thought about many things at the same time and sometimes it took a while to figure out what to do or how to get help (like how to get help transferring benefits to a new address or applying for new benefits such as food stamps).

The people who made successful moves said it was helpful to start thinking about different areas early in the moving process. They asked questions, asked for help, made some mistakes, and figured out the best way to set up their new life.

On the following pages we describe different areas of life you'll be managing in your own apartment. These are things you may want to start thinking about now even though you will continue working on them after you move. Remember, moving is a process!



## BUDGETING AND BENEFITS

Budgeting is also a big part of living on your own. Getting good at it may take time and skill-building.

### What will my living allowance be?

Moving to supported housing will change the living allowance you receive each month from the Level 3 rate (what you received in the Adult Home) to the Living Alone rate. The exact amount you receive will depend on certain factors such as whether you live in your own apartment or in a shared apartment with roommates. You should speak to your case manager to inquire about your specific situation. In all cases, you will pay 30% of your income toward rent and utilities. (Additional information about SSI benefit levels can be found at [otda.ny.gov/programs/ssp/Maximum-Monthly-Benefit-Amounts.pdf](https://otda.ny.gov/programs/ssp/Maximum-Monthly-Benefit-Amounts.pdf))

### What are some good tips for budgeting?

Your housing provider may be helpful with this; some providers offer classes in household budgeting, keeping track of bills, and payment scheduling plans (including direct deposit). Some other ideas you might consider:

- A good place to get started is within your adult home before you move. If there is a Moving On group or other independent/daily living skills group, you should try to attend and specifically ask for information on budgeting.
- If you don't already have your own bank account, ask for help in getting one set up before you move. You may want to arrange for direct deposit for your benefits. You will need a photo ID to do this. Contact your housing provider or care manager for more information if you don't have a photo ID or visit [www.nyc.gov/html/id/html/home/home.shtml](https://www.nyc.gov/html/id/html/home/home.shtml)



## BUDGETING AND BENEFITS

- Check out resources to help with your finances and entitlements like Baltic Street's advocacy sites (718-833-5929; [www.balticstreet.org/advocacy\\_sites.htm](http://www.balticstreet.org/advocacy_sites.htm))
- You may be eligible for a variety of discounts and assistance programs that will help you save money each month. These include:
  - o Reduced Fare Metrocards
  - o SNAP Benefits (foodstamps)
  - o Home Energy Assistance Program Benefits
  - o Free/reduced cost cell phone
  - o More information on each of these resources can be found on the resource list starting on p.33

### TRANSFERRING BENEFITS

This should be taken care of by your care manager and adult home administrator but check with them to make sure your benefits are being transferred. See p. 33 and p. 37 for the names and numbers of government offices that handle benefits concerns (The NYC Human Resources Administration InfoLine is especially important: 718-557-1399). If you are worried that something isn't working with your benefits, contact your care manager as soon as possible!



## TRANSPORTATION

**Familiarizing yourself with public transportation:** If you haven't already located public transportation spots during the apartment visit, you should locate the nearest bus and subway stop once you decide on an apartment. You may want to walk to these spots from your building so you have a sense of how long it takes. Additional tips:

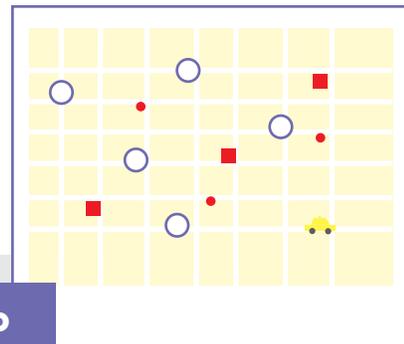
- You can ask the MTA staff in many subway stations for free subway and bus maps.
- You will qualify for a reduced fare Metrocard. You can call 511, then say or select MTA to hear a recording about how to apply for this card.
- The first few times you take public transportation from your apartment to appointments, you should budget extra time to get there and write down how long the trip takes.

### Access-a-Ride

Some people who have mobility limitations may qualify for Access-a-Ride, which sends a van and driver to your house to help you get to medical and other appointments. If you think you might qualify for this service, you should ask your care manager for help applying.

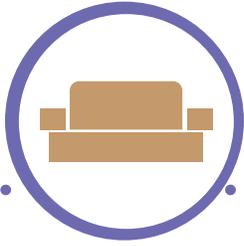
## KEY RESOURCES

- Subway Maps & Schedules: [new.mta.info/nyct](http://new.mta.info/nyct)
- Reduced Fare Metro Card Application: [web.mta.info/nyct/fare/rfapply.htm](http://web.mta.info/nyct/fare/rfapply.htm)
- Access-a-Ride: 877-337-2017
- Access-a-Ride Application: [web.mta.info/nyct/paratran/access\\_application.pdf](http://web.mta.info/nyct/paratran/access_application.pdf)



## TIP

Post a good map of the local area in your kitchen. Mark places of interest and resources – libraries (with internet!), service agencies, coffee shops, etc.



## FURNISHING YOUR APARTMENT

All apartments will have essential furnishings and equipment (for cooking and cleaning), but of course you'll have your own preferences for decorating and set-up. So asking about good local home goods stores is a good idea (ask if they deliver!).

- First, it's always good to check in with your housing agency and ask them what they can help you with. For example, they may be able to provide you with more furniture and housewares than you thought, meaning you will have less to buy yourself. In addition, some agencies may be able to direct you to resources for clothes shopping and acquiring other belongings.
- For housewares, major department stores and chains often have sales. You should check the Sunday paper or visit store's individual websites (or call the stores) to find out when prices will be lower.
- There are many second hand and discount chains in the city, from the Goodwill to 99 cents stores. Ask your housing provider if they know of neighborhood stores that offer good discounts.

### WHEN THINGS GO WRONG...

Even when you've done good planning and preparation, unexpected things can happen. So it's good to have a back-up plan and some emergency numbers handy. The resource list starting on p. 33 has some good numbers to keep posted.



IN CASE OF EMERGENCY

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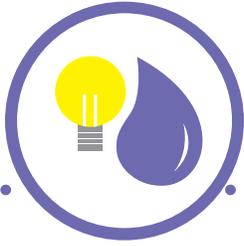
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## SETTING UP UTILITIES

### Getting utilities set up:

Again, your housing provider should have already done this. Be sure to post the names/locations/contact information for your utility services. It's especially important to have an emergency number handy in case of mix-ups.

## KEY RESOURCES

### Gas:

- Con Edison: 800-752-6633; [www.coned.com](http://www.coned.com)
- o Some parts of Queens are covered by National Grid: 718-643-4050; [www2.nationalgridus.com](http://www2.nationalgridus.com)

### Electricity:

- Con Edison: 800-752-6633; [www.coned.com](http://www.coned.com)

### Water:

The New York City Department of Environmental Protection: 718-595-7000  
[www.nyc.gov/html/dep/html/customer\\_assistance/customer\\_service.shtml](http://www.nyc.gov/html/dep/html/customer_assistance/customer_service.shtml)

### Telephone:

If you would like to set up a landline in your apartment, consider calling a company like Verizon, Time Warner or RCN. These companies offer phone service, television, and Internet; sometimes there are deals for getting all three services.

- o Verizon: 800-837-4966  
[www.verizon.com/?lid=//global//residential](http://www.verizon.com/?lid=//global//residential)
- o Time Warner: 212-358-0900  
[www.timewarnercable.com/en/residential.html](http://www.timewarnercable.com/en/residential.html)
- o RCN: 800-746-4726  
[www.rcn.com](http://www.rcn.com)

Free cell phones with a limited number of minutes are available to people with disabilities and the elderly:

- o Assurance Wireless: 888-898-4888  
[www.assurancewireless.com](http://www.assurancewireless.com)
- o Lifeline: 888-641-8722  
[www.fcc.gov/guides/lifeline-and-link-affordable-telephone-service-income-eligible-consumers](http://www.fcc.gov/guides/lifeline-and-link-affordable-telephone-service-income-eligible-consumers)



## SHOPPING AND COOKING

**Shopping resources:** Shopping for quality food and household items can be tricky on a budget, but it's great to be able to cook for yourself and set up your place the way you like. Compare prices, check out sales, consider using coupons (found in the Sunday paper or online) and review in-store circulars. Some stores lower prices on certain days or for slightly older produce. And remember you've got to get that stuff home! So using nearby stores and investing in a sturdy rolling cart – or getting the hang of local bus routes and delivery services – will help a lot.

It's also good to be aware of local food pantries in case you need to supplement your monthly budget from time to time. Two good resources:

- Food Bank for New York City: 212-566-7855, [www.foodbanknyc.org/foodprogramlocator](http://www.foodbanknyc.org/foodprogramlocator)
- FoodPantries.org: [www.foodpantries.org/st/new\\_york](http://www.foodpantries.org/st/new_york)

Many NYC Greenmarkets accept EBT cards. Many vendors reduce their prices towards the end of the day: [www.grownyc.org/greenmarket/ourmarkets](http://www.grownyc.org/greenmarket/ourmarkets)

## MANAGING DIABETES

People on some antipsychotic medications are at higher risk of developing diabetes. Older age, overweight or obesity, and a sedentary lifestyle also increase your risk of diabetes. You can learn more about healthy food choices, active lifestyles, and managing diabetes at [www.diabetes.org/mfa-recipes/](http://www.diabetes.org/mfa-recipes/); [tracker.diabetes.org](http://tracker.diabetes.org); [www.health.ny.gov/diseases/conditions/diabetes/index.htm](http://www.health.ny.gov/diseases/conditions/diabetes/index.htm)

**Cooking:** Basic cooking skills will make your transition to apartment living easier to manage and more pleasant. If you don't know how to cook, you have multiple options to get help in learning the basics and some useful shortcuts. (Slow-cookers minimize preparation and are good for several meals.)

*Before you move:*

- In some adult homes, there are Moving On groups, or other groups to help people learn daily living skills like cooking. If you haven't heard of this type of group in your home, ask around and consider joining.



## SHOPPING AND COOKING

*After you move:*

- If you don't learn cooking skills while in the adult home, you can also ask your housing provider or care manager for suggestions. They may know of day programs that offer cooking classes, or other programs to learn how to cook.
- The public library is a great place for information. You can ask a librarian for help searching for cookbooks and cooking DVDs you can check out or watch on library computers. See p.36 for information on locating your nearest public library.
- If you use the Internet, there are many websites and videos you can study. Some examples:
  - o [allrecipes.com/recipes/everyday-cooking/quick-and-easy/](http://allrecipes.com/recipes/everyday-cooking/quick-and-easy/)
  - o [www.collegerecipes.com](http://www.collegerecipes.com)
  - o [www.youtube.com/user/startcooking/videos](http://www.youtube.com/user/startcooking/videos)
  - o [www.leannebrown.com](http://www.leannebrown.com)
- Government and non-profit organizations offer good information on shopping and cooking on SNAP/EBT and other budget restrictions:
  - o ChooseMyPlate.gov: [www.choosemyplate.gov/healthy-eating-on-budget.html](http://www.choosemyplate.gov/healthy-eating-on-budget.html)
  - o The USDA SNAP-Ed Connection: [snap.nal.usda.gov/resource-library/manage-your-food-resources-wisely/meal-planning-shopping-and-budgeting](http://snap.nal.usda.gov/resource-library/manage-your-food-resources-wisely/meal-planning-shopping-and-budgeting)
- Build in some variety! As one former adult home resident told us, "You can't eat sloppy joes every day." Cooking with others is a great way to learn some tricks, try out new foods, and share a meal.

**Meals on Wheels:** If you are at least 60 years old and have physical or mental disabilities that make it hard to cook, you may qualify for Meals on Wheels. You should speak to your housing provider or care manager about applying to this program, and you can also research options on your own:

- Meals on Wheels: [www.mowaa.org](http://www.mowaa.org); (local programs/phone numbers vary)
- Citymeals-on-Wheels: 212-687-1234; [www.citymeals.org](http://www.citymeals.org)
- For people with "life-altering" medical conditions such as HIV/AIDS or cancer, God's Love We Deliver is another option: 212-294-8198; [www.glwd.org](http://www.glwd.org)



## CONNECTING TO THE COMMUNITY

After you've figured out budgeting, shopping, transportation, and support services, you've still got a life to live! People we interviewed valued their newfound freedom very much. Managing their own household, choosing friends and associates, and checking out possibilities for getting involved in or interacting with others were among the frequently mentioned benefits of that freedom.

There are a surprising number of occasions for meeting people and making new acquaintances. Some of these are obvious. For example, religious services are often followed by informal gatherings over coffee or tea. Some housing providers also arrange social events, such as holiday parties or summer barbeques, and invite people who have recently made the move from an adult home.

Other social venues may be less obvious:

- **Public Libraries** are great places to check out books, CDs and DVDs as well as use the Internet, but you can also attend movies, lectures and even free classes at the library. Libraries can be good places to meet other people as well, including through
- community bulletin boards. See p. 36 of the Resource List for your borough library's contact information.
- **Some coffee shops and restaurants** don't mind if you take your time with your food or drink. You can people watch and learn about the clientele and neighborhood in places like this.
- **Volunteering** is a great way to get out of your apartment and meet new people. Community organizations like community gardens, food coops, animal shelters, and hospitals always need volunteers. New York Cares can help connect you to volunteer opportunities (212-228-5000; [www.newyorkcares.org](http://www.newyorkcares.org)).
- **Self-help groups** like 12-step meetings offer readymade access to people with some tough times in their own histories. To learn about nearby options, you can contact the following organizations:
  - o Alcoholics Anonymous: 212-647-1680; [www.aa.org/pages/en\\_US/find-local-aa](http://www.aa.org/pages/en_US/find-local-aa)
  - o Al-Anon: 888-425-2666; [www.al-anon.alateen.org/local-meetings](http://www.al-anon.alateen.org/local-meetings)



## CONNECTING TO THE COMMUNITY

- o Narcotics Anonymous:  
212-929-6262; [nycna.org/find-a-meeting/](http://nycna.org/find-a-meeting/)
- **Mental health organizations** offer a variety of social and interest-based opportunities.
  - o If you're interested in art, including creating your own art and/or attending arts events, the **Healing Arts Initiative (HAI)** is a great resource (see p. 36 of the Resource List).
  - o If you're interested in working or volunteering in a unique community of like-minded people, you can contact your local **Clubhouse**. Here is a list of clubhouses in New York City:

### Brooklyn

- East New York Club House  
718-235-5780
- Open Door Club  
718-377-7757

### Bronx

- Beacon of Hope Clubhouse  
718-993-1078
- Fountain House Bronx  
718-742-9884

### Manhattan

- Chelton Loft  
212-727-4360

- Fountain House  
212-582-0340

### Queens

- Citiview Connections  
718-361-7030
- Venture House  
718-658-7201

### Staten Island

- Sky Light Center  
718-720-2601

- o If you're interested in peer-run or –staffed programs (i.e., programs run or staffed by people with mental health diagnoses), you may want to check out the following organizations:
  - **Baltic Street** in Brooklyn  
718-875-7744; [www.balticstreet.org](http://www.balticstreet.org)
  - **New York Association of Psychiatric Rehabilitation Services (NYAPRS)**  
518-436-0008 or; [www.nyaprs.org](http://www.nyaprs.org)
  - **HALI Jamaica PROS**  
718-206-0888; [www.hali88.org](http://www.hali88.org)
- o If you're interested in other recovery oriented programs, look up PROS programs (Personalized Recovery Oriented Services) in your area. [www.omh.ny.gov/omhweb/pros](http://www.omh.ny.gov/omhweb/pros)



## CONNECTING TO THE ONLINE COMMUNITY

The Internet is a computer-based medium for sharing information and news. You can learn about any topic you can imagine by looking through Internet sites and pages. Because of the Internet we are able to communicate almost instantly with other people all over the world. The Internet offers the following services – almost all of them **FREE!**

- **Email:** Email is an electronic mail system for keeping in touch with people. Email messages can be read and sent anywhere with an Internet connection. You can open an email account through sites like [gmail.com](http://gmail.com) and [yahoo.com](http://yahoo.com).
- **Instant Messaging (IM):** If email is like writing a letter, IM is like talking on the phone – you write short messages back and forth with someone in real time. IM services include Gtalk, Yahoo Messenger and [skype.com](http://skype.com).
- **Information:** You can get information on any topic through search engines like [google.com](http://google.com) or [yahoo.com](http://yahoo.com). You can also use sites like [wikipedia.com](http://wikipedia.com), an “open-source” encyclopedia edited by millions of users all over the world.
- **Social networking:** Social networking sites create online communities of people who share interests. Some popular sites are [facebook.com](http://facebook.com), [bebo.com](http://bebo.com) and [msn.com](http://msn.com)
- **Current events:** Almost any media you like has a website to share the latest news. Examples include: [nytimes.com](http://nytimes.com), [cnn.com](http://cnn.com) or [npr.org](http://npr.org). There are also many human-interest outlets only operating on the Internet such as [reddit.com](http://reddit.com), [gawker.com](http://gawker.com), and [gothamist.com](http://gothamist.com).
- **Shopping:** You can shop for almost anything on the Internet! [Amazon.com](http://Amazon.com) is a popular site for books, music, and more. You have to use a credit/debit card to pay for your purchase and be sure to check shipping charges.



## CONNECTING TO THE ONLINE COMMUNITY

Here are some places where you can learn more about computers and the Internet for free:

- **Public Libraries**  
*A variety of computing and internet classes.*  
See p. 36 of the Resource List to contact your local library branch
- **NYC Parks Department  
Computer Resource Centers**  
*Classes and access to computer resource centers open to the public.*  
Dial 311 and ask for NYC Parks Computer Resource Centers;  
[www.nycgovparks.org/crc](http://www.nycgovparks.org/crc)
- **Older Adult Technology Services**  
*Classes and resources for adults ages 60+ who are interested in technology.*  
718-360-1707; [www.oats.org](http://www.oats.org)
- **Senior Planet**  
*A technology resource center with free courses and events for adults ages 60+.*  
646-590-0615; [www.seniorplanet.org/the-center/welcome](http://www.seniorplanet.org/the-center/welcome)



## AVOIDING BED BUGS IN YOUR APARTMENT

The common bed bug, also known as *cimex lectularius*, is a pest recognized by the NYC Department of Housing Preservation and Development (HPD). Bed bugs are very small, have no wings, and are flat and red. A first sign of infestation may be bites that leave itchy bumps or rashes. Other signs of bed bugs include the presence of their droppings on furniture and floorboards and, possibly, blood stains on mattresses.

Bed bugs can spread quickly in multi-dwelling housing. The surest way to prevent the spread of bed bugs is prevention, early detection and rapid treatment. If you suspect there are bed bugs in your adult home, there are several steps you can take. You should notify your adult home administrator (if they do not respond, dial 311 or use 311ONLINE to file a bed bug complaint). You can also consider leaving old furnishings behind and washing and drying your clothes on hot settings or getting them professionally laundered before moving into your new apartment.

After moving, should you believe you have bed bugs, the first action you should take is to notify your building

superintendent or landlord, and ask for a professional inspection. If that fails to get a response, you may dial 311, or use 311ONLINE ([www.nyc.gov/311](http://www.nyc.gov/311)) to file a bed bug complaint. HPD Code Enforcement has two specially trained canines that assist inspectors with locating bed bugs and determining infestations. Pest-management professionals can then administer appropriate insecticides.

To prepare for a call to 311, we suggest that you know a working telephone number for your property owner. This is recommended because HPD will attempt to call the property owner first, before issuing a Notice of Violation, which could lead to fines for the building owner.

For further information:

- [www.nyc.gov/html/doh/bedbugs/html/home/home.shtml](http://www.nyc.gov/html/doh/bedbugs/html/home/home.shtml)
- [www.nysipm.cornell.edu/whats\\_bugging\\_you/bed\\_bugs/bedbugs\\_faqs.asp#whatdoes](http://www.nysipm.cornell.edu/whats_bugging_you/bed_bugs/bedbugs_faqs.asp#whatdoes)



## HOUSING MYTHS DEBUNKED

“Housing Myths” is a term for ideas or rumors you may hear about your housing options. The real truth of the matter is different! The purpose of this section is to make you aware of some common housing myths and help you learn the truth about your options if you desire to move into the community.

MYTH	TRUTH
1. I must accept the first apartment that I’m offered.	Many people we interviewed viewed multiple apartments before deciding on the right one. People considered the size of the apartment, its location, and neighborhood characteristics to help make their choices.
2. If I don’t find an apartment on my own, I’m out of luck.	Housing providers and care managers are required to help all clients assessed as eligible move from adult homes. They must search within their available apartments to find one suited to your needs & preferences. You are not required nor encouraged to find an apartment on your own; you should work with the housing provider assigned to your adult home.
3. The paperwork involved is overwhelming!	Housing providers and care managers are required to help clients assessed as eligible to move with their housing paperwork. They should assist you until your paperwork is successfully submitted.
4. I’ll never be assessed as eligible to move.	Some people we interviewed didn’t think they’d be eligible to move from their adult homes or were told they were ineligible. However, they surprised themselves and others by being successful candidates and moving anyway! Anyone who completes the assessment process (see pp. 13-15) and is found eligible under this settlement has the right to move. Housing providers and care managers must assist those who are found eligible at all stages of the moving process.



## HOUSING MYTHS DEBUNKED

MYTH	TRUTH
5. I don't have what it takes.	Housing providers are required to help all clients assessed as eligible to succeed in the community. They provide ongoing support in your new apartment and can assist you when you encounter challenges. You will also have a care manager affiliated with a health home/MLTCP who can help you. Finally, many people who had long stays in adult homes – some as long as 25 years – now live successfully in their own apartments. People like you are making it in the community every day!
6. I'll lose all my benefits.	Your care manager will help you transfer your current benefits and may help you apply for new benefits like SNAP. Many people we interviewed reported that their “money situation” is better now, with more income than when they lived in the adult home.
7. I've never lived on my own before so I won't make it now.	Several people we interviewed had never lived on their own before either. Learning new skills – and sharpening old skills – helped them in their new life. Your home may have a Moving On group to help you learn independent living skills and/or you can ask your housing agency to help you “rehearse” the move to learn more about budgeting, household tasks, using public transportation, etc.
8. My adult home will not cooperate or says it is a bad idea for me to move out.	Adult home staff must neither interfere with nor hinder the eligibility of any person. The class member must receive knowledge of in-reach visits and must not be prevented from moving.



## HOUSING MYTHS DEBUNKED

MYTH	TRUTH
9. I don't have enough clothes or things to fill my new apartment.	Housing providers will provide basics for your new apartment (e.g., furniture, kitchen supplies). They may also refer you to other agencies that can offer additional resources. Some people we interviewed also bought some items for their apartment themselves or received them as gifts.
10. After so many years in an adult home, there is no place for me in the community.	Almost all of the people we interviewed continued to see therapists, attend programs, and enjoy their lives. Many found friends and partners new and old, and many think of themselves as an important part of their community. Discovering community resources and a new routine is fun and meaningful!
11. I have severe health concerns that only my adult home can help me manage.	Many people we interviewed had health concerns but they developed ways to help themselves (e.g., finding apartments in areas where there were plenty of health care providers). Your housing provider and care manager can help you plan how to address your health concerns and connect to new health care providers.
12. I'll lose my program and service providers.	People we interviewed were often able to arrange transport to their old programs or old service providers (e.g., therapists) if they wanted to continue with them. Other people found new programs and service providers closer to their new apartments.



## RESOURCE LIST

New York City has many resources to support you as you set up your life in supported housing. A great start for finding out about resources in New York City is to call 311 or visit [www1.nyc.gov/nyc-resources/categories.page](http://www1.nyc.gov/nyc-resources/categories.page). Remember, you also always have the option to call your housing provider and/or your care manager (affiliated with your health home/MLTCP).

AREA	CONTACT INFORMATION
Housing Providers (working with individuals covered by the settlement)	
Comunilife	212-219-1618; <a href="http://www.comunilife.org">www.comunilife.org</a>
Federation of Organizations	631-669-5355; <a href="http://www.fedoforg.org">www.fedoforg.org</a>
FEGS	212-366-3400; <a href="http://www.fegs.org">www.fegs.org</a>
Institute for Community Living	212-385-3030; <a href="http://www.iclinc.net">www.iclinc.net</a>
Jewish Board of Family and Children’s Services	888-523-2769; <a href="http://www.jbfcs.org">www.jbfcs.org</a>
Transitional Services for New York, Inc.	718-746-6647; <a href="http://www.tsiny.org">www.tsiny.org</a>
Income Benefits	
Social Security Office Locator	800-772-1213 <a href="http://secure.ssa.gov/ICON/main.jsp">secure.ssa.gov/ICON/main.jsp</a>
Health Care	
Medicaid	Call the HRA InfoLine to find your local office: 718-557-1399 <a href="http://www.nyc.gov/html/hra/html/services/medicaid_offices.shtml">www.nyc.gov/html/hra/html/services/medicaid_offices.shtml</a>
Medicare	800-633-4227; <a href="http://www.medicare.gov">www.medicare.gov</a>



## RESOURCE LIST

AREA	CONTACT INFORMATION
Home Health Aide	Speak to your housing provider, your Health Home or Managed Long Term Care Plan or call HRA's InfoLine for eligibility information at 718-557-1399
Friends in Deed	212-925-2009; <a href="http://www.friendsindeed.org">www.friendsindeed.org</a>
<b>Food/Nutrition</b>	
SNAP Benefits	718-557-1399; <a href="http://www.nyc.gov/html/hra/html/services/snap.shtml">www.nyc.gov/html/hra/html/services/snap.shtml</a>
Meals-on-Wheels	<a href="http://www.mowaa.org">www.mowaa.org</a>
Citymeals-on-Wheels	212-687-1234; <a href="http://www.citymeals.org">www.citymeals.org</a>
Local Food Pantries	311; <a href="http://www1.nyc.gov/apps/311utils/providerInformation.htm?serviceID=1083">www1.nyc.gov/apps/311utils/providerInformation.htm?serviceID=1083</a>
<ul style="list-style-type: none"> <li>• Food Bank NYC</li> </ul>	212-566-1463 <a href="http://www.foodbanknyc.org/foodprogramlocator">www.foodbanknyc.org/foodprogramlocator</a>
<ul style="list-style-type: none"> <li>• FoodPantries.Org</li> </ul>	<a href="http://www.foodpantries.org/st/new_york">www.foodpantries.org/st/new_york</a>
<b>Transportation</b>	
Reduced-fare Metrocard	Call 511; when prompted say "MTA," then say "Subway and Buses" <a href="http://web.mta.info/nyct/fare/rfapply">web.mta.info/nyct/fare/rfapply</a>
Access-a-Ride	877-337-2017; <a href="http://web.mta.info/nyct/paratran/access_application.pdf">web.mta.info/nyct/paratran/access_application.pdf</a>



## RESOURCE LIST

AREA	CONTACT INFORMATION
<b>Utilities</b>	
Con Edison	800-752-6633; <a href="http://www.coned.com">www.coned.com</a>
National Grid	718-643-4050; <a href="http://www2.nationalgridus.com">www2.nationalgridus.com</a>
Home Energy Assistance Program ( <i>for heating assistance and free air conditioner eligibility</i> )	800-692-0557; <a href="http://www.nyc.gov/html/hra/html/services/energy.shtml">www.nyc.gov/html/hra/html/services/energy.shtml</a>
New York City Department of Environmental Protection	718-595-7000; <a href="http://www.nyc.gov/html/dep/html/customer_assistance/customer_service.shtml">www.nyc.gov/html/dep/html/customer_assistance/customer_service.shtml</a>
<b>Telephones</b>	
Free/reduced cost cell phones	
<ul style="list-style-type: none"> <li>Assurance Wireless</li> </ul>	888-898-4888; <a href="http://www.assurancewireless.com">www.assurancewireless.com</a>
<ul style="list-style-type: none"> <li>Lifeline</li> </ul>	888-641-8722; <a href="http://www.fcc.gov/guides/lifeline-and-link-affordable-telephone-service-income-eligible-consumers">www.fcc.gov/guides/lifeline-and-link-affordable-telephone-service-income-eligible-consumers</a>
<b>Landline Service</b>	
<ul style="list-style-type: none"> <li>Verizon</li> </ul>	800-837-4966 <a href="http://www.verizon.com/?lid=//global//residential">www.verizon.com/?lid=//global//residential</a>
<ul style="list-style-type: none"> <li>Time Warner</li> </ul>	212-358-0900 <a href="http://www.timewarnercable.com/en/residential.html">www.timewarnercable.com/en/residential.html</a>
<ul style="list-style-type: none"> <li>RCN</li> </ul>	800-746-4726; <a href="http://www.rcn.com">www.rcn.com</a>



## RESOURCE LIST

AREA	CONTACT INFORMATION
<b>Career &amp; Continuing Education</b>	
ACCES-VR Adult Career & Continuing Education Services – Vocational Rehabilitation	800-222-JOBS (5627) <a href="http://www.acces.nysed.gov/vr">www.acces.nysed.gov/vr</a>
Howie the Harp	212-781-1400 <a href="http://www.communityaccess.org/what-we-do/hth-peer-advocacy-ctr">www.communityaccess.org/what-we-do/hth-peer-advocacy-ctr</a>
<b>Community/Senior Centers</b>	
YMCA	800-872-9622; <a href="http://www.ymcanyc.org">www.ymcanyc.org</a>
Jamaica Service Program for Older Adults	718-657-6500 <a href="http://www.jspoa.org/index1.html">www.jspoa.org/index1.html</a>
<b>Libraries</b>	
NYC Public Libraries <ul style="list-style-type: none"> <li>Libraries in Manhattan, the Bronx, and Staten Island</li> </ul>	917-ASK-NYPL (917-275-6975) <a href="http://www.nypl.org">www.nypl.org</a>
Brooklyn Public Library	718-236-1760; <a href="http://www.bklynlibrary.org">www.bklynlibrary.org</a>
Queens Library	718-990-0728; <a href="http://www.queenslibrary.org">www.queenslibrary.org</a>
<b>Arts</b>	
Healing Arts Initiative	212-284-4100; <a href="http://www.hainyc.org">www.hainyc.org</a>
<b>LGBT Support and Advocacy</b>	
Sage	212-741-2247; <a href="http://www.sageusa.org">www.sageusa.org</a>
Rainbow Heights Club	718-852-2584; <a href="http://www.rainbowheights.org">www.rainbowheights.org</a>



## RESOURCE LIST

AREA	CONTACT INFORMATION
<b>Other Important Contacts</b>	
ACCESS NYC <i>Online Benefits Screening</i>	<a href="http://www.nyc.gov/accessnyc">www.nyc.gov/accessnyc</a>
New York City Human Resources Administration InfoLine	718-557-1399 <a href="http://www.nyc.gov/html/hra/html/home/home.shtml">www.nyc.gov/html/hra/html/home/home.shtml</a>
New York City Department for the Aging	311 <a href="http://www.nyc.gov/html/dfta/html/home/home.shtml">www.nyc.gov/html/dfta/html/home/home.shtml</a>
New York City Department of Health and Mental Hygiene	311 <a href="http://www.nyc.gov/html/doh/html/home/home.shtml">www.nyc.gov/html/doh/html/home/home.shtml</a>
New York State Office of Temporary and Disability Assistance	518-473-1090; <a href="http://otda.ny.gov/programs">otda.ny.gov/programs</a>
New York State Department of Health <i>(Community Transitions Program)</i>	518-485-8781; <a href="http://www.health.ny.gov">www.health.ny.gov</a>
New York State Office of Mental Health	800-597-8481 <a href="http://www.omh.ny.gov/index.html">www.omh.ny.gov/index.html</a>
<b>For additional questions or concerns about this settlement, you can contact</b>	
Coalition for the Institutionalized Aged and Disabled (CIAD)	212-481-7572; <a href="http://www.ciadny.org">www.ciadny.org</a>
MFY Legal Services	877-417-2427; <a href="http://www.mfy.org">www.mfy.org</a>



## NOTES

A large rectangular area with a dotted top border and horizontal lines, intended for writing notes.